

WORKPLACE VIOLENCE PREVENTION

"Helping to Provide for Safe and Secure Workplaces through Violence Interdiction".



Advancing Security Worldwide™

Long Island Chapter

About Your Speaker



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About Your Speaker



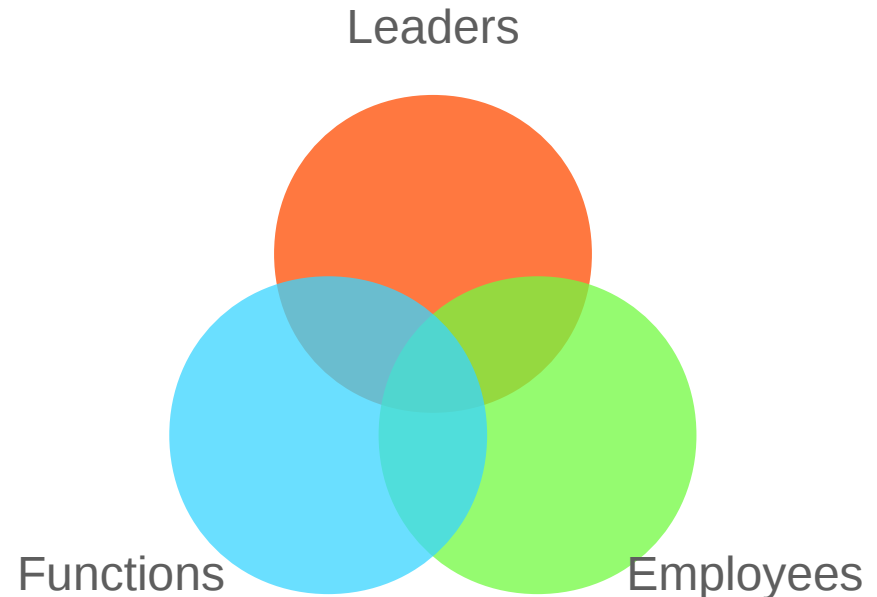
About Your Speaker



- Retired U.S. Postal Inspector (26 years)
 - Contributing Author
 - Innovative Industry Thought Leader
 - Affiliate Instructor at Hofstra University
 - Past President Association of Threat Assessment Professionals (ATAP) NE Chapter
 - Past Board Member of International Association of Professional Security Consultants (IAPSC)
 - CSM (Retired) U.S. Army Reserve (26 years)

Managing Threats & Targets of Opportunity

- Medical product development
- Military applications
- Clean water
- Food production
- Consumer products
- Telecommunications
- Automobiles plants
- Office environments
- Building
- Processing & distribution
- Warehousing & storage
- Chemical facilities
- Banking institutions
- Schools & colleges
- Multi-tenant business centers

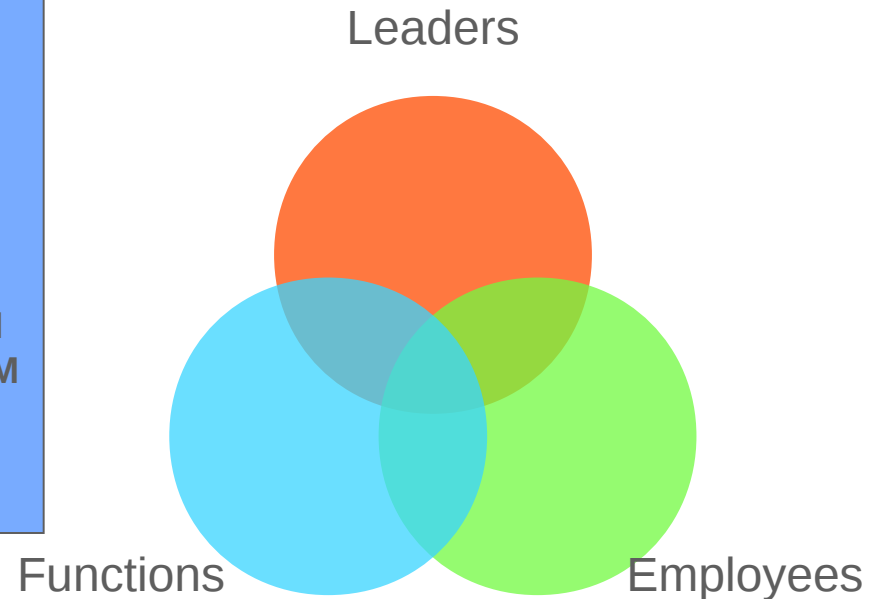


Vulnerabilities are Interrelated

Managing Threats & Risks

Acts of Violence in 2010

- 1/7/2010 – ABD Group, St. Louis, MO.
- 1/12/2010 – Penske Truck Rental, Atlanta GA
- 2/15/2010 – University of Alabama
- 4/30/20 – Publix Supermarket, Tarpons, FL
- 6/16/2010 – Cambridge Air Systems, Memphis TN
- 7/10/2010 - EMCOR Plastic Mfg, Albuquerque, NM
- 8/3/2010 – Hartford Beer Distributor
- 8/23/2010 – US Army, Fort Hood, Tex
- 9/5/2010 – Kraft Food, Philadelphia, PA



Vulnerabilities are Interrelated

Violence Interdiction Model

- Organizations Integrating resources maximizing limited resources to insure that Workplace Violence is a managed risk and not a crisis management concern.



