



WHERE THE BUSINESS^{OF} FUN BEGINS



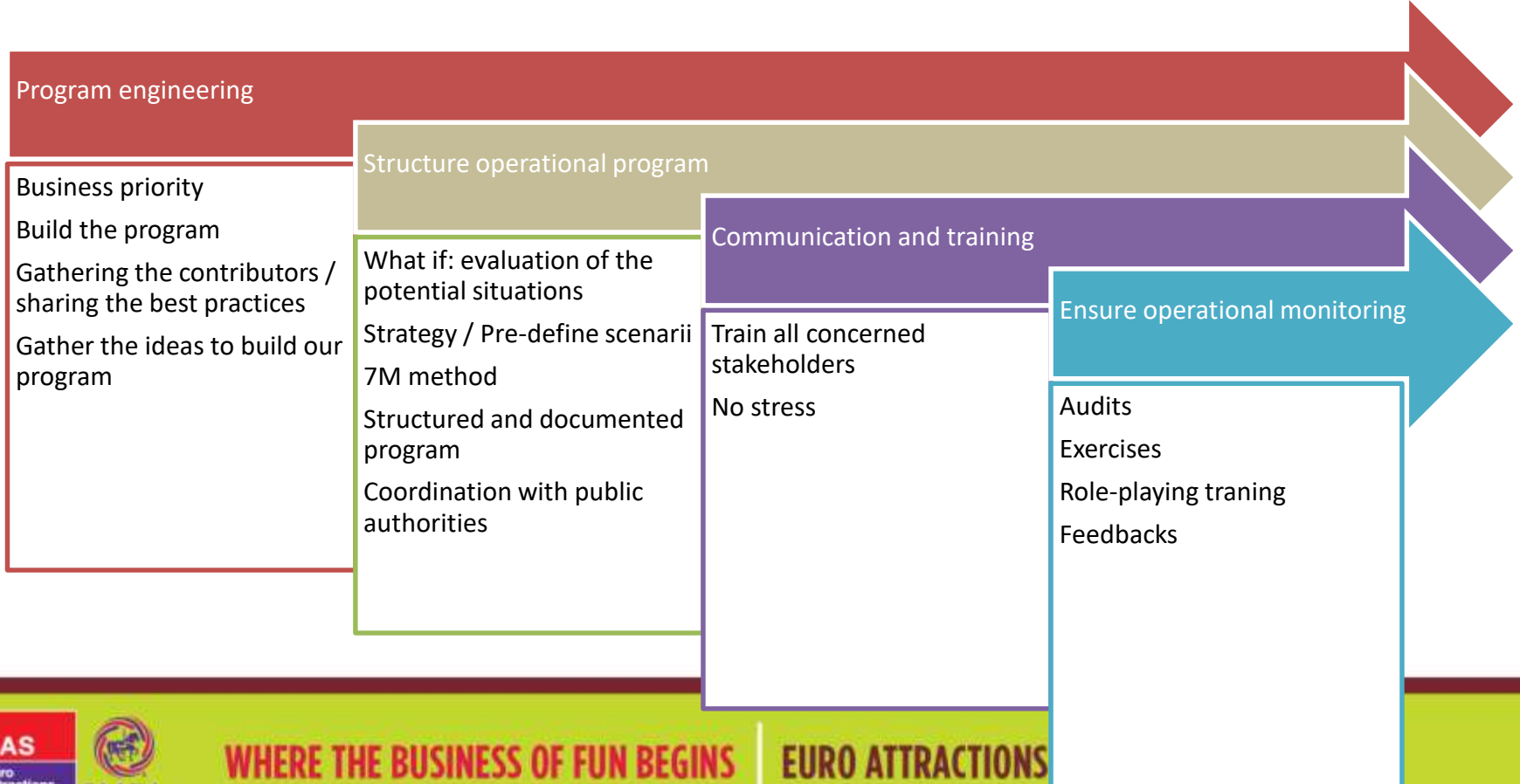
Major threats preparedness

Prepared by Paul Chatelot
Disneyland Paris 2017

Goal

- Preparedness of dynamic program to answer a goal of guests, Employees and subcontractors' protection against an identified threat, while operating in daily conditions.

Methods & Management



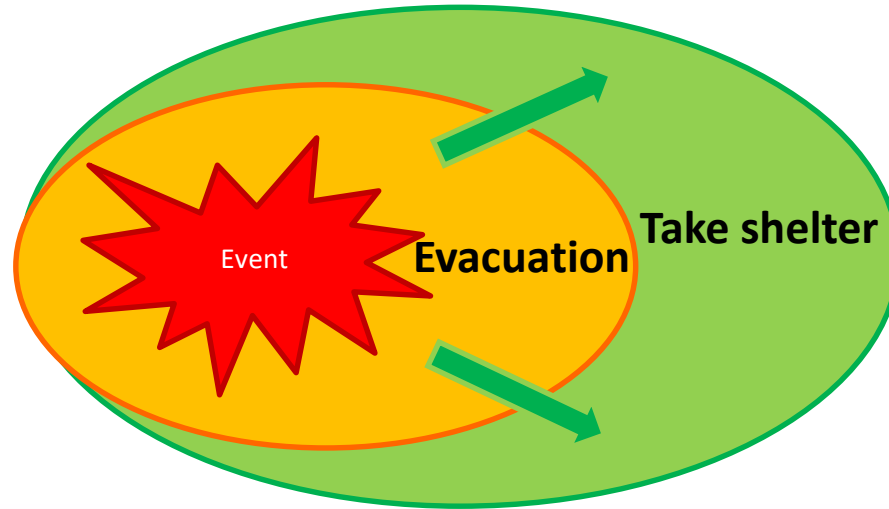
Contents

- Strategy
- Site description
- Access, securing program
- Operational background
- What if: evaluation of potential situation
 - Before entering
 - At checkpoints
 - Onsite
- Phases
- Alert communication
- Public authorities
- Evacuation and shelter
- Post-event Care
- Coordination with public authorities

Strategy

The chosen strategy relies on military approaches, that is to say either evacuation or taking immediate shelter, according to the situation.

