

# Welcome to Ontic Connect Workplace Violence Best Practices

HOSTED BY:

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Ontic

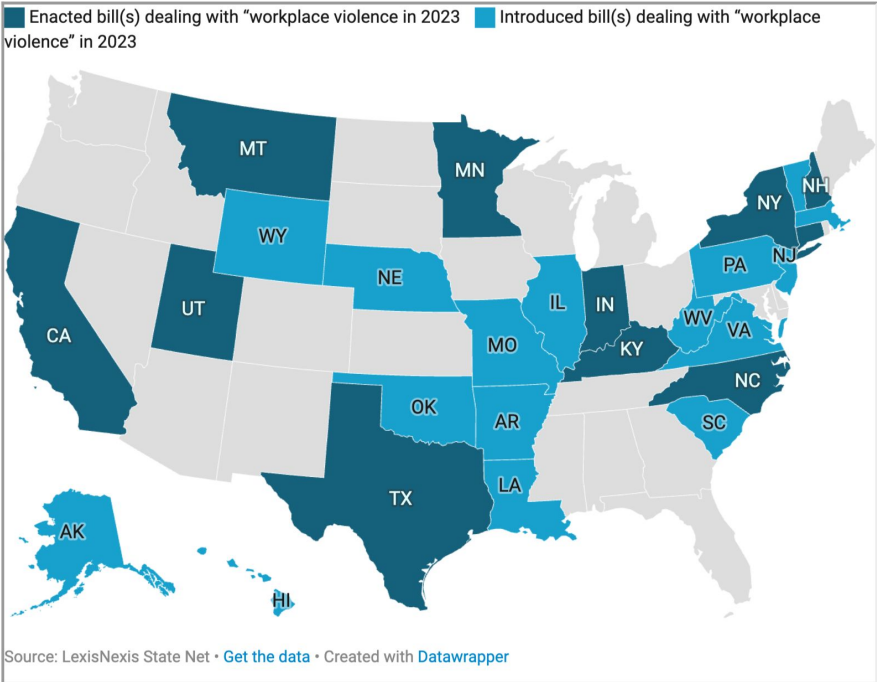


# Why are we here?

To **PREVENT** harm to, and for the **PROTECTION** of:

- Employees and workplace
- Brand
- Family/colleagues

# Another Reason We Are Here



27 states have over 100 workplace violence related bills enacted or introduced.

11 states have enacted bills on workplace violence protections.

Source: [Lexis State Net, Nov 2023](#)

# How do we accomplish it all?

## Beyond traditional security measures, **Threat Assessment** is the best available tool for prevention

- Threat assessment investigations give us the knowledge that informs protective operations and the strategic deployment of limited protective resources
- Effective prevention requires a ***multi-pronged*** approach:
  - the physical protection of people and assets
  - intervention resources to the person of concern
  - a “who else needs to know this” way of thinking.

# What We Know About Threat Assessment

- In the early 1990s, the USSS began to look at ways to prevent assassination
- USSS Exceptional Case Study Project (ECSP) examined the thinking and behavior of persons who attacked or approached with the goal to attack: prominent officials including business leaders, movie, sports, media celebrities
- ECSP examined the perspective of the assassin: idea, motive, plan, role of mental illness, key life experiences
- Research conducted was to be operationally relevant with the expressed purpose of enhancing the protective and protective intelligence mission



# What We Learned

# Different types of violence

## Different types of violent behavior

- Impulsive / reactive violence
- Targeted / predatory violence

## Examples of targeted violence / sabotage

- Workplace shootings
- College / university shootings/school
- Assassination
- Stalking
- Insider threats

Source: Meloy, Violence Risk & Threat Assessment

# Pathway to violence

**IDEATION**



```
graph LR; A[IDEATION] --> B[PLANNING]; B --> C[PREPARATION]; C --> D[IMPLEMENTATION];
```

**PLANNING**

**PREPARATION**

**IMPLEMENTATION**



# Prevention is possible

- A person's ideas and plans for violence may be detectable before they act.
- Information is likely to be scattered and fragmented. There could be many pieces to the puzzle. Connected Intelligence allows us to put those pieces together.
- Team should act quickly upon initial information:
  - Put protective measures in place, if needed
  - Gather as much information as they can (“collect the dots”)
  - Organize the information so that they can get a better idea about what is going on with the person (“connect the dots”) so that we can...
  - Manage the person and the situation

# Workplace Violence Prevention Programs

# First there was California

California is the first state,  
but won't be the last.

This is a good opportunity to establish a Workplace Violence Prevention Program that meets best practices, or to do a health check on your existing program.

## SB 553 requires California Employers to develop a Workplace Violence Prevention Program with the following components:

- Active employee involvement
  - Provide training to employees and keep a record of trainings
- A process to identify, evaluate, correct and communicate workplace violence hazards
- Conduct periodic review of plan effectiveness
- Maintain a record of workplace violence “hazards” and incidents, identification, evaluation and correction
- Make records available to employees and employee representatives

