

Workplace Violence Policy

Preparation

1. Read Applicable Background information and related Company Policy Chapter.
2. Make _____ Copies of this Lesson Plan for Personnel
3. Make Transparency, procure transparency pens, etc.
4. Coffee, tea, snacks

Other:

Material

1. Emergency Procedures Checklists

Objective

By the end of this session, personnel shall be able to:

1. Describe the Purpose of the Company Workplace Violence Policy
2. Describe Company Policy regarding Workplace Violence
3. Demonstrate an understanding what to do in a Violent Situation, specifically:
 - a. Bomb Threat
 - b. Robbery
 - c. Discovering a possible Break-in Situation (Intruder)
 - d. Drive By Shooting and Mob/Group Violence
 - e. Hostage/Weapons Situation
 - f. In-Place Sheltering & Lock Down Procedures
 - g. Out of Control Individuals
 - h. Suspected Drugs/Alcohol/Weapon or discovery on Company Property
4. Describe After Hours Security Precautions

Background

An average of 20 workers are murdered each week in the United States. The majority of these murders are robbery-related crimes. In addition, an estimated 1 million workers are assaulted annually in U.S. workplaces. Most of these assaults occur in service settings such as hospitals, nursing homes, and social service agencies. Factors that place workers at risk for violence in the workplace include interacting with the public, exchanging money, delivering services or goods, working late at night or during early morning hours, working alone, guarding valuables or property, and dealing with violent people or volatile situations.

Notes

Lesson

Purpose of the Company Workplace Violence Policy

The purpose of this policy is to provide a safe workplace free from aggressive, threatening, or violent acts through the development and implementation of an effective program that provides a safe workplace. The provisions of this Policy apply to all work sites owned or controlled by the Company and at which work is performed for the Company.

Company Policy Regarding Workplace Violence

It is the policy of the Company to provide a safe workplace for its employees. To this end, all elements of the Company are expected to implement a program to prevent and respond to violence in the workplace.

For purposes of this policy, violence is defined as the deliberate and wrongful violation, damage, or abuse of other persons, self, or property and includes threats of violence. Acts of violence and threats thereof include, but may not be limited to:

- verbal (such as threats, harassment, abuse, and intimidation),
- non-verbal (such as gestures and intimidation),
- physical (such as hitting, pushing, shoving, kicking, touching, and assault), and
- other (such as arson, sabotage, vandalism, and stalking).

It is important that all threats be taken seriously. The threat should not be ignored in the hope that it will resolve itself or out of fear of triggering an outburst from the person who has lodged the threat. If someone poses a danger to himself or others, appropriate authorities should be notified and action should be taken.

It is Company Policy to notify the police if any employee is threatened by anyone.

Notes

[illegible]

Bomb Threat

Bomb threats are delivered in a variety of ways. The majority of threats are called in to the target. Occasionally these calls are through a third party. Sometimes a threat is communicated in writing or by a recording.

Responding to Bomb Threats-

The Company must instruct all personnel, especially those at the telephone switchboard, in what to do if a bomb threat call is received.

It is always desirable that more than one person listens in on the call. To do this, a covert signaling system should be implemented, perhaps by using a coded buzzer signal to a second reception point.

A calm response to the bomb threat caller could result in obtaining additional information. This is especially true if the caller wishes to avoid injuries or deaths. If told that the building is occupied or cannot be evacuated in time, the bomber may be willing to give more specific information on the bomb's location, components, or method of initiation.

Bomb Threat Action Procedures

1. Intercom the following message: “All employees, please sweep your areas. The janitors need help”. (Announced via intercom or other appropriate methods)
 2. All employees will visually check their areas. If anything is out of place such as an unidentified package or a suspicious looking article, notify Management. Do not touch the package/article.
 3. Do not alarm customers. Do not panic.
 4. Evacuation of the building should be a Management decision. Use common sense.
- The attached “Bomb Threat Form” will be used to document any such threat. Personnel are to review it on a regular basis and will keep it handy and readily accessible.