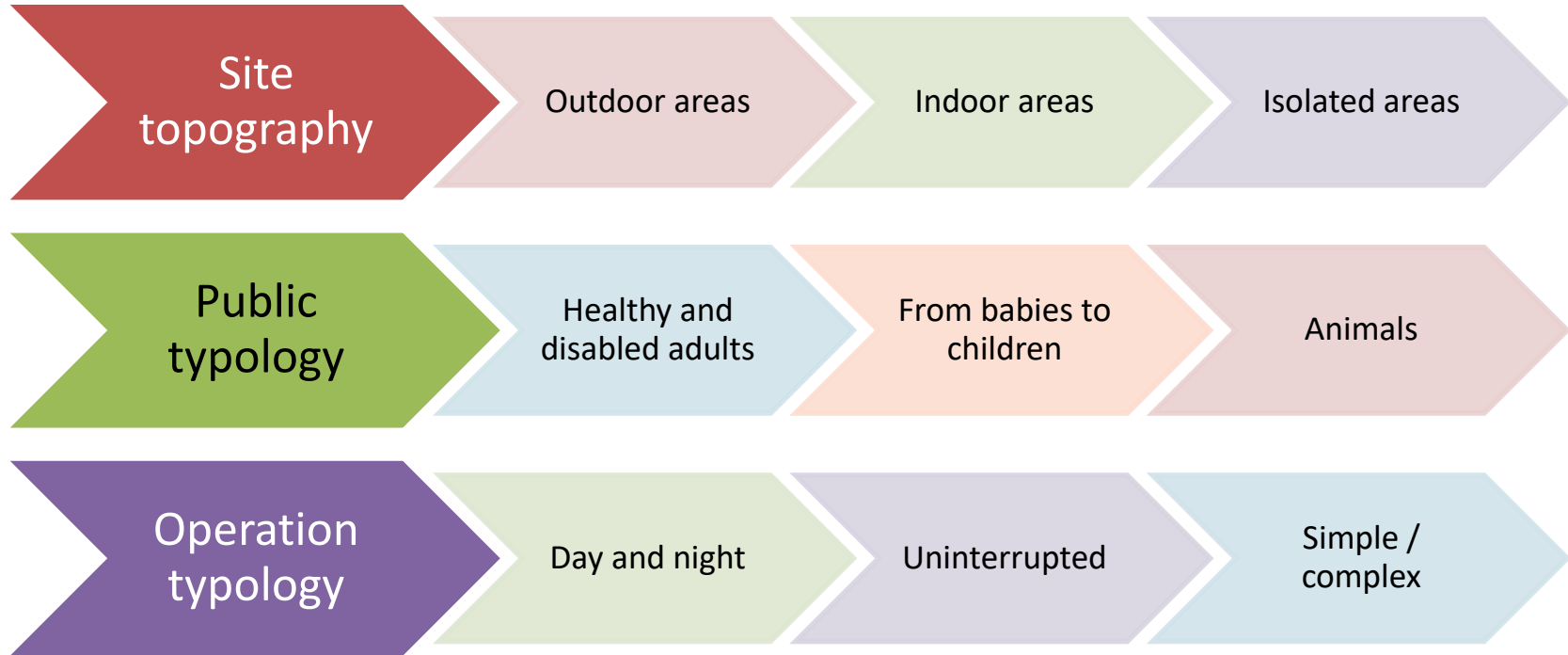
This approach means evacuation of the “red zone” (close to the threat), and taking shelter in the “orange zone” (in the suburbs of the threat).



Site description

- Description
- In and out ways
- Securing program
- Sharing with public authorities
- Ensuring consistency with other plans : ETARE, POI, PPI, ORSEC managed by authorities

Environment : operational Background



What if ? Forecast factors

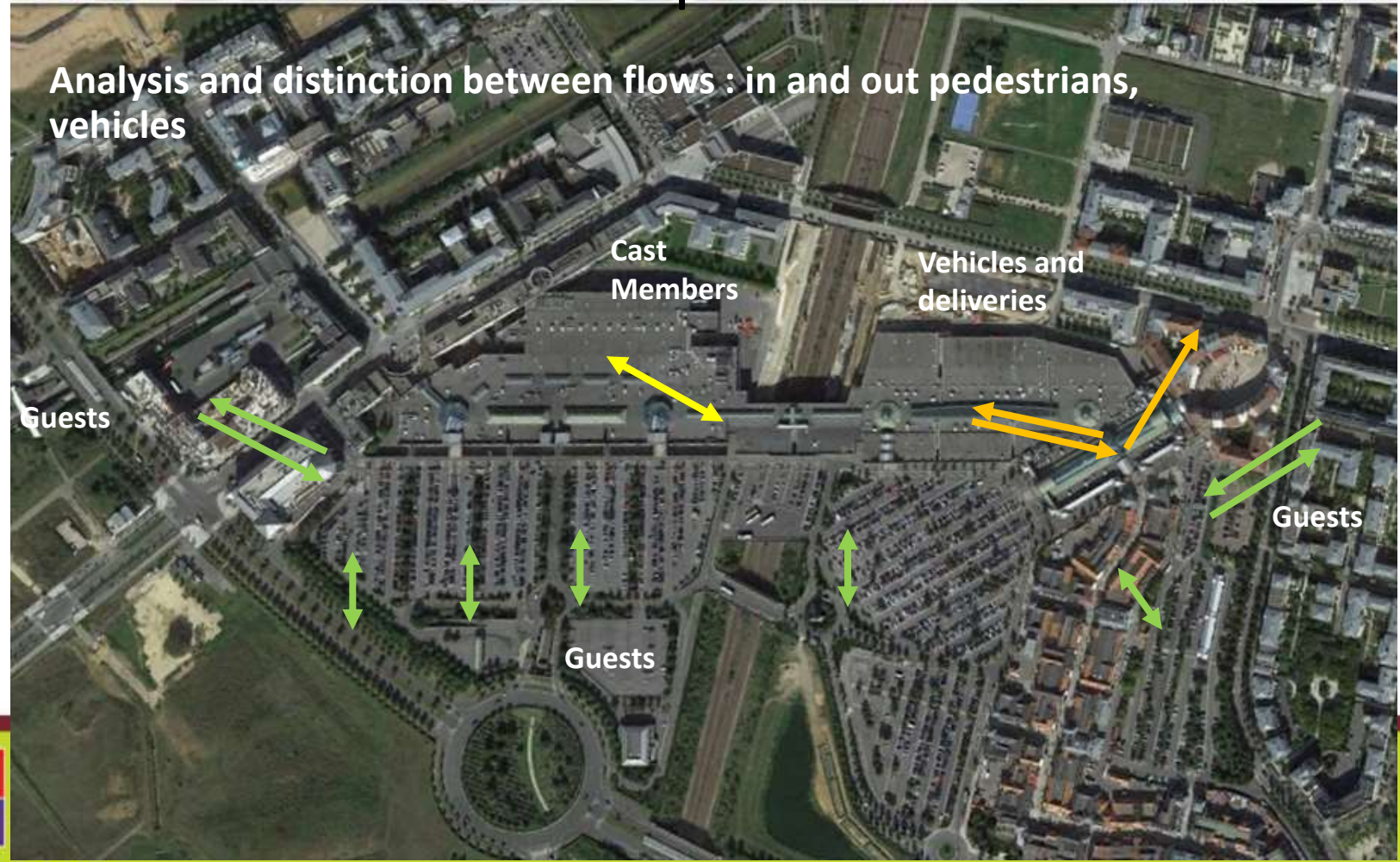
- Analysis approach to define the evacuation and shelter process according either to the event location and the 3 scenarii (before entering, at checkpoints, onsite)
- Identify and anticipate the threats depending on the situation
- Evacuation on the opposite side of the threat
- Take on board the physical impediments

