

## CASE STUDY: Disgruntled Employee

### OVERVIEW

A global superstore required assistance with the termination of a disgruntled employee after continued threats were made to both the staff and premises. ROWAN provided a fully integrated security and intelligence solution to effectively de-escalate the situation.

### CHALLENGES & SOLUTIONS

ROWAN was contacted by a global superstore to provide assistance in an ongoing workplace violence investigation.

A disgruntled employee was threatening the staff and premises, using drones to fly over the site and drop mylar balloons of water in preparation for a planned arson attack, during which they would drop flammable gas in order to set the store alight.

ROWAN was contracted to investigate the Person of Interest (POI), including a full investigation into their online activities to gain a thorough understanding of their planned attack. We established a team of highly experienced armed officers to coordinate a security response, remaining on site 24/7 to conduct Counter Surveillance Methods (CSM) to identify the POI and follow the established procedures to successfully de-escalate the situation before any harm could befall the staff, or any damage be done to the premises.

This required a large scale response, with ROWAN needing to monitor the site 24/7 and remain undetected by the POI. Our agents are highly qualified and used prior experience to effectively implement a plain-clothed guard system, remaining on site until the POI had been identified and the incident.

Despite the challenges presented by the scale of the operation, ROWAN was able to successfully identify the POI and de-escalate the situation with no damage to the company or its assets.

### AT A GLANCE

- Executive Protection
- Security Procedure Implementation
- Risk Analysis



“Workplace violence incidents highlight the critical need for proactive security measures; protecting the workplace and remaining personnel is paramount when emotions run high and unpredictability reigns.”

**David Dezso**

CEO & Founder, ROWAN Security