

2016 Violence in the Workplace

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2016 Violence in the Workplace

- What we will cover today
 - The reality of violence
 - FBI Report on Active Shooters (briefly)
 - OSHA Directive – WPV Guidelines for Inspections and Investigations
 - ANSI Guideline – SHRM And ASIS

2016 Violence in the Workplace

- Goals for this session
 - Identify external forces that may influence WPV programs and processes
 - Develop statistical awareness of WPV
 - Recognize alignment of external initiatives with Security Standards



2016 Violence in the Workplace

- Training - Historical Perspective-
- New Opportunity - Active Shooter Program
 - U.S. Dept. of Justice – FBI
- Workplace Violence Prevention and Intervention (ANSI/SHRM WVPI.1-2011)
- Environment free of violence and threats

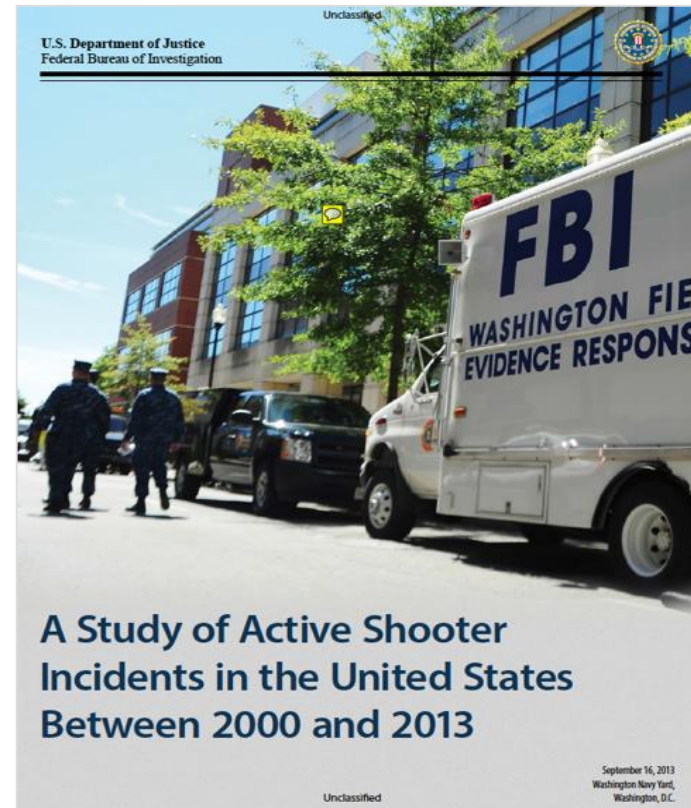
70%

of workplaces do not have either a formal program or policy to address workplace violence problems.

FBI – Study: Active Shooter Incidents 2000-2013



- Based on 160 **active shooter** incidents in the U.S. from 2000-2013
 - An increasing trend