Example

Zoning : identify the hazardous areas



Example



What

Threat identified or not and uncontrolled

Phase 1 : Alert

Phase 2 : Reflex action and Putting into security

Phase 3 : Event management and relaying instructions

Phase 4 : Applying the instructions

Phase 5 : Post-event evacuation

Phase 6 : post-event care (Green Zone)

Who

PC

Security & Operations

Security & Crisis Management

Operations

Security & Crisis Management

Crisis Management with Operations

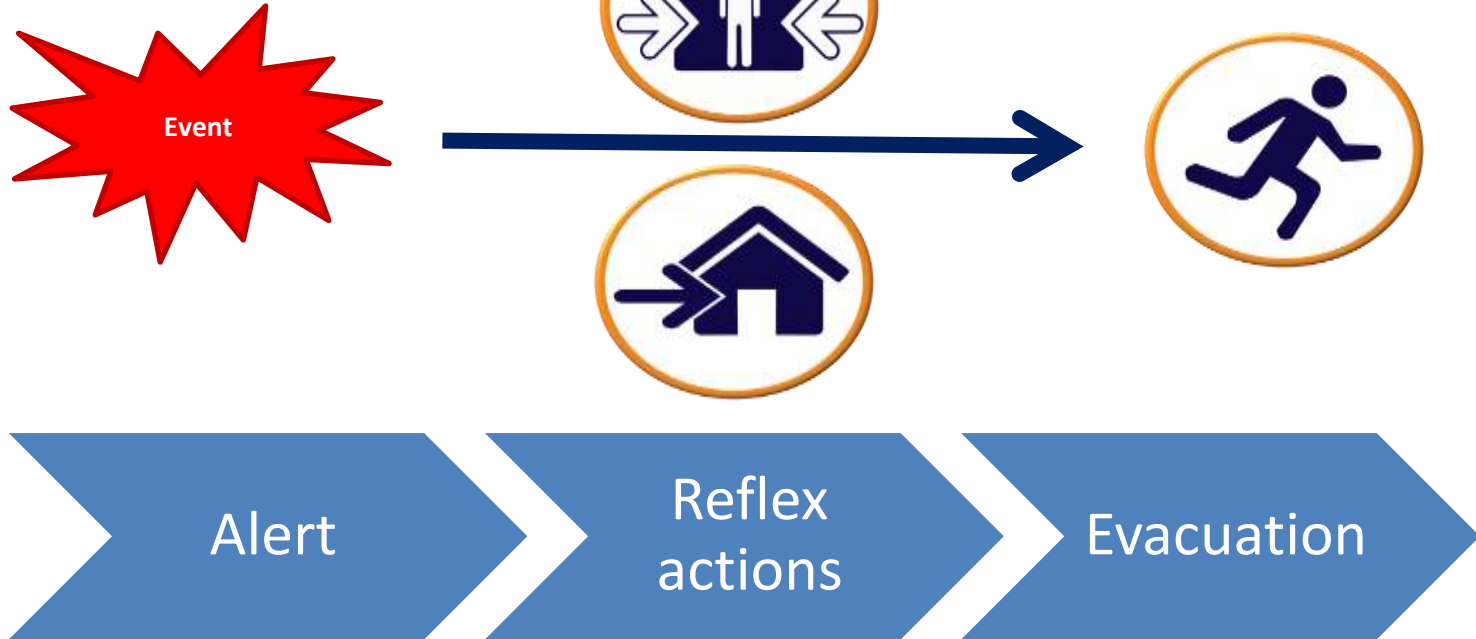
Phases and alert communication



The program is taking into account a potential breach of the chain of command : necessity of a decision-making autonomy

Chronology

- 3 steps



REFLEX ACTIONS

ACTIONS REFLEXES



Run away from danger

Ne pas se mettre en danger



Protect yourself behind a thick obstacle (wall, vehicle, etc.)