[illegible]

BOMB THREAT FORM

INSTRUCTIONS:

Be calm and courteous. **LISTEN!** Do not interrupt the caller. Quietly attract the attention of someone nearby, indicating to him or her the nature of the call. Complete this form as soon as the caller hangs up and the Manager has been notified. **DO NOT HANG UP THE RECEIVER!** *If you do, try entering *69 to retrieve the last incoming phone number.*

NAME OF OPERATOR: _____ TIME: _____ DATE: _____

Ask the following questions:

When will it go off? _____ Where is the bomb located? _____

Hour? _____ What does the bomb look like? _____

Time Left? _____ Why are you doing this? _____

What kind of Bomb? _____

Where are you now? _____

How do you know so much about the bomb? _____

Did you place the bomb? _____

What is your Name? _____

Address? _____

Anything else? Try to keep the person on the phone as long as possible _____

CALLER IS (check or circle appropriate): Male Female Adult Juvenile	CALLER'S MANNER: Irrational Angry Calm Incoherent Rational Emotional Coherent Laughing Deliberate
ORIGIN OF CALL: Local Long Distance Booth Within School	CALLER'S ACCENT Local Foreign Race Can't Identify
CALLER'S VOICE CHARACTERISTICS: Loud Deep High Pitched Persistent Soft Raspy	CALLER'S LANGUAGE: Excellent Poor Fair Foul Good Other
CALLER'S SPEECH: Fast Distorted Distinct Nasal Stutter Other	BACKGROUND NOISES Factory Mixed Bedlam Animal Music Planes Office Machines Other

Robbery

OK, you're carefully following security rules, you're maintaining a low level of cash in the register and you're providing good customer service to all customers. That eliminates about 99% of the robbers. What about the 1% that's determined to rob you anyway? What can you do to prevent violence during a robbery at the Company?

Listen carefully, because it/s important and it can prevent an injury.

The longer a robbery takes, the more nervous the robber becomes.

Procedures to Take During a Robbery-

- Don't try to stall or act like a hero. Follow the robber's orders quickly. Robbers seldom hurt people who cooperate with them.
- Handle the entire procedure as if you were making a sale. Keep it short and smooth.
- Let the robber know you are fully intent on obeying his instruction. If you're not sure exactly what the robber is asking you to do, ask.
- Now this next procedure is a little difficult to do, particularly if you're looking down the barrel of a gun. Remain calm. Keep calm and try to observe what the robber looks like and what he's wearing. Remember the words he says, if possible. Try to get an idea of how tall he is and other characteristics.
- Don't allow or create surprises for the robber. If you're going to have to reach into a drawer or some other movement to comply with his instructions, tell him ahead of time.
- If another employee is in the back room or is expected in the store soon, tell him so he won't be surprised. Surprises can cause a nervous robber to become violent or do something he didn't intend to do.
- **Most robberies take less than two minutes.**

[illegible]

Procedures to Take Following a Robbery-

- After the robber leaves and it's safe to do so, call the police. Don't hang up until they tell you to do so. Follow the police department's instructions and stay by the phone.
- Call your supervisor as soon as possible. Keep emergency numbers near the telephone.
- While you're waiting for the police to arrive, write down as much information as you can about the robber's description, what he said, his clothing, unusual features such as tattoos, scars, facial hair and so on. The objective is to give as much information to the police as possible.
- Protect the crime scene. Discontinue business until the police are finished and don't touch any evidence. If the cash drawer is open, don't touch it. If you have a note left by the robber, leave it alone, but don't lose it. There may be fingerprints on the note.
- The next step is also important. Don't try to estimate the loss. If you know exactly the amount taken, tell the police, but don't guess, unless the police ask you to estimate.
- Answer all the questions during police interviews. If you're asked a question, try to give accurate information. If you're not sure and are guessing....tell the police you're only guessing or believe it to be true. You don't want to give inaccurate information, which could reduce the effectiveness of your information. Cooperate with the police as much as possible.