FBI Study: Active Shooter Incidents 2003-2013

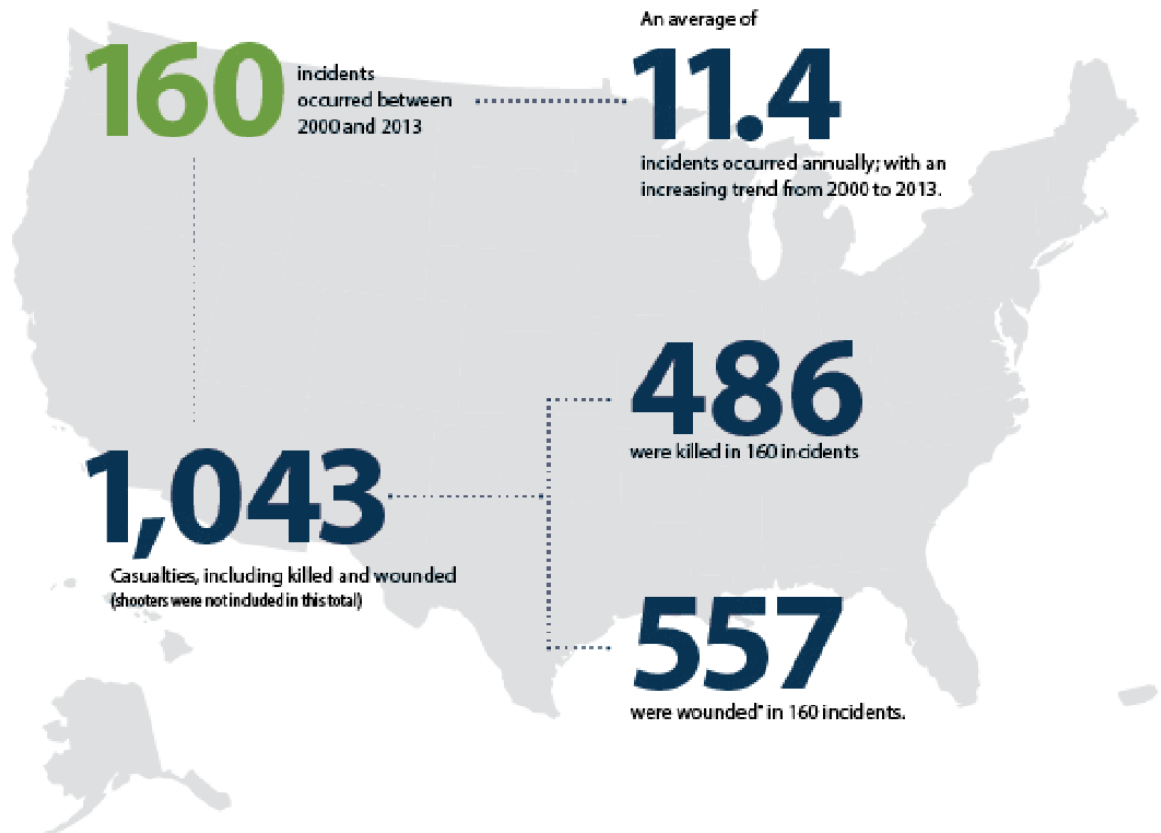
- Definition (it depends)

- Mass killings and attempted mass killings
(Investigative Assistance for Violent Crimes Act of 2012)
- “An individual actively engaged in killing or attempting to kill people in a confined and populated area” (Federal Law Enforcement Consensus)
- The act of killing with a firearm, with specific or
→ random targets, with the intent to continue
killing until stopped. (NYPD Analysis of 231 Active Shooter Incidents)

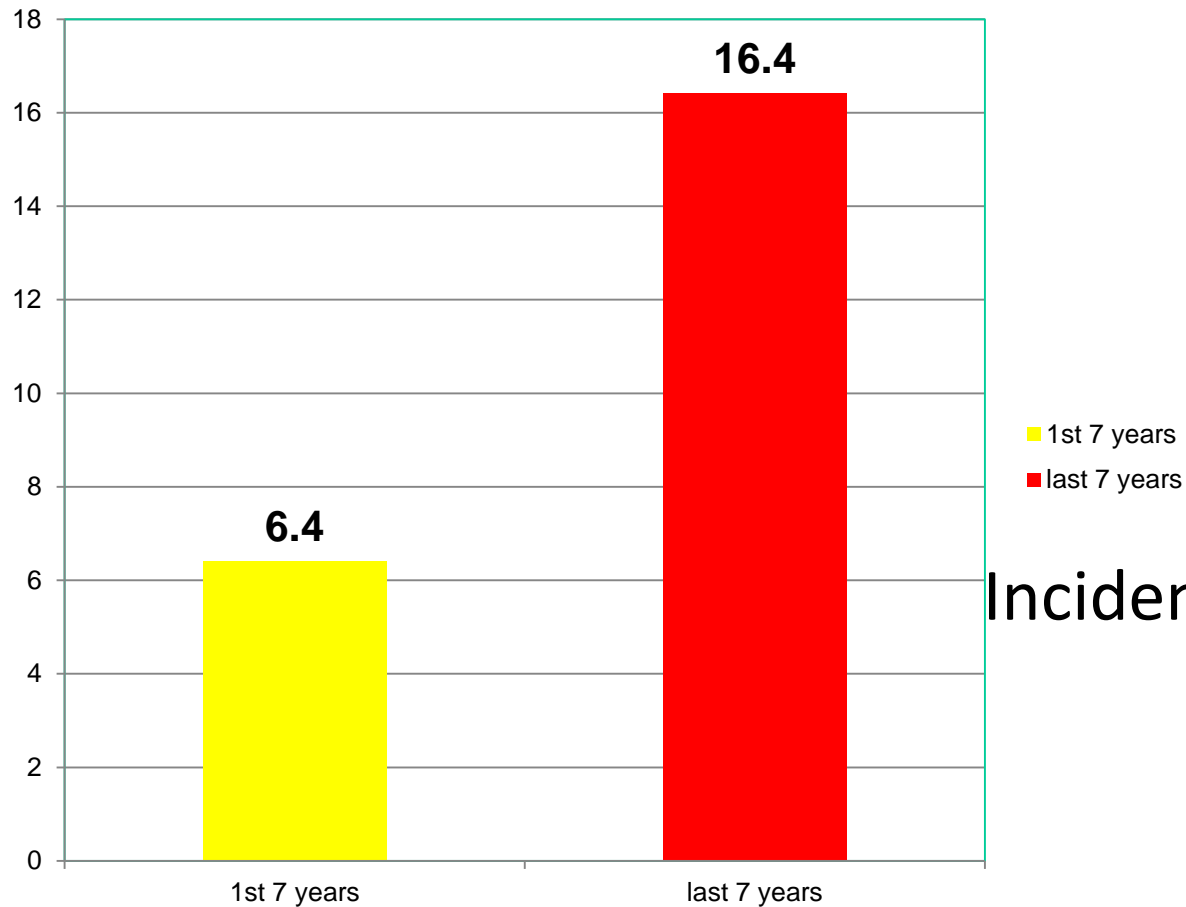
FBI – Study: Active Shooter Incidents 2000-2013