Se protéger derrière un obstacle épais



Lower yourself while escaping

Se baisser pendant vos déplacements



Get on the floor

Se coucher au sol



Tell people around you to get on the floor

Inviter les personnes présentes autour à se plaquer au sol



If outside, get shelter

En extérieur, rejoindre un abri si possible

IN SHELTER

MISE À L'ABRI



Close the door.

Fermer la porte de la pièce.



Shut all lights and lower devices brightness

Éteindre toute source de lumière



Sit on the floor while waiting

S'accroupir une fois à l'abri



Switch your phone to silent mode (no vibration)

Mettre en mode silencieux les téléphones portables. Sans vibreur



Stay discreet

Rester discret



**Wait for instructions or assistance
Do NOT call Control or 112**

*Attendre les consignes ou les secours
Ne pas joindre CONTROL ou le 112*

Example

Outside

Key :



Evacuation



Take shelter



Shut oneself away

Guests



Cast

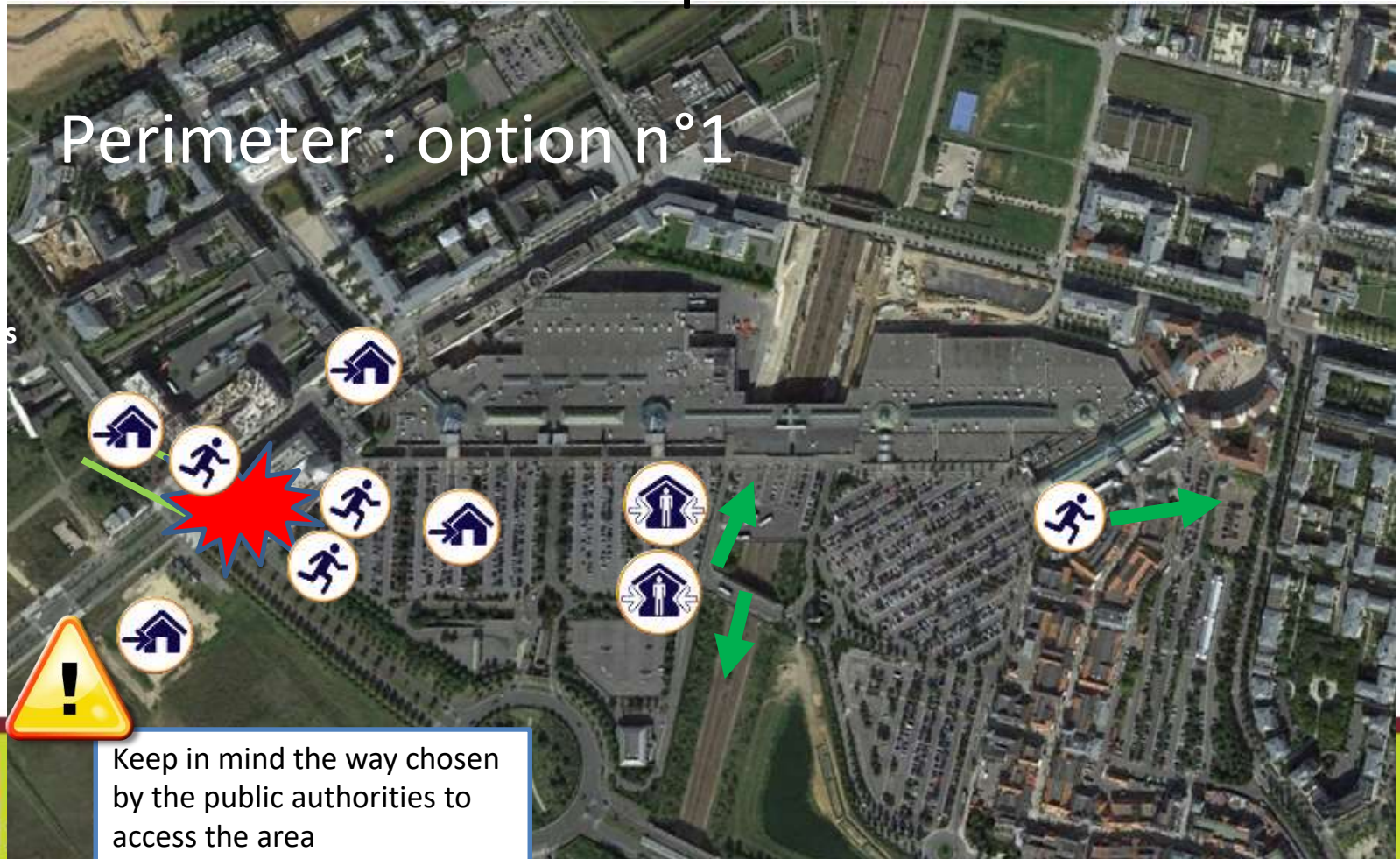
Vehicles and
deliveries



Keep in mind the way chosen by
the public authorities to access
the area

Example

Perimeter : option n°1



Example

Perimeter : option n°2

Key :



Evacuation



Take shelter



Shut oneself away



Cast

Keep in mind the way chosen by the public authorities to access the area

Example

Inside : option n°1

Key :