Discovering a Break-in Situation (Possible Intruder(s))

If you arrive to work and notice signs of a building break-in, do not enter the building to investigate. Leave immediately and call police. Let the police be the first to search the building. After calling the police, call your supervisor and report the situation. Wait until the police have searched the building and you are given permission to enter the building before doing so. Wait until management personnel arrive, and then enter with caution.

Visitors in the building-

Though not considered an immediate crisis, the potential for violence necessitates procedures for visitors in the building. Always remember that anyone you do not know is a possible intruder. You should always greet them and inquire about their purpose for being there. The majority of people will be pleased that we are doing our homework, and checking out strangers.

[illegible]

Break-In Procedures Checklist

Notes

Actions upon discovering vandalism or a break-in:

1. Do NOT enter building unless you are sure vandals or burglars are no longer on the premises.
2. If you believe vandals or burglars are on the premises, proceed to the nearest phone and call:
 - a. Police 911
 - b. Building President or building administrator.
 - c. Maintenance so necessary repairs can be arranged.
 - d. Call to alert others who may plan to enter the facility, that a crime may be in progress and not to enter.
3. If circumstances indicate that vandals or burglars are no longer on premises, employees may enter the building. Immediately upon doing so, the same call referenced in two above should be made, except that the general business numbers for the police authorities should be called (not 911).
 - a. If individuals are subsequently discovered on premises, do not attempt to apprehend unless it is clear that apprehension may be made without risk of personal harm. If unauthorized individuals are discovered on the premises after you enter the building, proceed to a safe haven and await the arrival of the authorities. If possible, call the police again to report that individuals may be on the premises. Call 911.
 - b. Attempt to protect property from further loss or destruction as long as you may do so without significant risk of personal harm.
 - c. Except to prevent further loss or destruction of property, do not disturb the scene. Allow the authorities to conduct the investigation.
 - d. If possible, videotape or photograph the scene for the Company's use in establishing the nature of the loss.
 - e. Report the loss to the President's Office, so that proper insurance can be filed.

[illegible]

Wait for further instructions.

Hostage/Weapons Situation

Hostage/Weapons Situation (Violence)

Immediately report situation to office or call 911.
Move employees to a safe area away from crisis area.
Lock doors and windows.
Account for employees.
Wait for instructions.

If Taken Hostage-

- Get word to office, if possible (via code word to passerby).
- Do not attempt to be a hero. Accept your situation and be prepared to wait.
- The first half-hour is the most dangerous.
- Don't speak unless spoken to, and weigh your words before answering.
- Remove employees from area, if possible.
- Do not try to disarm gunman.
- Do not attempt to negotiate with your captor. That is the job of the police.
- Be aware of the STOCKHOLM SYNDROME (Victims become attached to their captors).
- Keep calm. Follow gunman's instructions.
- Do not offer suggestions (if what you suggest fails, the hostage taker may blame you).
- Try to rest. You may need your strength later.
- Do not turn your back on your captor
- If you require special medication or medical treatment, advise the hostage taker.
- Direct employees to be quiet and to sit away from gunman, windows, and exits.
- Be aware police may be able to hear what is taking place and may enter room at any time.
- Follow police instructions.
- Remain patient. Hostage negotiation is a complex process.

IF A RESCUE IS TAKING PLACE OR SHOOTING STARTS, HIT THE FLOOR AND STAY DOWN. KEEP YOUR HANDS OVER YOUR HEAD AND DON'T MOVE.

If you are contacted by police, be prepared to be frisked, and do not make any quick moves—keep your hands open and in full view. If the police give you verbal instructions, follow them to the letter, quickly.

[illegible]

In-Place Sheltering & Lock Down Procedures

An accidental release of hazardous materials may require the evacuation of people from certain areas to prevent injury or death. Toxic fumes and gases may directly affect businesses. Additionally, businesses may be effected during the course of the incident, through wind shift, or a change in site conditions. Evacuation is a complex undertaking; the local fire or police department will decide it. Emergency responders will notify the Company.

