



Workplace Violence

Characteristics of Potentially Violent Person

- Exhibits fascination or obsession with dangerous and often exotic weapons
- Seeks positions of power or status
- Frequently expresses opposition with company policies and procedures
- Verbalize direct or indirect threats of harm or potential harm
- History of violence against coworkers, family members, other people, or animals
- Lack of a social support system (friends and family)
- Paranoia and distrust of others
- Alcohol or drug abuse on or off the job
- Frequent tardiness and absenteeism
- Concentration, performance, or safety-related problems
- History of intimidation against other people
- Diminished self-esteem



Management Commitment

Policy and Procedures

- How to report Workplace Violence
- How to investigate and document incidents of Workplace Violence
- The consequences for perpetrating Workplace Violence
- The consequences for failing to report Workplace Violence
- The support available for victims of Workplace Violence
- How Workplace Violence prevention training will be delivered to staff
- How potential risks will be identified and communicated to staff



Employee Screening

Check employee backgrounds for history or incidents of harassment/violence

NOTE: Background screening includes military records, employment, criminal and civil.

Military records reveal honorable or dishonorable separation from services (Review DD214).



Investigation of Workplace Violence Incident

- Convene personnel from Human Resources, Legal, Safety and Security
- Use personnel who have been trained to collect witness statements and evidence
- Recognize evidence that may be used in Arbitration or Court
- Customer attack or threat of physical harm
 - Report and document that attack or threat
 - Immediate communication of attack or threat
 - Archive the attack or threat report to warn company employees against future exposure.



Employee Suspension and Termination

- Training for Supervisors and Managers on Workplace Violence warning signs
- A company Employee Assistance Program (EAP) or equivalent outside resources
- Develop a team culture
- Provide notice to employee the returning to Company property is criminal trespass and will be pursued
- Provide notice to all employees who “need to know” that employee is prohibited from Company property
- Consider anger management training before return to workplace during suspension or re-hire



Field Operations Personnel

- Training on diffusing potential violent situations
- Training on personal Safety techniques
- Training on recognizing aberrant behavior
- Training on recognizing potential criminal activity in neighborhoods and customer homes



Management and Employee Training

- Mandatory training on Company Workplace Violence Policy and Procedures for all employees
- Management training on legal and liability issues
- Management training on conducting interviews, preservation of evidence, and safe interview rooms
- Training on awareness of Temporary Protection Orders (TPO's)
- Response and options to Workplace Violence Threat



Dealing with potentially violent Customers

- Use of TPO's
- Company becomes complainant in Court against threatening customers
- Consider use of law enforcement escort
- Send cease and desist letters to customers warning threatening behavior is not tolerated