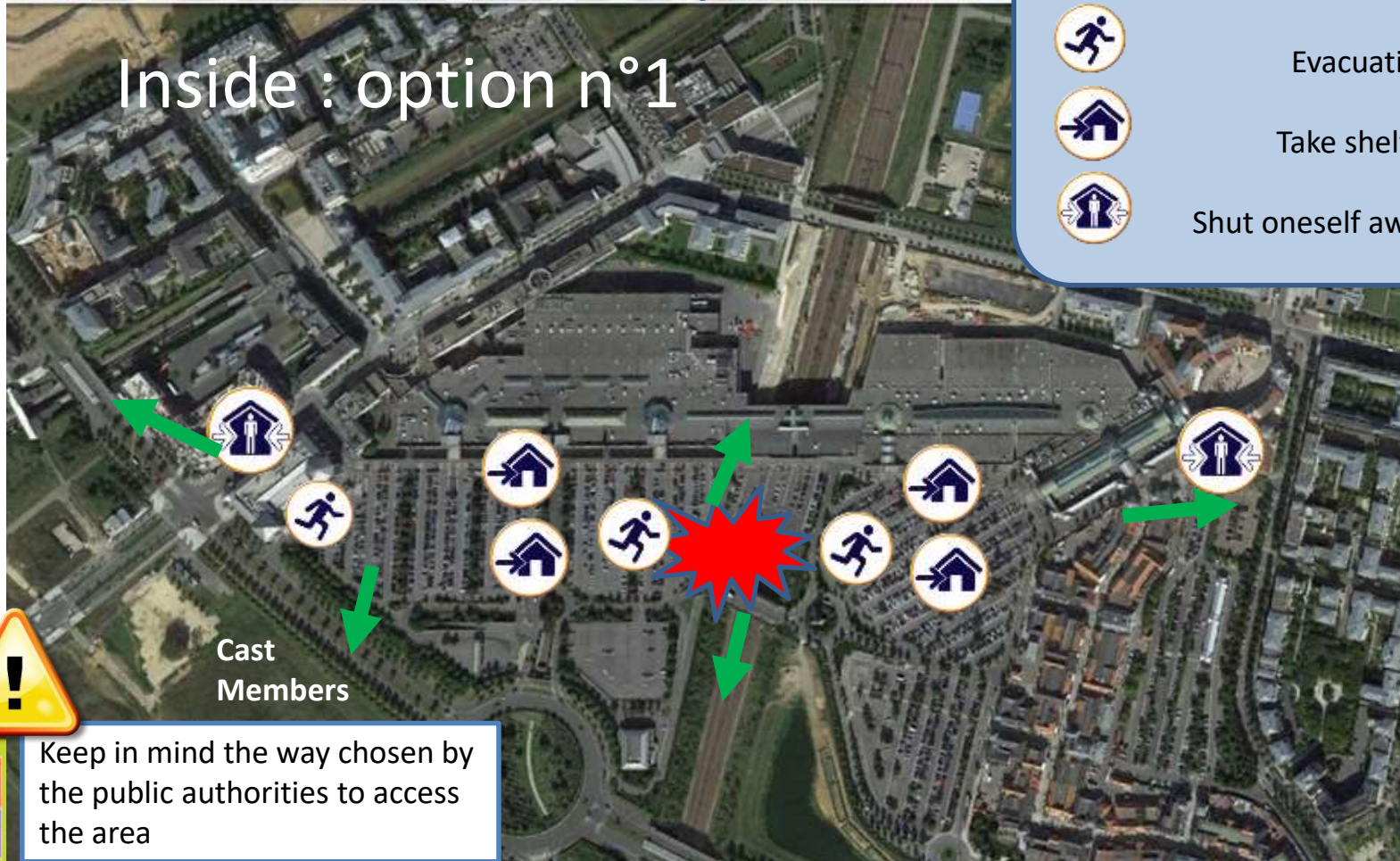
Evacuation



Take shelter



Shut oneself away



Cast
Members

Keep in mind the way chosen by
the public authorities to access
the area

Example

Inside : option n°2

Key :