# Here comes New York!

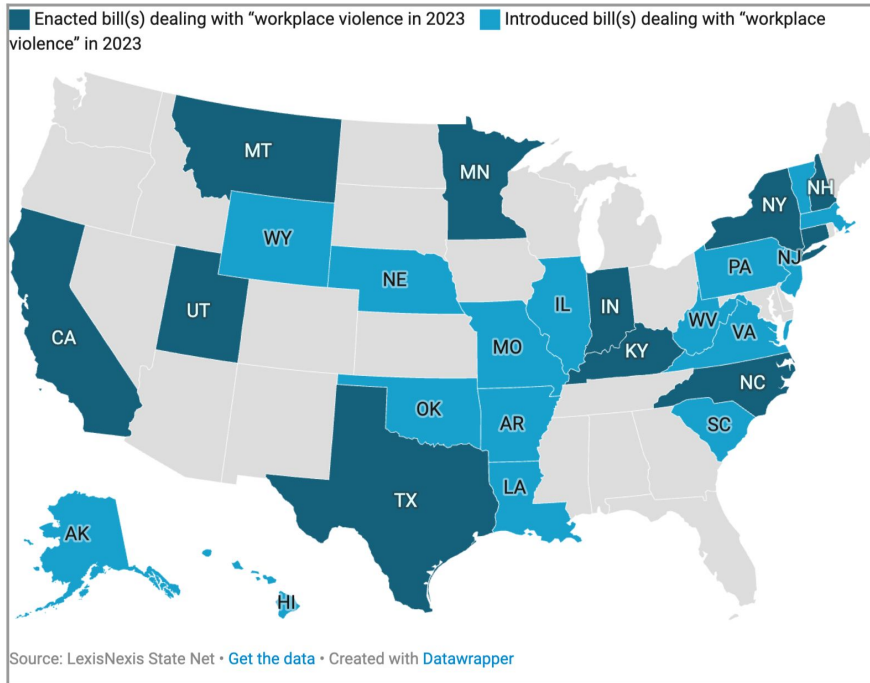


## New York Senate Bill S8358B

### Retail Workers Safety Act

- Written Workplace Violence Prevention Policy
- Establishment and Implementation of a Reporting System
- Establish a Workplace Violence Prevention Training Program

# Let's Look at This Again



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Source: [Lexis State Net, Nov 2023](#)



# Step 1: Start with Partnership

Building and Operationalizing Your Program

# The Team



## Get the right people to the table

Most often the responsibility falls to corporate security, but others need to be involved:

- Human Resources/People Team, Legal, Employee Health and Wellness, IT, Liaison with Law Enforcement, and others as needed

Best practice in workplace violence prevention is to have a **multi-disciplinary** team

- Brings perspective
- Resources
- Management strategies

Decide where in the organization this lives

- Who is the captain of the team?



# Step 2: Policies and Process

Building and Operationalizing Your Program



# Look For Gaps



## Your policy is your framework

1. Review existing policies that deal with:
  - Workplace safety
  - Employee behavior
  - Physical security
  - Executive protection
  - Injury prevention program policy
  - Emergency operations procedures
1. Ensure alignment across functions
2. Create a comprehensive Workplace Violence Prevention Policy that describes **who** is responsible, **what** is being protected, and **how** it will be accomplished



# Getting There



## Your process is your roadmap

Create written processes and procedures that define:

- **How** information about the company Workplace Violence Prevention Plan and incidents will be communicated to employees
  - Include plan to create employee awareness and participation through live training, e-Learning and mass communication
- **How** threats or concerning behavior will be reported/received (anonymous option)
- **How** reports will be investigated
- **How** investigations will be documented and maintained
- **How** information regarding incidents/investigations will be disseminated

# Step 3: Putting it to Work

Building and Operationalizing Your Program

# Action!

## Making it work

- ❑ Encourage employee involvement
- ❑ Provide multiple means to report, including anonymously
- ❑ Create an Intake Process to receive and triage
- ❑ Establish a process to investigate, evaluate, correct and communicate workplace violence incidents (Behavioral Threat Assessment)
- ❑ Review plan effectiveness and maintain records
- ❑ Use technology to maintain a system of record that house policies, memorializes investigations, and produces reports when needed/requested

The screenshot displays a software interface for Threat Assessment & Management (TAM). At the top, it says 'TAM: Threat Assessment & Management'. Below this is a profile card for 'David Smith', identified as 'PERSON' and 'SOLO'. His ID is 'ENT-18'. There are icons for 'Concern' (a red exclamation mark) and 'Tag' (a blue 'Active Investigation' tag). A 'Reason For Inclusion' field is set to 'Not set'. Below the profile, it lists 'Race: White' and shows '144' and '20' with icons. The main section shows a large grey box with a vertical line, representing a missing image. Below this is an incident report titled 'INV-1888'. The description reads: 'Employee, David Smith, continually made violent and alarming comments towards several different coworkers today. Most hard to do with his lack of a promotion and recognition from senior leadership. He kept saying they ...'. It also shows 'Started On: Feb 20, 2024 10:01 PM' and 'Category: Not set'. At the bottom, there is an 'Incident Report' section with a question: 'Emergency situation? Does this matter require immediate police response? Is there imminent danger to person or place?' with the answer 'No'. A footer note states: 'This report is for Internal Use Only. Access is limited to those with a need to know as part of their official duties.'



# Takeaways

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Acts of targeted violence **can be prevented**

- Pathway to violence:
  - Idea
  - Plan
  - Preparation
  - Implementation
- Logical and potentially knowable progression of behavior
- Allows for potential detection and intervention

# Prevention is possible

- Corporate security and/or threat management teams can gather information to help them assess the situation and determine what needs to be done.
- If the person of concern is on a pathway to violence, the team can intervene and get them onto a better path, while putting measures in place to protect people, places, and brand.
- Training and technology can make for a streamlined, much easier to follow, and potentially defensible process.

The logo for ONTIC, featuring a white square icon with a smaller white square inside, followed by the word "ONTIC" in a white, sans-serif font. The logo is centered on a large, solid blue rectangular background that has a stepped, irregular shape. The background is set against a dark blue gradient with various geometric elements: a vertical grid of light blue dots, a diagonal dashed line with a white circle at its end, several small squares and circles in orange, blue, and white, and two circular areas with diagonal hatching patterns.

ONTIC