Violence Interdiction Model

- Because people are an unknown risk organizations that Collaborate internally through increase awareness by sharing information stay abreast of known and unknown internal and external threats to workplace security and safety.



Violence Interdiction Model

- Preventing workplace violence requires a Coordinated effort across functional lines and in collaboration with other departments, functions and external organizations.



Violence Interdiction Model

- Strives to maximize the value of proactive Interdependency in implementing and applying strategies and methodologies that anticipate threats and manage risks affecting an organization's unique situations while avoiding the cookie - cutter mentality.



Integration, Coordination, Collaboration, and Interdependence Strategies...

- Cost-effective



- Speedy Intervention & hasty resolution.
- Manage Risk such as Domestic and Relationship Spillover into the Workplace.

Program Justification, Statistics and Monetary Impact

- 70% of U.S. businesses do not have a Workplace Violence Policy or Program.
- 2.1 million Workplace Violence Incidents per year.
- 17 homicides per week.
- Approximately 1.3 million women & 835 thousand men are physically assaulted by an intimate partner yearly.



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- Source: US Department of Labor, 2007, Bureau of Labor Statistics, 2009

Program Justification, Statistics and Monetary Impact

- Single episode of Workplace Violence involving serious injury or death averages \$250K in lost work time. Avg. 3.5 days lost per incident
- Average monetary award for a sexual abuse incident is \$78K.
- Average monetary award for a Workplace Violence incident is approximately \$2,100.00.

- Source: US Department of Labor, 2007, Bureau of Labor Statistics, 2005, Oxford Survey



Program Justification, Statistics and Monetary Impact

- Following a Workplace Violence event a companies stock price usually falls 15% for 250 days on average (Oxford Survey)



- The number of violent acts, including threats of violence has increased more than 400% over the last decade.
- Source: US Department of Labor, 2007, Bureau of Labor Statistics, 2005, Oxford Survey

Program Justification, Statistics and Monetary Impact

- Workplace Violence is the leading cause of job-related deaths for women, second leading cause for men.
- Recent surveys by human resources, security managers and others still ranked workplace violence as either the number 1, 2 or 3 workplace security issue.
- Source: Bureau of Labor Statistics, 2005



Specific Examples of Business Impact of Workplace Violence on a typical business:

- Increased litigation costs.
- Increased injury and medical related claims & expenses.
- Increased time away from the workplace.



Specific Examples of Business Impact of Workplace Violence on a typical business:

- Significant reduction in performance and production.
- Increased personnel turnover.
- Negative internal and external image of organization.



Specific Examples of Business Impact of Workplace Violence on a typical business:

- Increased Worker's Compensation claims and costs.
- Increased time spent on mitigation.
- Increased time spent resolving employee grievances and complaints.



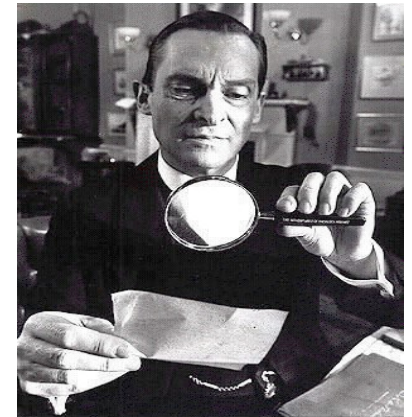
Specific Examples of Business Impact of Workplace Violence on a typical business:

- Increased incidents of organizational & individual stress related claims.
- Perceptions of employer's inability to provide for their safety and security.



Modus Operandi of the Non-Violent Offender:

- Downloading of viruses.
- E-mail and threatening correspondence.
- Sabotage and vandalism.
- Malicious product tampering.



Modus Operandi of the Non-Violent Offender:

- Theft or compromise of proprietary information.
- Theft or sale of client lists and trade secrets.
- Civil liability claims of discrimination.



- Claims of false terminations.

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Workplace Violence Prevention Continuum

- All reported incidents require some level of attention.
- If investigation is necessary: reporting & follow-up are required.
- Employee behavior must be assessed & monitored against an unknown threat.