Evacuation



Take shelter



Shut oneself away

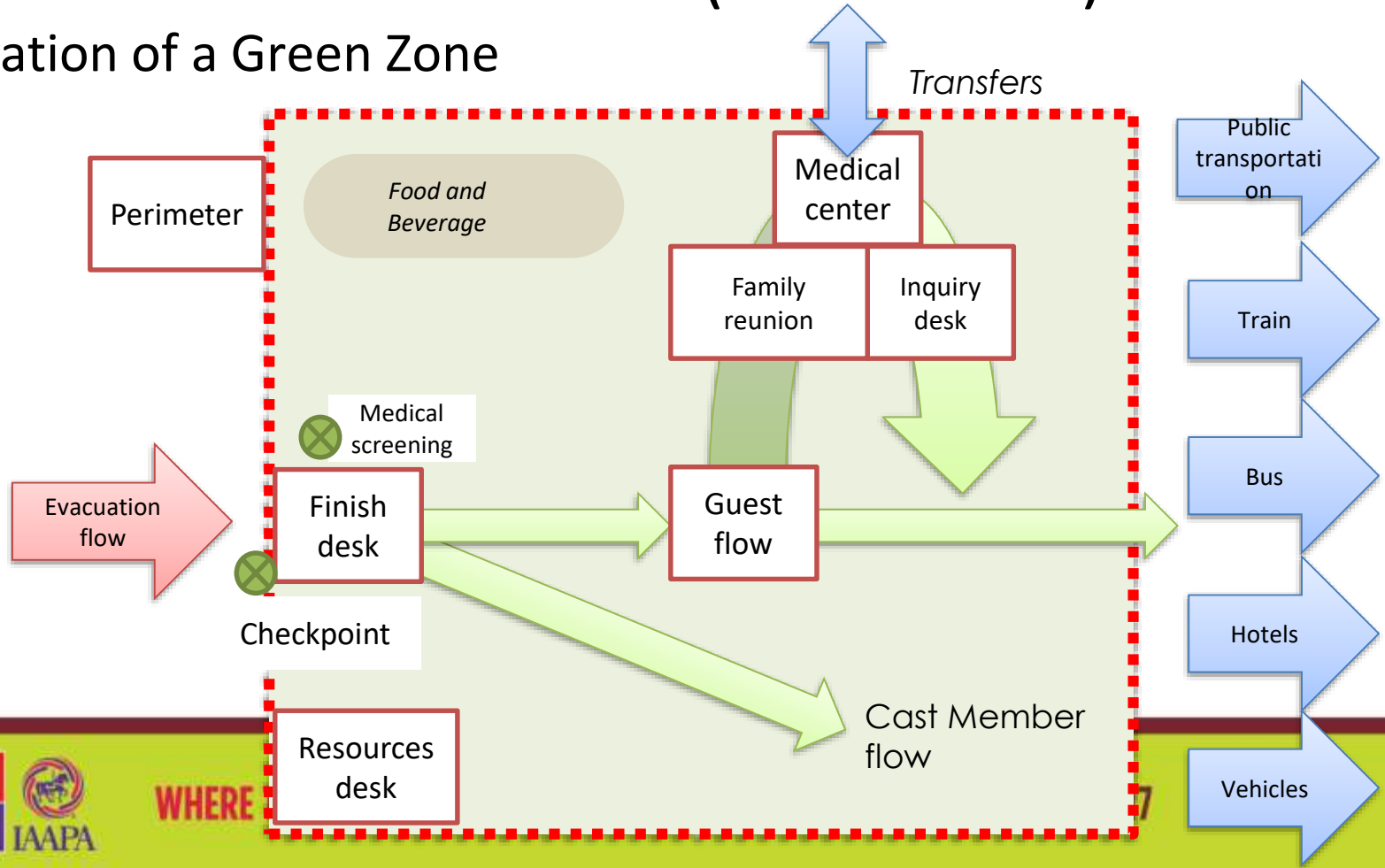


Cast Members

Keep in mind the way chosen by the public authorities to access the area

Post-event care (Green Zone)

Organisation of a Green Zone

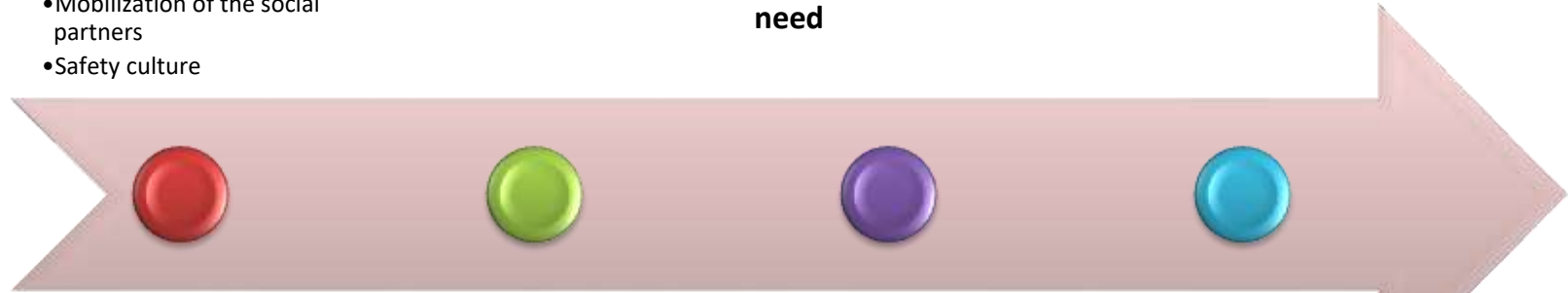


HR project management

Gathering the partners

- Different goals according to the hierarchy
- Mobilization of the social partners
- Safety culture

Former & Entrainer need



Involvement of the partners

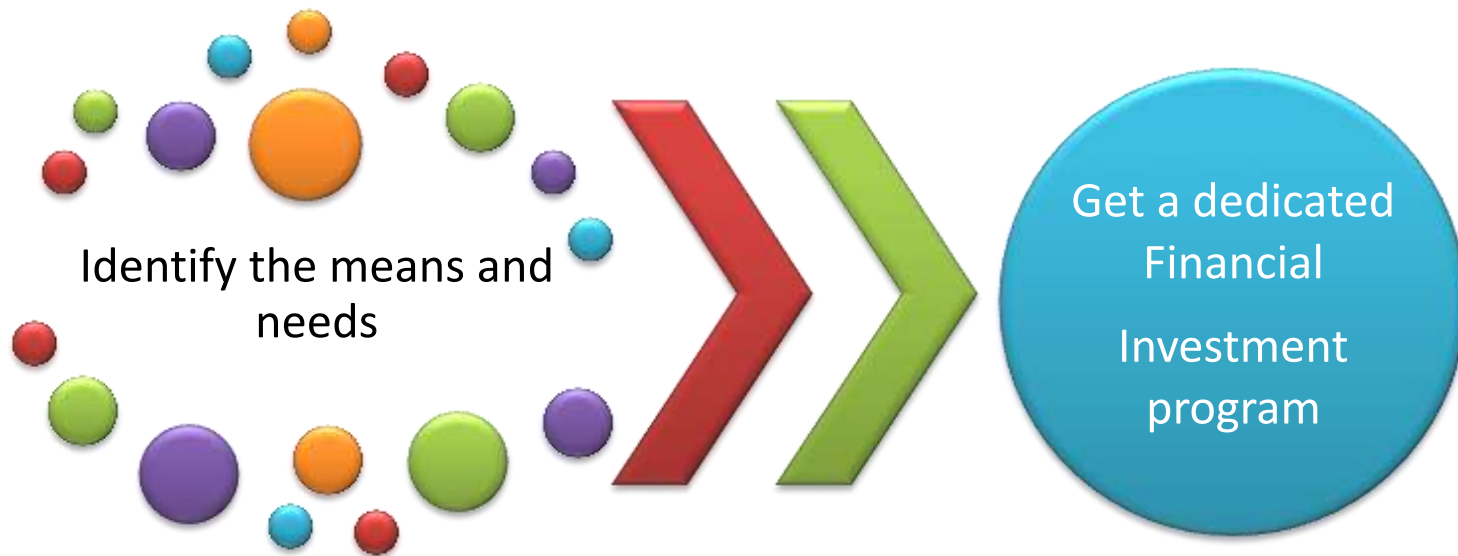
- Knowledge of the operational characteristics
- Contributors

Adapted training according to the hierarchical level Leader/ stratégie

- Leaders : strategy
- Operations : reflex actions
- Goal : to do as simple a possible

Means & Equipment

A necessary investment



- Prévention plan
- Forecast plan

Conclusion: *Imagining the worst situation and anticipating is the best this to do now*

Even if the risk such events occur is weak, it is compulsory to get prepared under the current circumstances

Thank you for your attention

Do you have any questions ?