Snapshot

The following characteristics of the 160 active shooter incidents identified between 2000 and 2013 are noted:



FBI – Study: Active Shooter Incidents 2000-2013



Incidents per year

FBI – Study: Active Shooter Incidents 2000-2013



Of 63 incidents where a timeline could be established:
44 (70%) ended in 5 minutes or less

With 23 of those ending in 2 minutes or less

FBI – Study: Active Shooter Incidents 2000-2013



- Male Shooters acting violently against women with whom they had or once had a romantic relationship – 10% of all shootings
- In 37 Incidents (23.1%) the shooter committed suicide before police arrived



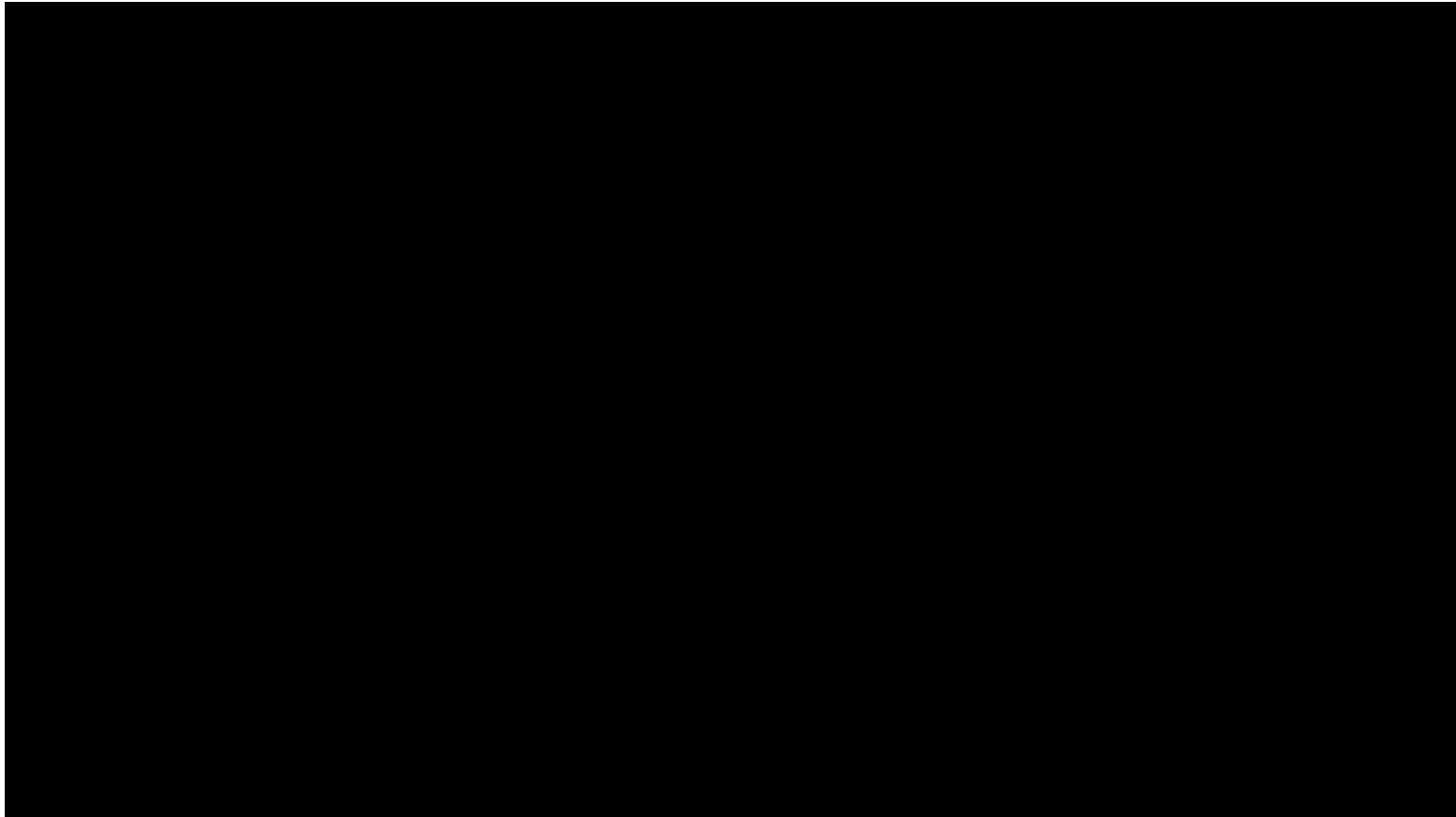
In 6 instances
the shooter
was female;
all others
were male.

