

Employee vigilance through the Power of Hello



Alert employees can spot suspicious activity and report it

Used effectively, the right words can be a powerful tool. Simply saying “Hello” can prompt a casual conversation with unknown individuals and help you determine why they are there. The **OHNO** approach – **Observe, Initiate a Hello, Navigate the Risk, and Obtain Help** – helps employees observe and evaluate suspicious behaviors, empowers them to mitigate potential risk, and obtain help when necessary.

The **OHNO** approach to risk prevention relies on reasonable persons to make these observations to properly detect and report criminal-related suspicious behavior.

SOURCE: cisa.gov/employee-vigilance-power-hello



Observe

Observe

Stay vigilant of your surroundings.

Alert employees can identify suspicious behavior, such as:

- Placing an object or package and abandoning it or leaving the area.
- A prolonged interest in or taking pictures/videos of personnel, facilities, security features, or infrastructure in an unusual or covert manner.
- Unauthorised people trying to enter a restricted area or impersonating authorized personnel.
- Loitering at a location without a reasonable explanation.
- Avoiding security personnel or systems.
- Expressed or implied threats of violence.



Initiate a Hello

Initiate a Hello

Assess the situation to determine if you should engage an individual in your space.

Decide if a simple “hello” will deter a potential threat or immediate notification to law enforcement or security is necessary. If there is a risk of imminent violence, remove yourself from the situation and seek safety.

Before engaging, consider these tips:

- Maintain a safe distance (relaxed, alert, and off to the side of the person) and avoid being alone with an individual who is combative or potentially violent.
- Know your own vulnerabilities and tendencies and recognise that sometimes the best intervention is knowing when to seek additional help.
- Be aware of your non-verbal communications. Ensure your tone, facial expressions, body language, and gestures relay calm and empathy.
- Be aware of emphasizing words or syllables as that can negatively affect the situation.
- Maintain a safe distance and avoid touching the other person - respect personal space.
- Give your full attention, nod, avoid interrupting or changing the subject, and ask questions if the situation dictates but be mindful that this could upset the individual.

When engaging, smile, make eye contact, and introduce yourself.

- “Hello, hope you are having a good day, I will be over there if you need anything.”
- “Hello, if you need assistance I will be around if needed.”
- “If you are looking for something or someone in particular I can assist if needed.”
- “I will be here in case you need help.”



Navigate the risk

Navigate the risk

Navigate the risk by asking yourself if the behavior you observed is threatening or suspicious.

When observing activity or behavior that would arouse reasonable suspicion of criminal activity, employees should consider these questions:

- Do they appear to be legitimately patronizing the business or service?
- Is their clothing consistent with the weather or for the gathering of the day?
- Are they avoiding security?
- Are they asking questions about business functions or employee information? (e.g., “Who is closing?” or “How many people work here?”, etc.)
- Causing you to feel threatened? (If you feel threatened, calmly walk away and call:

APK Security Control Room: 011 559 2555

DFC Security Control Room: 011 559 6450

SWC Security Control Room: 011 559 5555

APB Security Control Room: 011 559 1312



Obtain help

Obtain help

After navigating the risk, obtain help from management or authorities.

Using **OHNO**, provide the best information to first responders and security personnel.

- For emergencies or if you feel in danger, CALL:
APK Security Control Room: 011 559 2555
DFC Security Control Room: 011 559 6450
SWC Security Control Room: 011 559 5555
APB Security Control Room: 011 559 1312
- To organise your thoughts to Management or Protection Services ask yourself 5W’s:
 - What is happening?
 - Who is doing it?
 - Where is it taking place?
 - When did you observe it?
 - Why are they here?