

What is Workplace Violence?

OSHA defines workplace violence as:

"...violence or the threat of violence, against workers. It can occur at, or outside, the workplace and can range from threats and verbal abuse to physical assaults and homicide, one of the leading causes of job-related deaths."

What is a Threat?

The FBI states a Threatening Situation is:

"An inappropriate or hostile behavior, either verbal or nonverbal communication or expression, that would lead a reasonable person to believe an act may occur or has occurred, which may lead to physical and/or psychological harm to the threatener, to others, or to property."

"...any verbal or physical conduct that threatens property or personal safety or that reasonably could be interpreted as an intent to cause harm."

Contact us if you have additional questions or require assistance in Safety and Security Management program review and development.



Security Research Group

Industrial Safety & Security Consulting

Phone: 951-990-9539

mike@SecurityResearchGroup.com



Security Research Group

Industrial Safety & Security Consulting

14959 Curry Street
Moreno Valley, CA 92553-5019

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Every person, employee or not, should be treated fairly and impartially, with dignity and respect, by all persons.

Workplace Violence Prevention



**Handling
Threatening
Work Situations**





Johnson Space Center, Building #44

It Couldn't Happen Here!

On April 28, 2007, at NASA's Johnson Space Center, TX, a contract engineer feared losing his job since he received an emailed, bad performance review.

Two days later, the employee went out to his car and retrieved a .38 caliber handgun. He returned to his workplace and took two hostages, one was his supervisor.

During hostage negotiations the employee stated he didn't like being called "stupid". He shot and killed his supervisor, who he thought was going to fire him. Later the employee killed himself.

After the incident a NASA agency spokesperson stated, *"Right now we're trying to understand why this happened, how this happened. But of course, we never believed this could happen here to our family and our situation."*

The irony is, *there were no plans to fire him.*

This type violent incident is referred to as an 'Active Shooter' incident.

Are you prepared if it happens at your facility?

Do you know why it happens?

Do you know the signs?

Do you know how to prevent it?

Violent Behavior Triggers

- Being Harassed
- Being Laid Off or Fired
- Feeling Disrespected
- Poor Performance Review
- Not Taken Serious When Asking for Help
- Overbearing Management
- Overwhelmed by Amount of Work
- Passed Over for Promotion
- Received Disciplinary Action



Behavioral Indicators

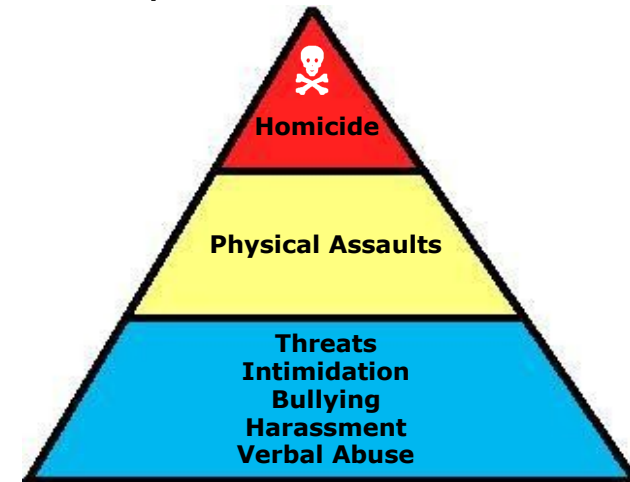
- Abusing Drugs & Alcohol
- Appears Depressed
- Changes in Health or Hygiene
- Dramatic Personality Change
- Drop in Productivity
- Erratic Behavior
- Feels Victimized
- Habitual Complainer
- Indifferent to Attendance Issues
- Loner
- Makes Threats
- Quiet but Disruptive Outbursts
- Repeated Disciplinary Issues
- Stressful Work Relationships
- Symptoms of Paranoia
- Unpredictable Emotions
- Work Romances

These behavioral indicators do not automatically imply the person will become violent.

The more warning signs should increase concern. It should be determined how serious a threat actually is and decide what is the best action to take in each case.

Some cases will require immediate action (i.e., call the police) and others may only lead to referrals for counseling.

Workplace Violence Escalation Levels



Preventative Measures

- Conduct Active Shooter Practice Drills
- **Conduct Employee Awareness Training**
- Create a "No Violence Tolerance" Policy
- Develop an Active Shooter Program/Plan
- Develop an Emergency "Buddy System"
- **Develop or Update Your Workplace Violence Prevention Program**
- Encourage Reporting All Concerns
- Ensure Employee Interest by Management
- Have All Persons Visibly Wear ID Badges
- Maintain Constant Access Control
- Make Use of Surveillance Cameras
- Monitor All Access Points
- Pay Attention for Warning Signs
- Perform Pre-employment Background Checks
- Promote Respect for All Employees
- Provide a Visible Security Presence Deterrence
- Provide an Anonymous Tip-line
- Provide Employee Assistance Program (EAP)
- Register All Visitors/Contractors/Vendors
- Start a Threat Assessment Team (TAT)
- Train Management Approach Confrontations Calmly

There are no guarantees, but these measures should reduce the chances of a violent event of occurring.