FBI – Study: Active Shooter Incidents 2000-2013

- Based on 160 active shooter incidents in the U.S. from 2000-2013
 - 70% of the incidents occurred in a commerce/business or educational environment
 - 60% of the incidents ended BEFORE police arrived



Training, Training, Training



OSHA September 2011 Directive CPL-02-01-052

- Establishes general policy guidance [investigation, inspection and citation procedures] in response to incidents of workplace violence



OSHA September 2011 Directive CPL-02-01-052

“Workplace violence is an occupational hazard in some industries and environments which, like other safety issues, can be avoided or minimized if employers take appropriate precautions.”



US Department of Labor – Notice of Federal Program Change, September 8, 2011

OSHA September 2011 Directive CPL-02-01-052

NIOSH defines workplace violence as “violent acts [including physical assaults and threats of assaults] directed toward persons at work or on duty.”

“At work” can mean “while off-premises”

This is OSHA’s governing *Workplace Violence* definition

DHHS (NIOSH) Publication Number 96-100

OSHA September 2011 Directive CPL-02-01-052

- **OSHA Directives-Local or Federal**
- **Insights for Inspectors-Recognized Hazards**
- **History of records, injuries, complaints & grievances.**
- **Employer or Industry Recognition**
- **Potential Abatement Methods**



OSHA September 2011 Directive CPL-02-01-052

- May inspect when
 - workplace violence is identified as a hazard
 - while inspecting under a local emphasis program
 - when responding to incidents of WPV (Fatality, Catastrophic)
 - at industries with high incidence of WPV
 - *Complaint*

OSHA September 2011 Directive CPL-02-01-052



Although not required, States for the most part have authority equivalent to Federal OSHA the *General Duty* provision of Section 5(a)(1) of the OSH Act.

This is commonly referred to as the “General Duty Clause”.

OSHA September 2011 Directive CPL-02-01-052



- **Employers may be found in violation of the general duty clause if they fail to:**
 - **Identify and reduce or**
 - **eliminate**
 - **serious**
 - **recognized hazards**

September 2011 Directive

CPL-02-01-052



OSHA Directive Appendix B

- WPV hazard analysis
- Train employees
- Security Controls
- Administrative Controls
- Management Support
- Written, comprehensive WPV Program