Workplace Violence Prevention Continuum

- Depending upon the incident, perpetrator, victim and witnesses spend time away from productive assignments.
- Supervisors and managers must spend inordinate amount of time reviewing and evaluating investigative findings and making determinations.
- Other functional departments will be required to be engaged or take up the slack.

Workplace Violence Prevention Continuum

- Victims, Witnesses and Perpetrator interviews.
- Work areas can become crime scenes.
- Work areas can be inoperable for long periods of time.



Applying Relevant Methodologies

- Incidents of workplace violence are business risks which must be managed as part of the business and security plan.
- Goal is to employ strategies that will contain situations, minimize risk and prevent escalation of a minor incident or an unfortunate business practice contributing to a catastrophic outcome.

Applying Relevant Methodologies

- Dismantle the “stovepipe” or vertical approach to workplace violence and security management.
- Consider cross functional line integration and collaboration of resources.

Integrating Collaborative Resources in Preventing Workplace Violence

1. Integrating Collaborative Resources between Functions

Human Resources	Personnel
Security	IT
Transportation	Warehousing
Compliance	Legal
Medical	Facilities

1. Anticipating Tensions; Responding Swiftly to Avoid Escalation and a Crisis.
2. Limiting Liability in a collaborative process through proactive engagement.
3. Integrating resources as early warning signs and developing proper response.

Applying Relevant Methodologies

- What works well at one location might not have the same results. Avoid the cookie-cutter mentality.
- Business practices and company culture require constant vigilance.
- Success is predicated on management commitment and allocation of resources.

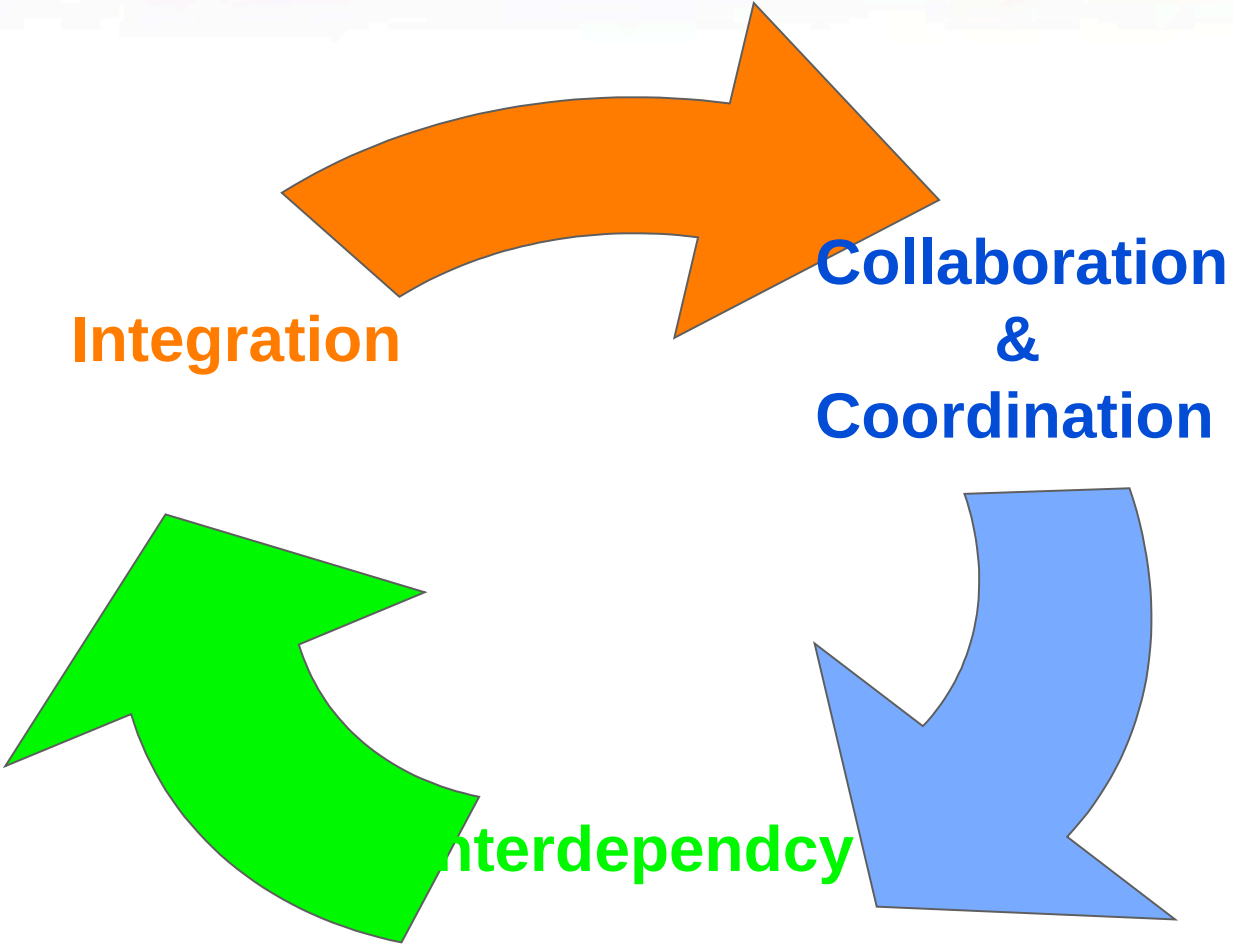
Integrating Collaborative Resources in Preventing Workplace Violence

