

Building a Workplace Violence Prevention Program

Heightened awareness of workplace safety, whether due to an unfortunate event or a legislative requirement, such as [California’s Senate Bill 553](#), has corporate security teams searching for solutions to help them set up their Workplace Violence Prevention Programs. A robust Workplace Violence Prevention Program helps security teams better understand, respond to, and mitigate concerning situations.

But how do you actually create a Workplace Violence Prevention Program for your organization? If your organization has a violence prevention program, is it time to conduct a health check to ensure it has all the necessary components?

We’ve created the following checklist to help guide you as you assess program needs

Define What Concerns You

Identify major sources of threatening or concerning behavior facing the organization:

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| Disgruntled current or former employee | |
| Concerning social media posts | |
| Employees feeling unsafe | |
| Fixation on, or unusual interest of, the CEO or executive | |
| Stalking | |
| Hostile employee | |
| Concerns about termination | |
| Signs of desperation/suicidality | |
| Domestic violence impacting employees | |
| Other(s) | |



TIP: When building your Workplace Violence Prevention Program, make sure to include [threat assessment experts](#) (with case experience) in all stages of operations, from program development to regular program operations assessments.

Establish a Workplace Violence Prevention Policy

Review and update the current policy

The policy should include, at a minimum, the following elements:

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| States a commitment to a safe work environment and defines workplace violence and threats as violations of the policy | |
| Requires reporting of any threatening or concerning behavior or behavior that is prohibited under the policy | |
| Identifies multiple ways to report and assures discretion and non-retaliation for good-faith reports | |
| Outlines consequences of policy violations | |
| Encourages employees to report any restraining order sought or obtained | |
| Utilizes a technology solution to record, investigate, manage, and report workplace violence incidents | |



TIP: Ontic provides your team with a collaborative, end-to-end case management solution. Escalate workplace violence incidents into investigations that your team can collaborate and act on. Your team can conduct thorough research and access always-on monitoring for case updates — all in the Ontic Platform.

Create a Multi-Disciplinary Team to Address Concerning or Threatening Behavior Affecting the Workplace

The members should represent various areas of experience/expertise, such as:

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| Corporate Security or Local Law Enforcement | |
| Human Resources/People | |
| Employee Health and Wellness | |
| Employee Assistance Program (EAP) | |
| Legal | |
| Information Technology | |
| Public Relations | |
| Other(s) | |

Create Threat Assessment and Management Protocols

The protocols should include steps to:

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| Triage initial reports to see if a threat assessment should be conducted | |
| Gather additional information in order to understand the situation <i>(collecting the dots)</i> | |
| Assess the information gathered to determine whether to implement protection, intervention, and/or mitigation strategies <i>(connecting the dots)</i> | |
| Implement a risk mitigation or management plan where necessary | |
| Monitor the situation and update the assessment when new information becomes known | |
| Close the case | |
| Establish a threshold to involve outside experts, if needed | |



TIP: It's important to identify outside experts to supplement the organization's internal expertise.

Provide Workplace Violence Prevention Training

The training should be specific to the needs of the various constituencies:

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| Detailed training and tabletop exercises on workplace violence prevention procedures for the Threat Management Team | |
| Training for supervisors and managers on what behaviors should prompt monitoring or reporting to the Threat Management Team | |
| Awareness training for all employees on the organization's workplace violence prevention policy, the behaviors that should be reported to the Threat Management Team, and understanding why it's important to report concerns to the Team | |

Identify Risk-Mitigation Resources That Can Be Used For Intervention

The resources can be identified within the organization, within the community, and/or available remotely, such as:

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| Employee Assistance Program | |
| Ombudsman program | |
| Financial counseling/credit counseling | |

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| Domestic violence shelter and related community resources | |
| Victims' advocate resources | |
| Veterans' resources | |
| Local law enforcement liaison | |
| Other resources i.e. the ASIS WPV Standard (2020) | |

Keep Records of Workplace Violence Incidents

Now that you have all the elements in place to handle workplace violence incidents, are you also keeping track of them?

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| Establish a mechanism for record-keeping that ensures contents are handled confidentially, and that information is shared only on a need-to-know basis | |
| Include specificity to threats, violence, and other concerning behaviors | |
| Consider memorializing and archiving closed cases, as some may need to be re-opened based on new information | |

Proactively evaluate behavior signals and investigate incidents to prevent violence in the workplace

[Ontic's Incidents, Investigations, and Case Management](#) solution is purpose-built within an end-to-end threat management solution for early capture of concerning behavior signals, pre-incident indicators, and alerts from many sources to help security teams mitigate the risk of violence.

[Learn More](#)

