Qualcomm
San Diego

Workplace Violence Prevention and Response

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WPV Spectrum
Can Escalate if Unaddressed

- Anger Management Issues

- Bullying and Intimidation

- Threats

- Weapons on Property

- Acts of Violence

- Active Shooters*

"Atypical" WPV
Impact on the Workplace?

- Domestic Violence

- Stalking

- Suicide

- Mental Health Issues

- "Wellness Checks"

- Targeted Vandalism

WPV Plans and Preparation
Prevention is the Goal

- Does your company have a Workplace Violence Prevention and Response Program?

- Increasing expectation and future requirement?

- There is always room for improvement

- An expert can help you create or improve your program

- Material and guidance to create or improve is widely available

- Resources/links: DHS, FBI, ASIS/SHRM,OSHA, Police Departments, Association of Threat Assessment Professionals

WPV Programs
An Organized Prevention Effort

- Policies and procedures

- A multi-disciplinary team

- External experts and resources

- Threat assessment, mitigation and management

- Training program (increase awareness and reporting)

- Reporting options (including anonymous)

- Case management system

- Emergency response plan and training

WPV "Team"
"The Usual Suspects" and an "Owner"

- Security

- Human Resources

- Legal

- IT Security

- Emergency Operations/Business Continuity

- Safety and Health

- "Case-by-case": EAP, Employee communications

External Resources
Relationships are Vital to Success

- Threat Assessment Professional

- Law Enforcement

- Family Justice Center (DV/Stalking)

- Psychiatric Emergency Response Team (PERT)

- EAP

- Suicide Intervention
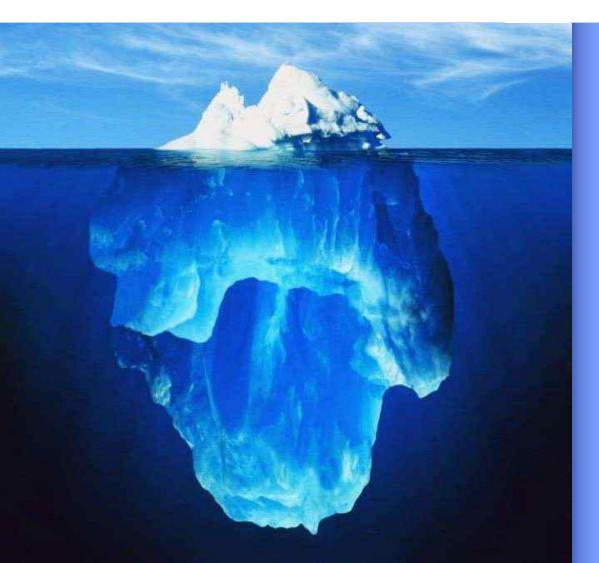
- Armed Presence

- Surveillance

Obstacles to Implementation
Executive "Buy In" is Critical

- "Time is money"; No mandatory training

- "What are the odds?"

- "How often does that happen?"

- Over emphasis on active shooter training

- "WPV prevention and response training will scare employees"

- Under-reporting and global reach

How You Can Help Prevent Workplace Violence

Report Behaviors of Concern and Indicators

- Extreme Behavior Changes
- Bullying/Intimidating; Anger/Aggression
- Conflicts in the Workplace; Holding Grudges
- Inability to Handle Criticism or Admit Mistakes
- Excessive Personal Stress (work, home, relationships)
- Despair, Depression, Withdrawal, Isolation
- Physical Appearance and Hygiene Deterioration
- Alcohol and/or Drug Abuse
- Irrational, Paranoid or delusional behaviors or ideations
- Excessive Absenteeism, Tardiness or Excuses

Workplace Violence Prevention

Behaviors of Concern

- Extreme behavior changes
- Excessive temper or aggression
- Conflicts within the workplace
- Intimidating behaviors
- Holding grudges
- Inability to handle criticism or admit mistakes
- Constant excuses for poor performance
- Irrational, paranoid or delusional behaviors or ideations
- Excessive personal stress
- Drug or alcohol abuse
- Obsession with weapons and violence

If you observe these behaviors, report them to HR so that a confidential evaluation can be preformed to ensure safety and get assistance to those in need.

Workplace Violence Prevention Indicators

Performance
- Deteriorating Performance
- Excessive absenteeism or tardiness
- Improbable excuses

Appearance
- Deteriorating or poor hygiene
- Deteriorating or poor physical appearance

Active Shooter Response

RUN
When an active shooter is in your vicinity.

If there is a safe escape path, move quickly away from the scene. Help others if possible.

HIDE
If evacuation is not possible, find a place to hide.

Get to an area where you can not easily be seen. Lock doors or barricade yourself and those with you inside the room and remain quiet.

FIGHT
As a last resort, and only if your life is in danger.

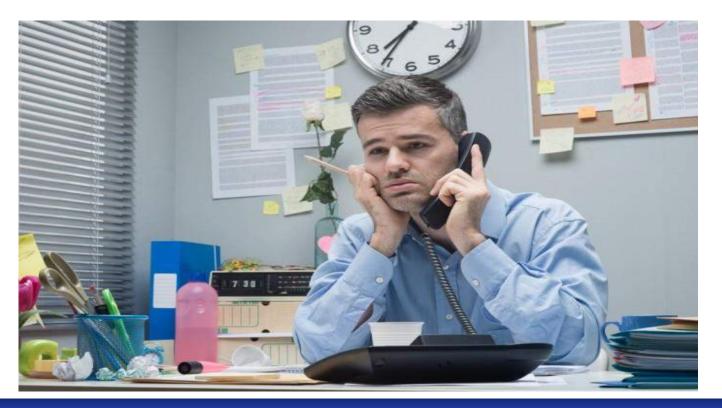Act with physical aggression to incapacitate the shooter. Improvise weapons if possible.

