



AGGRESSIVE UNHOUSED CONTROL PLAN OUTLINE

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INTRODUCTION

The following initiatives represent the most effective steps WKS can take to best limit Aggressive Unhoused activity and its effects with minimal financial and resources investment.

01

AGGRESSIVE UNHOUSED CONTROL PLAN:

- **Description:** The Aggressive Unhoused Control Plan is an overarching strategy that encompasses all Aggressive Unhoused control initiatives. It outlines objectives, methods, responsibilities, and timelines for implementing and maintaining security measures across all restaurant locations.
- **Deployment:** Develop a comprehensive plan, tailor it to each location's needs, and ensure proper execution.
- **Benefits:** Provides a structured and coordinated approach to Aggressive Unhoused control, ensuring consistency and effectiveness across all restaurants.
- **Accountability:** Human Resources, Risk, & Legal Department | Operations

02

ENHANCED LIGHTING AS A DETERRENT AND IDENTIFICATION STRATEGY:

- **Description:** Improve lighting both inside and outside the restaurant premises to deter unwanted activity and enhance security. Well-lit areas also aid in the identification of individuals and incidents.
- **Deployment:** Installation of additional lighting fixtures, including motion-activated lights in key areas.
- **Benefits:** Increased visibility, reduced hiding spots, and enhanced security.
- **Accountability:** Human Resources, Risk, & Legal Department | Operations | Facilities

03

CUSTOM SIGNAGE AND PLACEMENT:

- **Description:** Strategically place custom signage conveying messages that deter Aggressive Unhoused individuals and unwanted behavior. Signage can communicate restaurant policies and local laws and codes, such as no loitering or trespassing.
- **Deployment:** Design and installation of clear and visible signage at entry points and throughout the property.
- **Benefits:** Clear communication of expectations, deterrence of unwanted activity, and improved safety.
- **Accountability:** Human Resources, Risk, & Legal Department | Facilities

04

MANDATORY CALL POLICE AND VIRTUAL GUARD CALL POLICY FOR OPERATIONS:

- **Description:** Establish and enforce a clear policy that mandates restaurant staff to contact local law enforcement and virtual guard services when any security incident occurs, even when the perpetrator is no longer on scene.
- **Deployment:** Implementation of standardized protocols and training for staff members.
- **Benefits:** Swift response to security incidents, enhanced safety, and deterrence of unwanted behavior.
- **Accountability:** Human Resources, Risk, & Legal Department | Operations

05

RESOURCE RESTRICTION AND SECURE AREA PROTOCOL:

- **Description:** Restrict access to specific resources or secure areas within the restaurant to minimize unauthorized access. This includes securing storage areas and sensitive equipment.
- **Deployment:** Implementation of access control measures, such as locks or access cards.
- **Benefits:** Reduced risk of theft or vandalism, enhanced asset protection.
- **Accountability:** Operations | Facilities

06

ADVANCED SITE SURVEILLANCE and PREEMPTIVE EMPLOYEE ESCORTS:

- **Description:** Enhance site surveillance through advanced technology, such as security cameras, and establish protocols for preemptive employee escorts for staff members working late shifts.
- **Deployment:** Installation of surveillance systems and establishment of escort procedures.
- **Benefits:** Installation of surveillance systems and establishment of escort procedures.
- **Accountability:** Human Resources, Risk, & Legal | Operations | Learning & Development

07

EMPLOYEE PRE-INCIDENT RESPONSE and DE-ESCALATION TRAINING AND PROCEDURE:

- **Description:** Employee Pre-Incident Response and De-Escalation Training equips restaurant staff with the skills and knowledge to effectively respond to security incidents and de-escalate potentially volatile situations. This training emphasizes conflict resolution, communication, and de-escalation techniques.
- **Deployment:** Integration of training modules into employee onboarding and ongoing training programs.
- **Benefits:** Empowers employees to handle security incidents professionally, reduces the risk of confrontations, and enhances overall safety.
- **Accountability:** Human Resources, Risk, & Legal | Operations | Learning & Development

08

TRAINING AND OUTREACH FOR **AGGRESSIVE UNHOUSED HARASSMENT PREVENTION:**

- **Description:** Training and Outreach for Aggressive Unhoused Harassment Prevention focuses on educating employees and patrons about preventing and addressing incidents of Aggressive Unhoused harassment. This program can include training on recognizing harassment, reporting procedures, and community outreach initiatives.
- **Deployment:** Implementation of training sessions, workshops, and awareness campaigns.
- **Benefits:** Empowers employees and customers to identify and report harassment, fosters a safe and respectful environment, and enhances community engagement.
- **Accountability:** Human Resources, Risk, & Legal | Operations | Learning & Development

09

LANDLORD ACCOUNTABILITY INITIATIVE:

- **Description:** The Landlord Accountability Initiative seeks to engage property landlords in the Aggressive Unhoused control efforts. This involves collaborating with property owners to ensure they uphold security and safety measures on their premises, addressing issues promptly, and maintaining a secure environment.
- **Deployment:** Establish communication channels and agreements with property owners and landlords.
- **Benefits:** Promotes shared responsibility for security, encourages landlords to invest in property safety, and fosters a more secure overall environment.
- **Accountability:** Human Resources, Risk, & Legal | Real Estate Department

10

CITY COUNCIL OUTREACH:

- **Description:** City Council Outreach involves engaging with local government authorities to address Aggressive Unhoused control issues within the community. This may include collaborating with city officials, attending public meetings, and advocating for support in managing Aggressive Unhoused-related challenges.
- **Deployment:** Establish relationships with city council members and participate in community discussions.
- **Benefits:** Fosters collaboration with local authorities, increases awareness of security concerns, and seeks community-wide solutions.
- **Accountability:** Human Resources, Risk, & Legal | Operations

11

LOCAL POLICE OUTREACH:

- **Description:** Local Police Outreach focuses on building a partnership with local law enforcement agencies. It entails regular communication with police officers, sharing incident reports, and seeking their support in addressing Aggressive Unhoused-related security issues.
- **Deployment:** Establish a direct line of communication with local police departments.
- **Benefits:** Facilitates quicker police responses to incidents, enhances law enforcement awareness, and strengthens overall security.
- **Accountability:** Human Resources, Risk, & Legal | Operations

12

CHAMBERS OF COMMERCE ENGAGEMENT:

- **Description:** Chambers of Commerce Engagement involves collaborating with local business associations and chambers of commerce. It aims to gather support from fellow businesses and work together to address Aggressive Unhoused control challenges and advocate for collective security measures.
- **Deployment:** Participate in chamber meetings, join relevant committees, and network with fellow business owners.
- **Benefits:** Strengthens the business community's collective security efforts, shares best practices, and enhances collaboration.
- **Accountability:** Human Resources, Risk, & Legal | Operations

13

COMMUNITY PARTNERSHIP PROGRAM:

- **Description:** The Community Partnership Program focuses on engaging with community organizations, nonprofits, and neighborhood groups. It encourages community members to actively participate in Aggressive Unhoused control efforts, promoting safety and security as a shared responsibility.
- **Deployment:** Collaborate with local organizations, host community events, and involve residents in security awareness campaigns.
- **Benefits:** Builds a sense of community ownership, fosters trust, and enhances overall safety in the area.
- **Accountability:** Human Resources, Risk, & Legal | Operations