

14804 York Road
Sparks, Maryland 21152
410-785-1212
www.specialresponse.com
Service Nationwide



SPECIAL RESPONSE CORPORATION
MOST FREQUENTLY ASKED QUESTIONS



This FAQ is provided as a guide for the proprietary use of the client. It does not constitute any form of legal advice and may require review by local counsel for legal sufficiency. For more information, please contact Special Response Corporation at 410-785-1212.

QUESTION 1: What do I do if pickets are blocking the entrance to the facility?

- ANSWER:**
- A) Never attempt to force your way into the facility.
 - B) Allow yourself to be blocked as long as you feel comfortable in doing so.
 - C) Drive past and call your supervisor so we can make arrangements to help you get in.

QUESTION 2: What do I do if a striker follows me when I leave the facility?

- ANSWER:**
- A) If you feel threatened and have a cell phone in your car, notify the police.
 - B) If you feel threatened and do not have a cell phone, drive to the nearest police or fire station to request help.
 - C) In either of the above situations, you should obey all traffic laws and report the incident to the Special Response Command Center as soon as possible.

QUESTION 3: What will our regular guards be doing during the strike?

ANSWER: They will perform their normal duties but will have no contact with striking employees.

QUESTION 4: What should I do if my vehicle is damaged coming into or going out of the facility?

(Instructor: Check with the client beforehand and ask if employees will be reimbursed for strike damage.)

ANSWER: Remember, any time a picket strikes or bumps your vehicle it is classified as an incident and you should:

- A) Report it immediately to the command center.
- B) Take photos of any damage.
- C) Complete an incident report.
- D) Notify the local police.

QUESTION 5: What do I do if newspaper, radio or television reporters ask me for a statement?

ANSWER: Be polite, but do not make any statement. Refer them to your company's designated Media Coordinator and report the contact to your command center.

QUESTION 6: Can I bring a weapon to work for protection?

ANSWER: Whatever your company's policies regarding the possession of weapons on company property, remember that it is against the National Labor Relations Act to carry weapons across a picket line.

QUESTION 7: Should we car-pool during the strike?

ANSWER: There is always safety in numbers and you would have the support other employees in the vehicle. In addition, car-pooling reduces the number of vehicle entering and leaving the facility.

QUESTION 8: Should I feel free to come and go from the plant as if there was no strike?

ANSWER: We recommend that you make as few trips as possible through the picket lines. Consider brown-bagging your lunch, eating at the company cafeteria, and other ways to minimize trips.

QUESTION 9: Would it be okay for me to be dropped off outside the facility and then walk in?

ANSWER: The safest way to cross picket lines would be in a vehicle but if you have to be dropped off or normally take other transportation such as a bus or taxi to work; we recommend that you get out a short distance away rather than in front of the picket lines.

QUESTION 10: Can I drive my motorcycle to work during the strike?

ANSWER: The safest way through the picket line is in an enclosed vehicle. We do not recommend that you attempt to cross the line on a motorcycle.

QUESTION 11: Can I talk to the pickets on the line?

ANSWER: We recommend that you not talk to pickets, for two reasons: first, it is against company policy; and second, when you stop to talk to them you may impede traffic.

QUESTION 12: If the union walks out during the weekend, how will I know that there is a strike?

ANSWER: Your Company, as part of its strike plan, has established a call tree listing to make sure all of employees get the word by phone.

QUESTION 13: Why are Special Response personnel being employed during the strike?

ANSWER: The Company wants the best security possible to protect its people and property.

QUESTION 14: How long do you think the strike will last?

ANSWER: That question can only be answered by the general membership of the union. It depends on their willingness to return to work.

QUESTION 15: Why don't Special Response security personnel carry any kind of weapons?

ANSWER: It is illegal for us to carry weapons during a strike, and, according to the "Deadly Force" rule, a weapon can only be used to protect life, not property.

QUESTION 16: How many security personnel will you have at our facility?

ANSWER: The manning is confidential. However, I can say that there will be enough security personnel here to protect you and the company's assets.

QUESTION 17: When will your security personnel be posted?

ANSWER: That information is considered COMPANY CONFIDENTIAL at this time. Your management has put together a very good strike plan and deployment of security forces is a part of it.

QUESTION 18: What are the chances that there will be violence during the strike?

ANSWER: Out of the 400 strikes nationwide last year, only a few had any type of violence associated with them. As a preventive measure against violence your company has contracted Special Response Corporation to protect company employees and property.

QUESTION 19: What training and background do Special Response Corporation personnel have?

ANSWER: We accept no less than two years police and/or honorable military experience and provide training in communications, patrol procedures, non-confrontational tactics, use of force, documentation techniques, evidence collection, legal issues, safety, fire prevention, report writing, workplace violence, strikes and labor disputes, the National Labor Relations Act (NLRA), court room skills and tactics.

QUESTION 20: Will the Union notify the company before they go out on strike?

ANSWER: We do not know.

QUESTION 21: Whom do I contact if I have a question during the strike?

ANSWER: If there is a strike your company will establish as 24-hour Command Post, staffed by members of management. Its phone number will be published prior to the strike. You should contact this Command Post with any questions.

QUESTION 22: Will the facility be open during a strike?

ANSWER: While the employees have the right to strike, the Company also has the right to operate during a strike.

QUESTION 23: Who will come to work?

ANSWER: All members of management and any employee, who wants to, can come to work. This includes members of the bargaining unit, as well as non-bargaining unit employees.

QUESTION 24: Will union members be coming to work?

ANSWER: That is a decision each bargaining unit member must make, whether an actual member of the union or not. Federal law gives the employees the right to work if they want to. However, the union could discipline bargaining unit members for working during a strike, if they are union members at the time they come to work.

QUESTION 25: If I am a member of the bargaining unit, does that mean I am a member of the union?

ANSWER: No. Being in the bargaining unit means that the union represents you. You are not a member of the union unless you have a signed a membership saying that you want to be a member.

QUESTION 26: Can a union member come to work without being fined or otherwise disciplined by the union?

ANSWER: Yes. If you are a union member and want to go to work and avoid being fined, you can resign from the union before returning to work.