WHERE THE BUSINESS^{OF} FUN BEGINS



Keep a terrorist out of your park with
bag check?

Frank Bersch
Manager Safety
Efteling Netherlands



When you consider starting bag check:

- Why do you want to start?
- What is your goal?
- How do you organize?

If you start, you can never stop

Bag check can create a new risk

100% Bag check doesn't mean 100% safety



Start making a:

- safety scan and find weak spots
 - ❖ Bag check in front of the park, and BOTH?
 - ❖ Other safety measures
- communication plan

Start bag check, consider:

- Location
- Guest flow (time per control)
- (Scan) equipment
- Body check
- # Security employees





A visible measure:



Unvisible measures:



Efteling Security situation until now:

- No bag check
- Guest flow control
- Close contact local police
- Profiling **POINT**
 - ❖ Proactive Observation & Intervention
 - ❖ Cameras
 - ❖ Profilers (visible and not visible)

For the future:

Bag check without POINT is no option

Lead by behavior

Review safety scan frequently

THE FUN BEGINS
AT EAS 2017
JOIN US!

Keep a terrorist out of your park with
bag check?

Think before you start.

Frank Bersch
Manager Safety
Efteling Netherlands



WHERE THE BUSINESS^{OF} FUN BEGINS



SECURITY AND CRISIS RESPONSE MANAGEMENT - HOTELS AND TOURIST ATTRACTIONS.

Richard Q-Roberts, CEO, MITMARK
27 Sept 17
www.MITMARK.com



Adapt. Overcome. Prosper.

The best security response is based upon sound intelligence.

Question – What is the difference between information and intelligence?

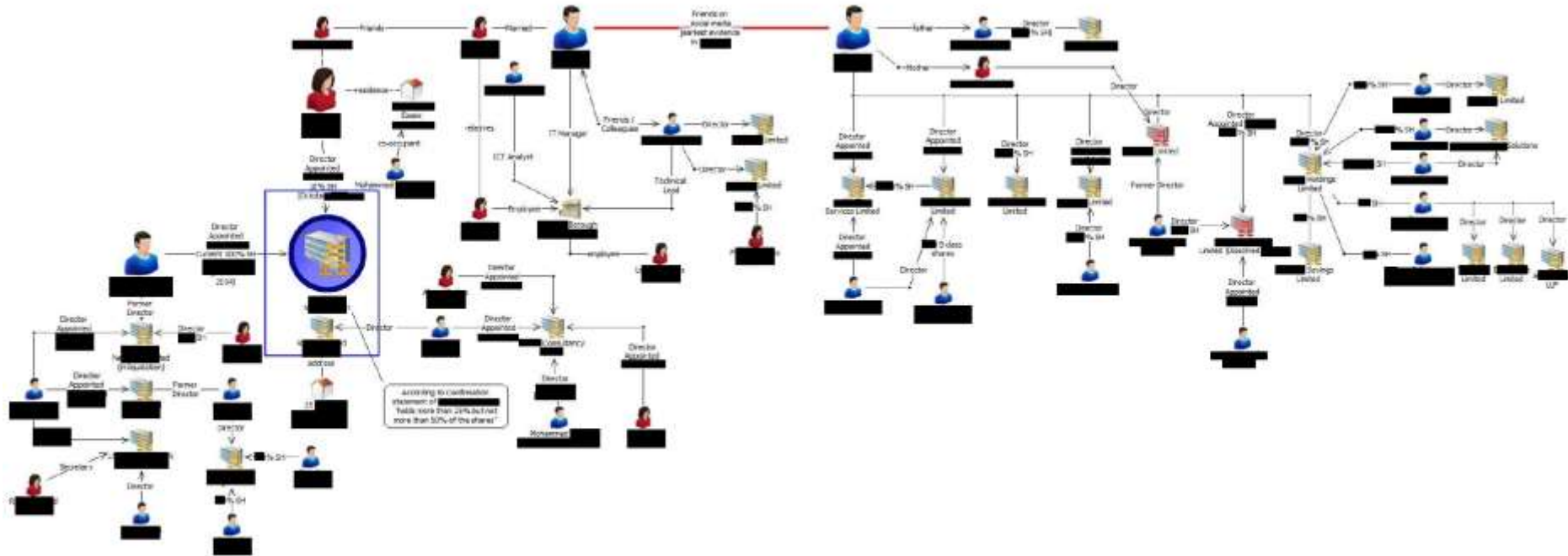
Intelligence vs Security. No. Intelligence & Security.

Intelligence is processed/analysed information.

Information: **what and when**

Intelligence: **why**

Intelligence then enables the organisation to make operational decisions. This then feeds the **SITUATIONAL AWARENESS** of the decision makers.





PREVENT

Unique attack threat
indicator system.



RESPOND

World class responders
in the event of a
cyber-attack.