Responders will decide whether to order people to remain indoors (shelter-in-place), rescue individuals from the area, or order a general evacuation. The "remain indoors" option will be considered when the hazards are too great to risk exposure of evacuees. Rescuing people from the hazardous area may involve supplying protective equipment for evacuees to ensure their safety, so that it may not be used. A general evacuation requires a significant amount of lead-time, which may not be available.

1. An announcement will come over the PA system telling you that the "In-place-shelter procedure" is in effect.
2. Close all doors to the outside and close and lock all windows. (Windows seal better when locked). Seal gaps under doorways and windows with wet towels, and those around doorways and windows with duct tape (or similar thick tape) and sheets of plastic (precut and labeled before the incident). Also, have employees assigned to specific tasks.
3. Custodians should set all ventilation systems to 100 percent recirculation so that no outside air is drawn into the structure. Where this is not possible, ventilation systems should be turned off.
4. Turn off all heating systems and air-conditioners.
5. Seal any gaps around window type air-conditioners, exhaust fan grills, exhaust fans, range vents, dryer vents, etc. with tape and plastic sheeting, wax paper, or aluminum wrap. Be sure the kitchen and home economics classes do this also.
6. Close as many internal doors as possible.
7. If an outdoor explosion is possible, close drapes, curtains, and shades over windows. Avoid windows to prevent potential injury from flying glass.

[illegible]

9. The administration will tune into the Emergency Broadcast System channel on the radio or television for information concerning the hazardous materials incident and in-place sheltering. They will advise you of any changes.

Lock down will be a term used at this Company to refer to a situation that calls for the isolation of employees from a potentially violent environment. Employees not in their room or office (in the hall, bathroom, etc.) will immediately enter the nearest room or office.

1. Staff will be notified via an all call to "LOCK DOWN" repeat "LOCK DOWN IMMEDIATELY".
 - a. Bring any individuals into your room or office that are walking the halls or seen at the time of the lock down.
 - b. Managers, go to your doors and lock them--- Admit no one except an administrator. Remain in your secure area until further notice is given.
 - 1) Leave all lights on.
 - 2) Keep employees away from all windows, and out of visible sight from individuals that may be walking down the halls or outside the building.
 - 3) Tell employees to remain absolutely quiet: NO TALKING or WHISPERING!
 - 4) Tell employees to remain relaxed and to find a comfortable position (they may be there for a period of time).
 - c. Keep employees in a secure area until further notice, and **DISREGARD ANY BELL and ALARM!**

d. If the situation warrants a building evacuation, staff members will be notified as to the process and nearest safe exit. _____ is the alternate evacuation center. (To be filled in by each employee)

[illegible]

Out-Of-Control Individual(s)

Assure safety of other employees and customers.

Move all personnel out of room if needed.

Keep desk or chair between you and out-of-control individual

Remain calm and speak in slow, calm voice.

Notify office and/or police immediately (911).

Secure other employee for help until a Manager arrives.

The Manager will attempt to contain the individual(s) and assure personnel safety.

Do Not~

Threaten if threatened.

Threaten with police or legal action.

Laugh or joke with out-of-control individual

After Incident~

Complete incident report as soon as possible.

Suspected Drugs/Alcohol/Weapons

Report all related rumors or actual observations to office immediately.

If you are working, send sealed note to office, addressed:
"IMMEDIATE ATTENTION OF A MANAGER"

Continue to observe individual until help arrives.

Return to business as usual after the individual is removed from the area.

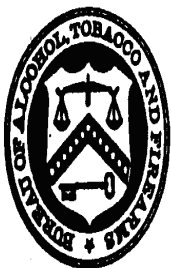
Employees are reminded to report their observations but NOT to conduct the investigation themselves.

