Workplace Violence: Prevention and Response

Workplace violence can happen anywhere, and continues to be a concern throughout the world. In Securitas USA's 2012 Top Security Threats, Fortune 1000 companies that were surveyed cited Workplace Violence as a top security concern, second only to Cyber/Communications Security.

Securitas USA defines workplace violence as: "Any act occurring in the workplace that results in threatened or actual harm to persons or property." Proper awareness, education, communication and training can dramatically decrease the odds that workplace violence will happen at your organization. When you have a security presence at your site, it can help deter the possibility of workplace violence, as these incidents typically occur from external people, such as former employees, domestic partners, relatives or criminals.

By participating in various training programs, our security officers can learn to recognize and respond to potential workplace violence threats. Securitas USA has an extensive library of training resources on the subject of workplace violence and related topics. And because every organization's situation and vulnerabilities are different, our training and development managers can create specific training plans to meet the needs of any facility type.

Training to Recognize the Threat

Securitas USA's training resources are unmatched in the security industry. Training is a core-focus of our operations, and is vital in communicating the threat of workplace violence. In order to develop well-rounded, professional security officers and site managers, we offer training through:

Securitas Center for Professional Development: a management group that brings together dedicated trainers, cutting-edge courses, and security industry experts to deliver exceptional WPV programs.

Securitas Online Academy: our state-of-the-art learning management system that supports online training, testing, and progress reporting with customizable curricula to provide on-going security training and career development

Workplace Violence Prevention and Response

There are several ways to help prevent an issue from escalating into workplace violence, including properly controlling access to the facility and dealing with difficult people if they have been granted access.

Access Control

Access control training focuses on monitoring the movement of people entering/exiting specific areas, properly allowing authorized people in the building, and identifying and dealing with intruders. By learning the benefits and limitations of access control technology, security officers can become an effective deterrence to unauthorized individuals, such as terminated employees, abusive spouses, or those with restraining orders. Through Securitas USA training, we emphasize that successful access control relies on both technology and vigilant security officers.
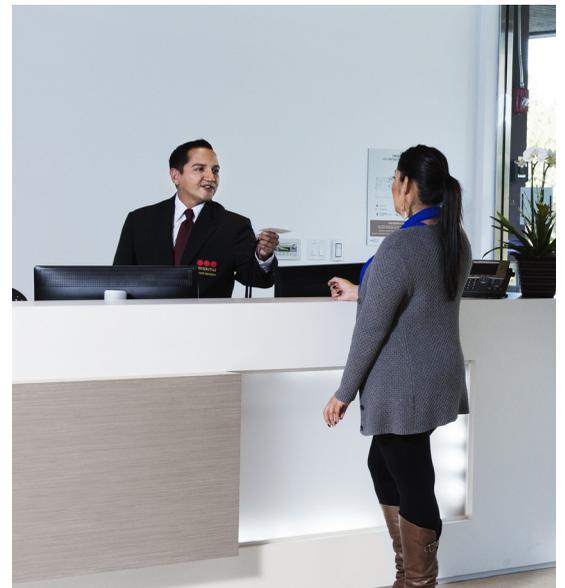
Ways to help mitigate Workplace Violence:

- **Control access to facility**
- **Listen actively to a disgruntled customer**
- **Always remain calm & professional**

Dealing with Difficult Customers/Visitors

Since our security officers help secure entry points to a building or facility, they are usually the first person to greet visitors or guests. While visitors do not usually cause any problems, situations can arise where someone becomes irritated after being denied entry. We can provide training for security officers that focuses on active listening skills and remaining under control in difficult situations. Dealing with difficult customers in a professional and calm manner can help prevent a minor argument from developing into a more dangerous situation.

Workplace Violence

Since workplace violence usually begins with an individual, it is our priority to train security officers to recognize potentially violent individuals and situations. By properly responding to and following up on such incidents, it is possible to help prevent incidents from escalating into a dangerous scenario. Securitas USA training protocol provides real life scenarios to test the learners' ability to spot "red flags" and other potential triggers.

For those instances where there could be an escalating risk of employee threat, our affiliate company Pinkerton has the expertise to help you identify a wide variety of potentially violent situations and threats and how they can be managed to prevent both injury and business interruption.

Workplace Violence: Recognizing the Warning Signs

Anyone can help prevent workplace violence by recognizing and properly reporting continued behavior patterns such as:

- Continual blaming of others.
- Casual talk about violence.
- Spoken and/or written threats.
- Damage to inanimate objects – e.g., throwing a chair or breaking a stapler.
- Continual conflicts with other employees, supervisors or subordinates.
- Signs of alcohol or substance abuse.
- Frequent talk about irrational beliefs.
- Indications of domestic violence.

Preparedness is key for both the security officers and your organization to help prevent workplace violence. Securitas USA and its affiliates can help you examine the risk level of your facility based on the nature of work, location or time of employee shifts. We will evaluate current prevention and intervention practices, training programs, and the physical security of all facilities to recommend the proper workplace violence prevention training.

For more information on how Securitas USA and its affiliates can assist your business with workplace violence prevention and training, please contact us at 877-281-5543 or visit www.securitasinc.com.

Six Types of WPV Categories

1. *Work-Related:* acts directed against management or co-workers.

2. *Domestic*: caused by jealously, divorce, or misdirected affection between domestic partners or significant others.

3. *Property Related:* damage or sabotage at the work site ranging in severity from graffiti to arson.

4. *Commercially Related:* this includes robbery, kidnapping or extortion.

5. *Terrorism:* These are crimes that are politically motivated and can include bombings.

6. *Hate Crimes:* misdirected anger toward individuals based upon race, age, religion, gender, or sexual orientation.

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Awareness is crucial to prevention.

Additional resources on training, best practices, and regulations:

ASIS International: Standards and Guidelines
www.asisonline.org/Standards-Guidelines

OSHA:
https://www.osha.gov/SLTC/workplaceviolence/