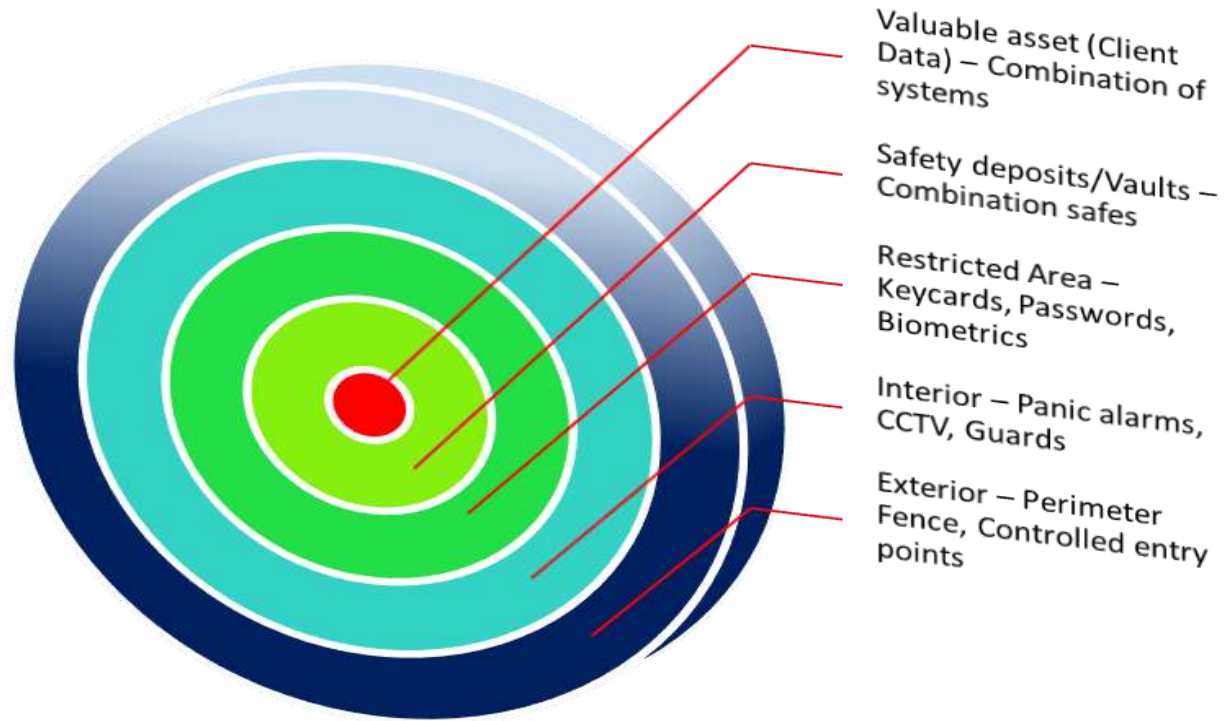
PROTECT

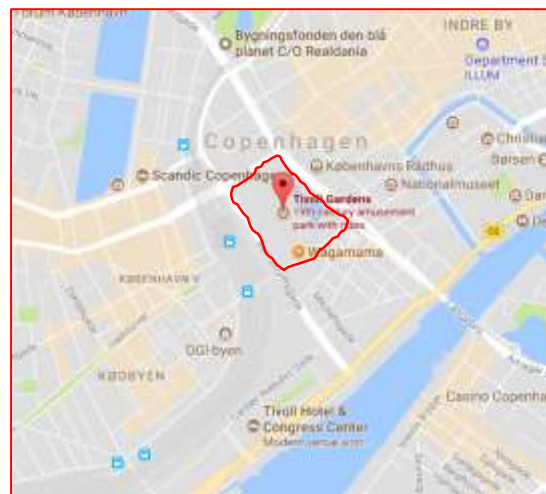
Protection of
individuals, assets
and companies.

To cover:

- **PREVENT**. Through good intelligence and effective physical security systems (CCTV, bag searches, access control, panic alert systems).
- **RESPOND**. Correct protocols in place to deal with various issues ranging from tactical (unattended bag, lost individual), to strategic (bomb, murder).
- **PROTECT**. Ongoing day to day support measures for site.

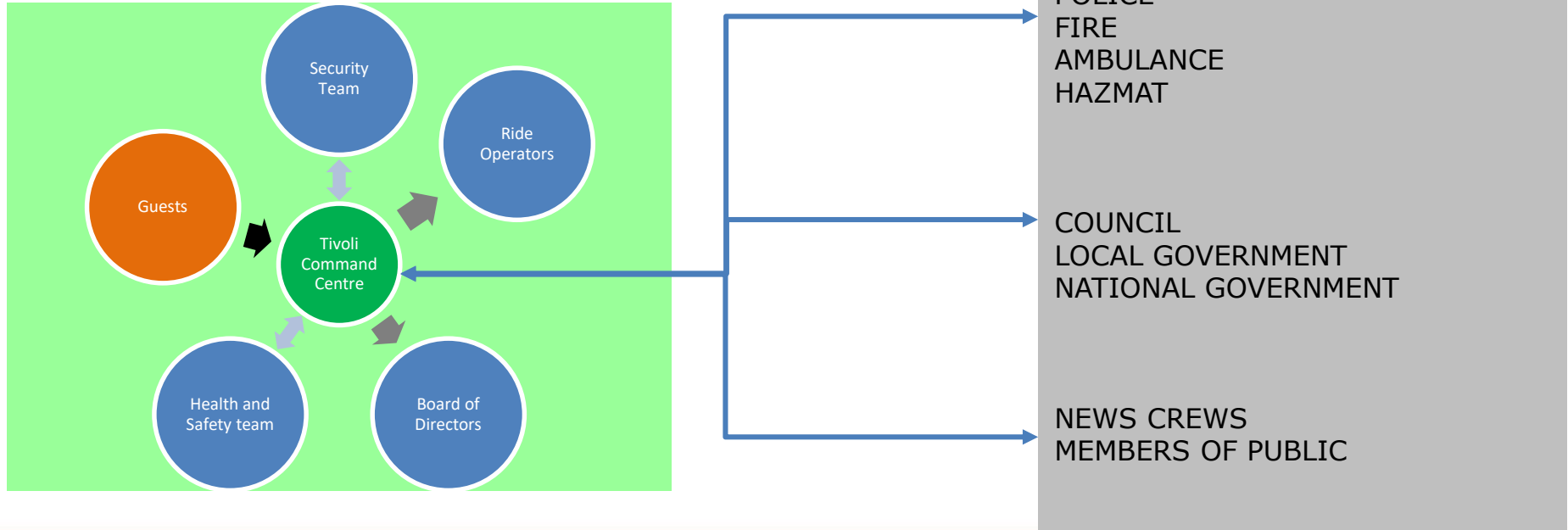
THE ONION APPROACH – LAYERED SECURITY





CRISIS RESPONSE THROUGH SITUATIONAL AWARENESS

TIVOLI GARDENS EXAMPLE



CRISIS RESPONSE



THE FUN BEGINS
AT EAS 2017
JOIN US!

QUESTIONS