2. Integrating Collaborative Resources & Convergence of Systems

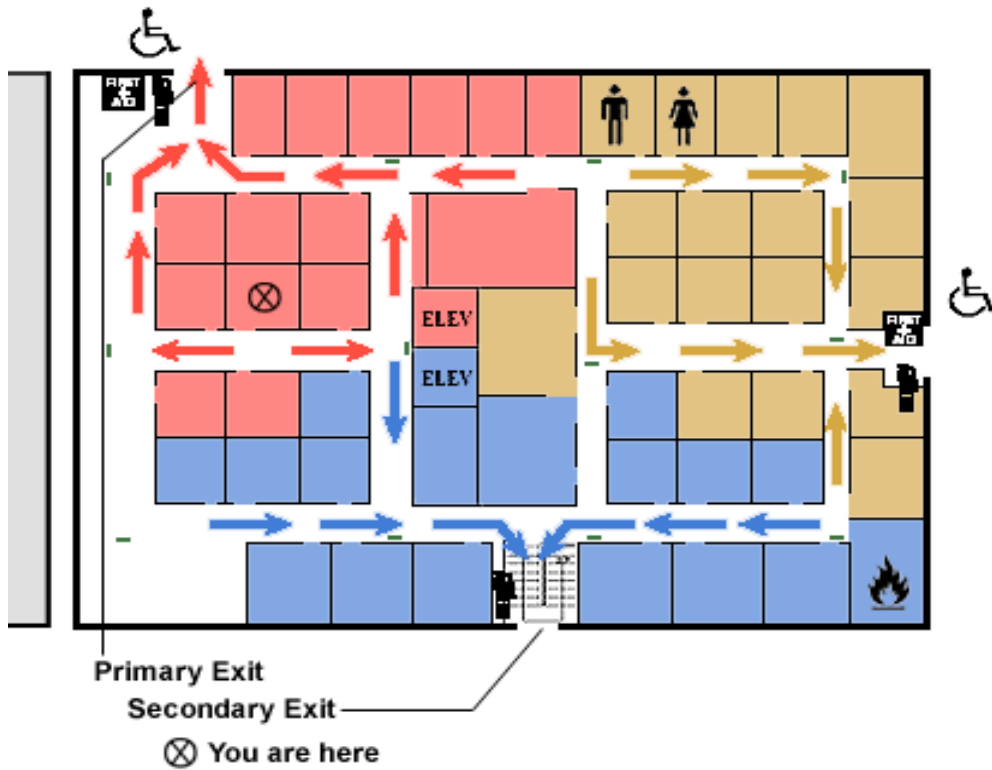
Physical	Building & Facilities
Information Technology (IT)	Fire & Safety
Electronic	HVAC
Personnel	Communications
Compliance	Surveillance

1. Integrating Technical Capabilities to exploit technology creates advantages.
2. Exploiting technology enhances capability to detect, deter & prevent serves as early warning system.
3. Interdiction and Intervention as major steps in the prevention process.

Summary in Perspective



Assembly Area



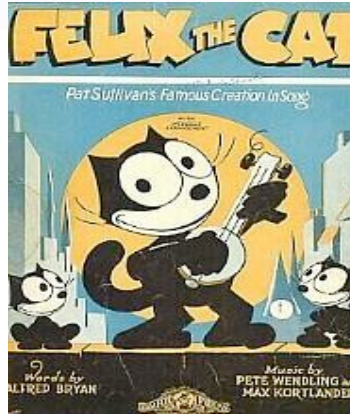


Questions & Answers

Integrating, Collaborating and Coordinating Resources Maximizes Interdependency

- **Brief Senior Management on the Impact of Workplace Violence on business, People, Property and Premises**
- **Conduct a Critical Vulnerability Assessment**
- **Review Existing Policies and Plans**
- **Redefine the Workplace Violence Prevention Mission**
- **Consolidate focus make HR Policy Manager & Security Program Manager**

Thank You CALL



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