After Hours Security

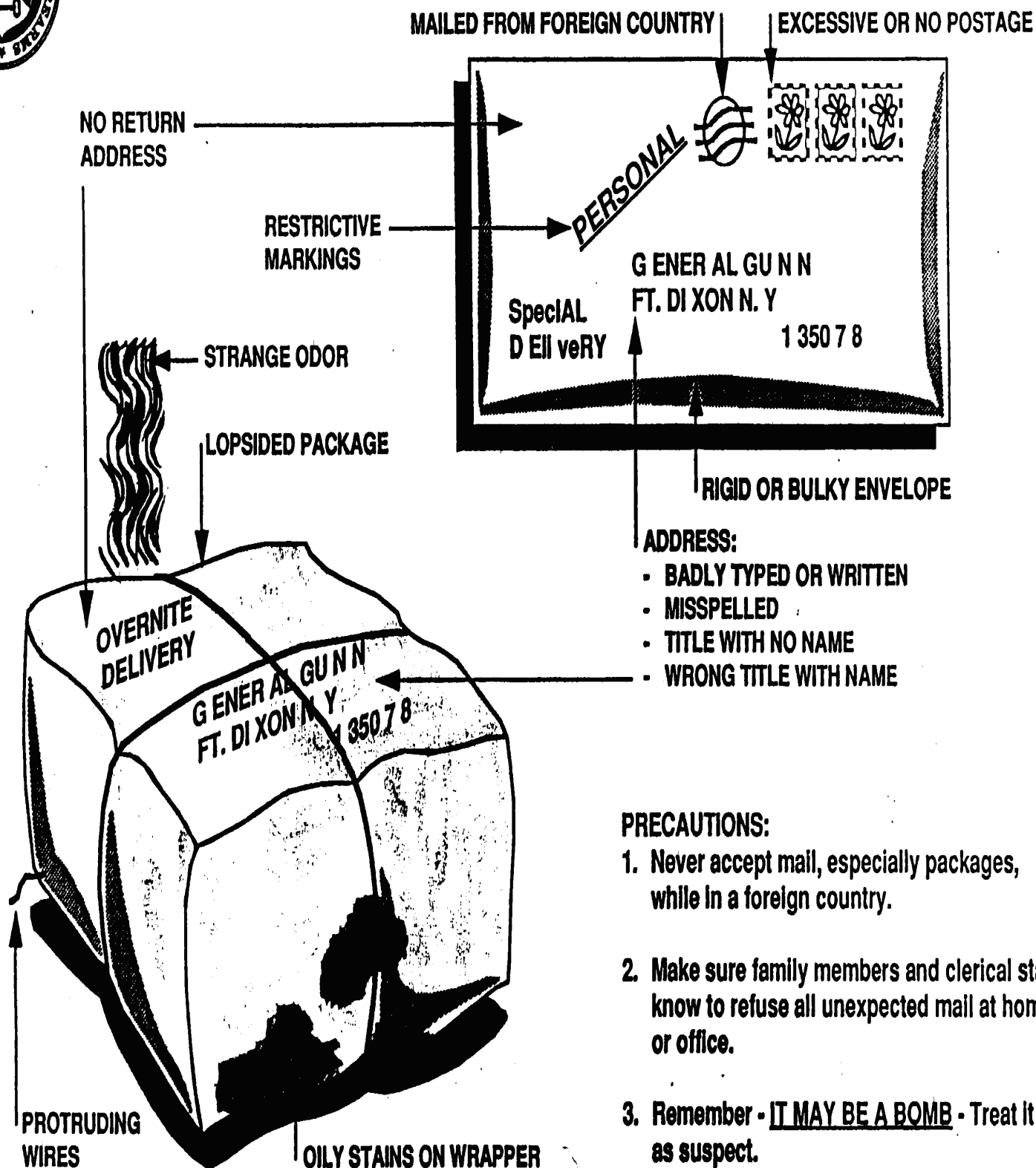
In today's work environments, whether it's a fixed facility or a temporary job site, after hours safety and security is an important responsibility that shouldn't be overlooked. This involves more than just turning out the lights.

The same effort that goes into protecting the safety and health of all employees during the work shift should be taken to discourage possible intruders after hours. Intruders can and will create a variety of problems, including theft, vandalism, sabotage, arson and burglary. Such activity can have direct effects on workers, customers and the public.

[illegible]



WARNING! Suspect Letter and Package Indicators



FOR INFORMATION ON BOMB SECURITY OR BOMB THREATS, CONTACT YOUR LOCAL ATF OFFICE.