

Behind the pristine ambience of business properties lurk threats and hazards that cannot be overlooked or dismissed as insignificant, irrelevant, or unlikely to happen.

When dealing with today's threat environment a business cannot gamble with guest or employee safety, or the investments of their shareholders. Each property has an obligation and duty to prepare, mitigate, respond to and recover from any and all threats and hazards.



What are the elements of today's threat environment which can result in possible premises liability actions?

The threat elements are natural disasters, life safety, terrorism, health, and accidental. Now add human hazards, human events, cyber intrusions, and inadequate business policies and procedures to the threat environment. How a business confronts, anticipates and understands these threats will have ramifications, not only at the time of the threat, but well into the future.



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Readiness Resource Group is uniquely positioned to provide CORRAL training to those businesses who are concerned with guest and employee safety, premises liability, risk reduction and the complex threat environment. For more information contact:

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## Corporate Operational Risk Reduction and Liability (CORRAL) Training



In reality Litigation Mitigation has a foundation in the reduction of risk and subsequently generates tremendous benefits that will be magnified throughout each business offering, marketing program and board meeting. The following CORRAL benefits should be noted:



The Corporate Operational Risk Reduction and Liability (CORRAL) training was designed to educate, articulate, identify and expose the business and key employees to the potential dangers surrounding premises liability under today's threat matrix. Further, the CORRAL training modules have been developed to apply risk reduction principles to premises liability and to defense strategy goals.

This program has been designed to provide a new and comprehensive approach to assist businesses in protecting their property, educating employees and providing common sense actions when

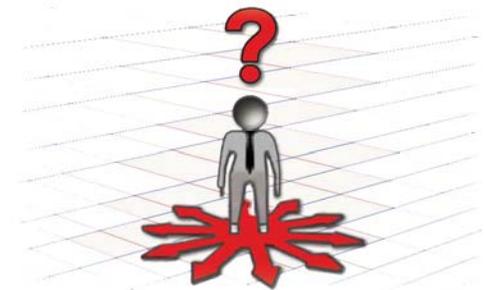
facing today's threats and hazards, while also incorporating the benefits of risk reduction which include: insurance premium reduction, adjusting insurance deductible levels, liability payment reduction, credit rating adjustment, favorable business brand image and a corporate philosophy that will separate



- Businesses should prepare, plan, responding to, train, and educate employees continuously not after an event, but as key operational duties of the business
- Corporate image, name recognition and branding will define a business either positively or negatively.
- A business will be defined by how they plan for, train and respond to the needs of guests and employees in times of crisis.
- A corporate emphasis toward security, safety and risk has tremendous value across multiple line items on the corporate balance sheet.
- Most people believe security is the first department to be called in an incident, however, in reality security is every employees shared responsibility.

### Questions to ask yourself

- If a major fire occurs in a large hotel property, how many departments are called into action to protect the guests and employees?
- If an active shooter situation is occurring at an adjacent business do the employees and guests wait for security to tell them what to do?
- What will social media entries say about your response to a threat and how the business handled their needs, concerns or safety?



- Have you ever asked your guests if they felt safe at the property during and after their visit?
- Have you ever asked you employees if they feel safe working at the property?
- Do you feel your property is safer now or less safe than it was one year ago? Two years ago? Five years ago?