OSHA September 2011 Directive CPL-02-01-052

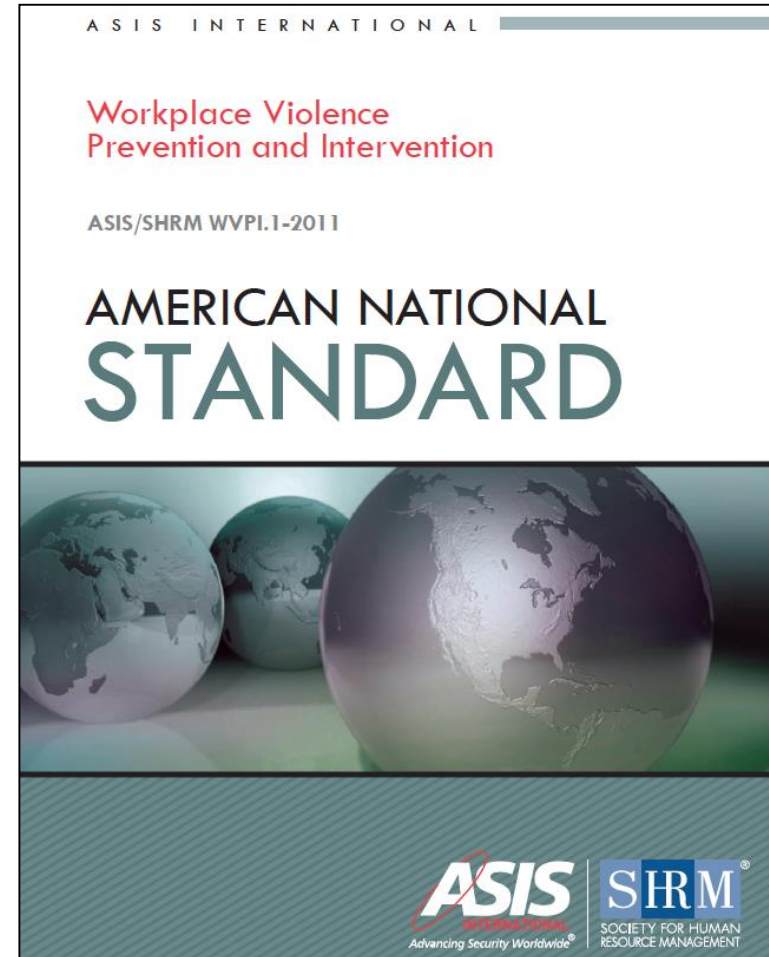
- Site assessments
 - Security Standards
 - Plant Security Plan Outline
 - Threat Risk and Vulnerability Assessment
- OSHA – expects self assessments





Workplace Violence Prevention and Intervention

- ASIS/SHRM WVPI.1 – 2011
 - Defines Workplace Violence
 - Legal, Regulatory, and Contractual Requirements
 - Provides direction on the development and implementation of a plan.





Workplace Violence Prevention and Intervention

- Establish Multidisciplinary Involvement
- Plan a WVPI Program
 - Conduct a Needs Assessment
 - Necessary Elements:
 - Policy
 - Interdisciplinary Threat Management Team
 - Incident Management Process
 - Protocols
 - Training
 - High Risk Area Strategies



Workplace Violence Prevention and Intervention

- Threat Response and Incident Management
 - Warning signs
 - Reporting of Problematic Behavior
 - Incident Management process
 - Threat Management Team
 - Data gathering
 - Risk-Screening
 - Early Actions
 - Response Actions
 - Legal Oversight
 - Post resolution – after action process



Workplace Violence Prevention and Intervention

- Address the issue of intimate partner violence in your strategies
 - Policy statement
 - Intervention and interdiction response strategies
 - Legal issues
 - Safety and Security measures
 - When the Employee is the Abuser

1. Initial Notification of Incident of Concern

From various sources: internal or external to company
Possible recipients: HR, security, legal, safety personnel, line managers

Case information forwarded to designated Threat Management Team member

2. Initial Data Gathering and Risk Screening by Threat Management Team

Concern
Unwarranted

Concern
Exists

Concern
Urgent

or

3. Initial Actions by Threat Management Team

- Further data collection
- Further risk level screening
- Conferring with other team members
- Professional risk assessment consultation

Team not required

Emergency Options

4. Additional Actions by Threat Management Team

- Continuing data collection
- Security measures/law enforcement
- Background investigations
- Professional risk assessment
- Defusing and treatment interventions
- Legal guidance and actions
- Employment status actions
- Workgroup and victim interventions

Immediate Crisis Resolved

Escalation of Warning Signs

**Non-Risk Related
Follow Up**

5. Safe Resolution

Monitoring

Source: Adapted from Stephen G. White, Ph. D., and Work Trauma Services, Inc. (2010)



2016 Violence in the Workplace Active Shooter Program

- **Pro-active training, drills and exercises throughout the workforce**
- **Dealing with Crisis Communication**
- **Key Leadership Roles - Table Top Exercises**
- **Introspective reviews of your existing plans vs your newly learned information about the reality of WPV**
- **Gap Analysis and closing strategy**

Why is Workplace Violence “Prevention” Important to You

- You honor your leadership role with your organization/company
- You can validate the trust your subordinates and fellow workers place in you to protect them
- You ensure compliance at every appropriate level
- You can be selfish about yourself and your own safety, in good faith