ONTIC CONNECT

NEW YORK

Welcome to Ontic Connect
Workplace Violence Best Practices

HOSTED BY:

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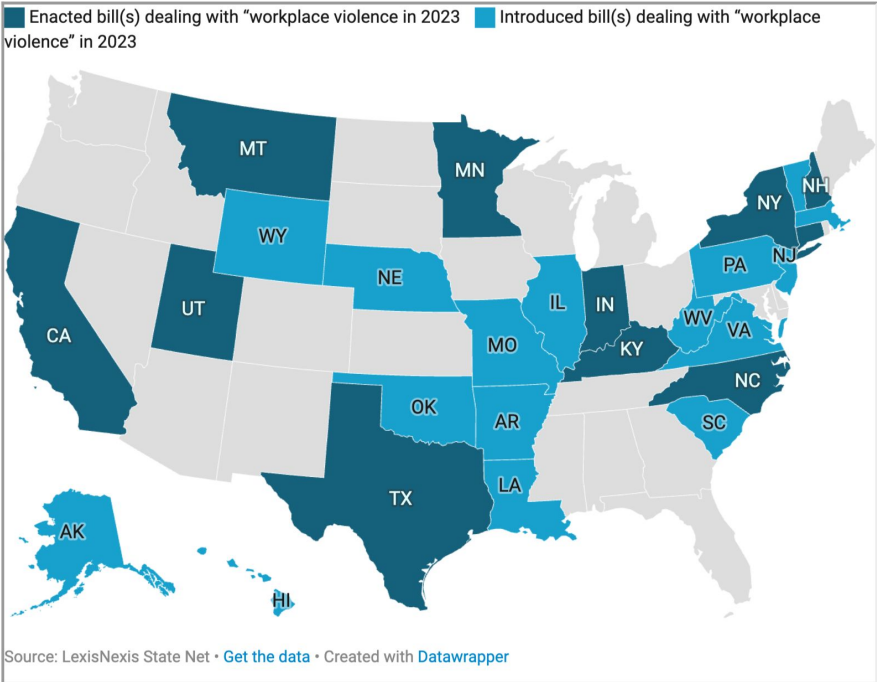
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Why are we here?

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

- Employees and workplace

- Brand

- Family/colleagues

Another Reason We Are Here

Enacted bill(s) dealing with "workplace violence in 2023   Introduced bill(s) dealing with "workplace violence" in 2023

Source: LexisNexis State Net • Get the data • Created with Datawrapper

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

IMPLEMENTATION

PREPARATION

PLANNING

IDEATION

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
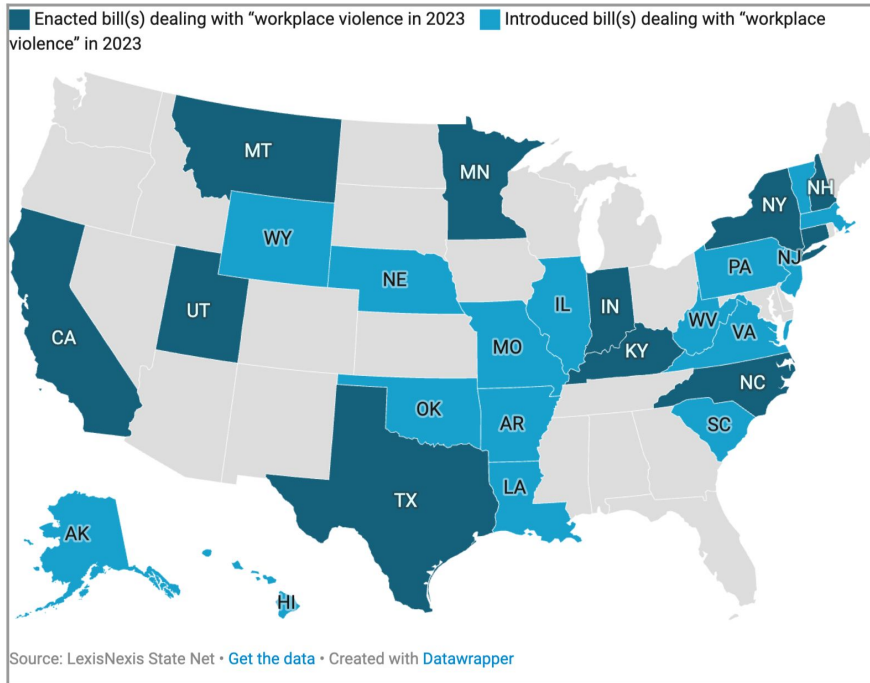
Here comes New York!

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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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

Takeaways

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Takeaways

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.

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