POLICE RESPONSE
When law enforcement arrives:

Remain calm, keep your hands visible, and follow the instructions given by the officers.

Potential Workplace Violence Reporting is Essential

Prevention and intervention are not possible without reporting

Managers, Human Resources, Security, Employee Assistance Program (EAP) and ANONYMOUS (go/hotline)!

WPV Prevention is the goal but it is important to be ready to respond to violence at work or elsewhere

Organizations and individuals need to be ready to respond to violence

Qualcomm's Active Shooter Response Plan, Exercises and Video

Qualcomm

Thank you!

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Violence Response

RUN/HIDE/FIGHT

Only You Can Decide Your Best Course of Action
- Run: Your First Option is to Escape Danger
- Hide/Barricade: Your Next Best Option
- Fight: If it is Your Only Option

"Putting the Fight in Run/Hide/Fight" Training Video
- Fighting is a Foreign Concept for Most People
- Qualcomm Produced with the law enforcement and the FBI's InfraGard Program

Additional WPV Prevention and Response Resources
- Global Security Qualnet Site
- WPV Prevention, Active Shooter Response, Domestic Violence, Travel Safety and Security
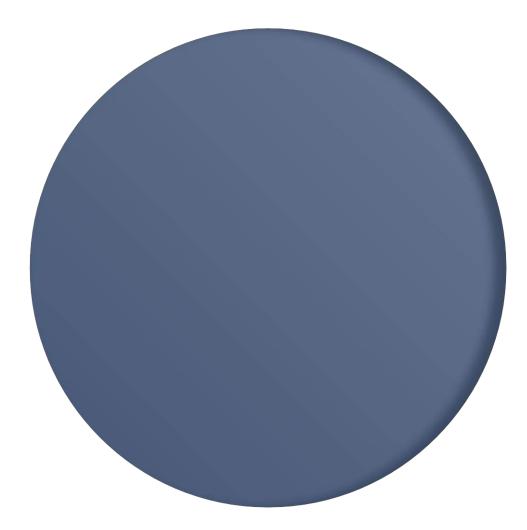
WPV Investigations

The Team Approach

- Interviews (Security + HR)

- Work Records Check (HR)

- Background Checks (Security/Law Enforcement Liaison)

- Work Devices (IT Security)

- Video/Badge Records (Security)

- Social Media Checks (IT/Security)

- Employment decisions (Legal/HR)

- Contact Expert, Law Enforcement, Potential Victim?

- Case Management, Documentation (Program Manager)

Active Shooter Response Plan

I.   Work with Your First Responder

II.   Make Their Goals, Your Goals

III.   Be Creative Testing Your Plan

Threat Assessment
After Preliminary Info Gathering

- Expert Consultant

- Structured Professional Judgement Instruments (WAV-21, MOSAIC, RAGE-V, USSS, SIVRA-35)

- Threat Assessment Rating
  - "Low, Medium, High, Urgent"

- Continuous threat re-assessment and mitigation action adjustments

- Not necessary for all matters which are low threat

Threat Mitigation
Threat Management

- Low: Monitor, Compliance

- Medium: Admin Leave, BOLO, Access Denial, Victim Protection

- High: LE, Armed Presence, Surveillance, Termination

- Urgent: LE Directs

- Threat Management: Long-term Threat Monitoring, "Soft Landings" and Extended Benefits

Active Shooter Response Plan
Facilitating LE Response to End the Threat

- Coordinate your plan with your law enforcement first responders

- Test your plan

- Familiarity with your facilities is important

- "Run/Hide/Fight" training

Obstacles to Implementation
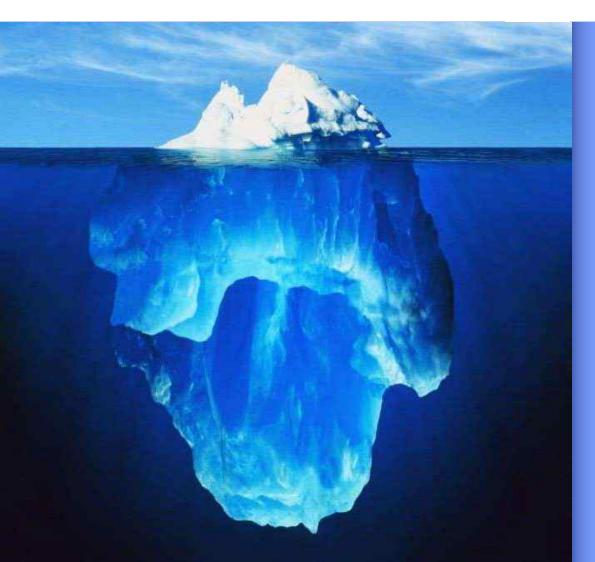
Executive **"Buy In"** is Critical

- "Time is money"; No mandatory training?

- "What are the odds?"; Use stats! Why not lessen the odds?

- "How often does that happen here?"; Keep track!

- Over emphasis on active shooter training without prevention

- Under-reporting

- Global reach

- Reluctance to conduct emergency response exercises

Global map

Avoid geo-political disputes by not including country borders

Label

Label

Label

Label

Label

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Category 1
Category 2
Category 3