



WORKPLACE VIOLENCE AWARENESS, PREVENTION & RESPONSE TRAINING

SCTE 2017

Workplace violence

- What is workplace violence?
- **Workplace violence** is any act or threat of physical **violence**, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers and visitors.

Examples of Workplace Violence

- Physical harm
- Pushing or shoving
- Brandishing weapons
- Coercion
- Threats

What types of situations are we talking about? Employees, customers, & non-customers.



Potential Sources of Workplace Violence

- Strangers – Persons with no reasonable relationship to the workplace
- Customers – Could be triggered by any perceived slight on the part of the customer
- Personal relationships – A former or current spouse, partner, relative or friend (Domestic Violence may carry over to the workplace)
- Disgruntled or terminated employees – The slight may be real or perceived
- Vendor/Client (i.e. contractor or advertiser) – The slight may be real or perceived

Warning Signs

- Excessive or aggressive complaining about being treated unfairly by company or co-workers.
 - Blaming others for personal problems.
 - Change in appearance, clothing, or an unkempt disposition.
 - Deterioration of job performance or excessive lateness that is out of character.
 - Threats or comments about getting even with Company or co-workers.
 - Change in attitude, or extremist militant membership affiliations.
 - Making threats (direct or indirect).
- Please keep in mind that these signs do not necessarily mean the person displaying them will commit an act of violence

Potential Behavior Triggers

- Triggering situation: *Defined as the breaking point or final situation that produces the act of violence or the point where the plan to carry out the act of violence begins to take form.**
- Triggering Examples:

Workplace	
Interoffice relationship termination	Divorce/break-up
Poor appraisal/negative feedback	Financial problems
Termination	Illness or Tragic events
Additional unsolicited work	Loss of child custody

Awareness and Prevention

If you see something, say something...

- Know your co-workers; recognize what is normal or abnormal behavior for a particular person.
- Reach out to a supervisor with concerns or observed indicators that someone might be in danger of acting out. If the supervisor is the concern, notify HR immediately.
 - *Once a supervisor becomes aware of an individual who is displaying warning signs, that supervisor should let the person know they are concerned and offer to help or refer them to the Employee Assistance Program (E.A.P.)*
- Always be vigilant.
 - *Remember that safety in the workplace is the responsibility of us all.*

Awareness and Prevention

If you see something, say something



- As a co-worker, you should not approach the employee yourself. Quietly and confidentially tell your supervisor or HR of your concerns.
- As a supervisor, you should discuss with HR and approach the employee yourself. If possible, have a confidential talk with the employee and advise you have a concern about their behavior, and you are concerned about their well-being. Be empathetic, caring, and respectful.
- HR can assist in identifying programs that may be of assistance to the employee.

Response to an Act of Workplace Violence

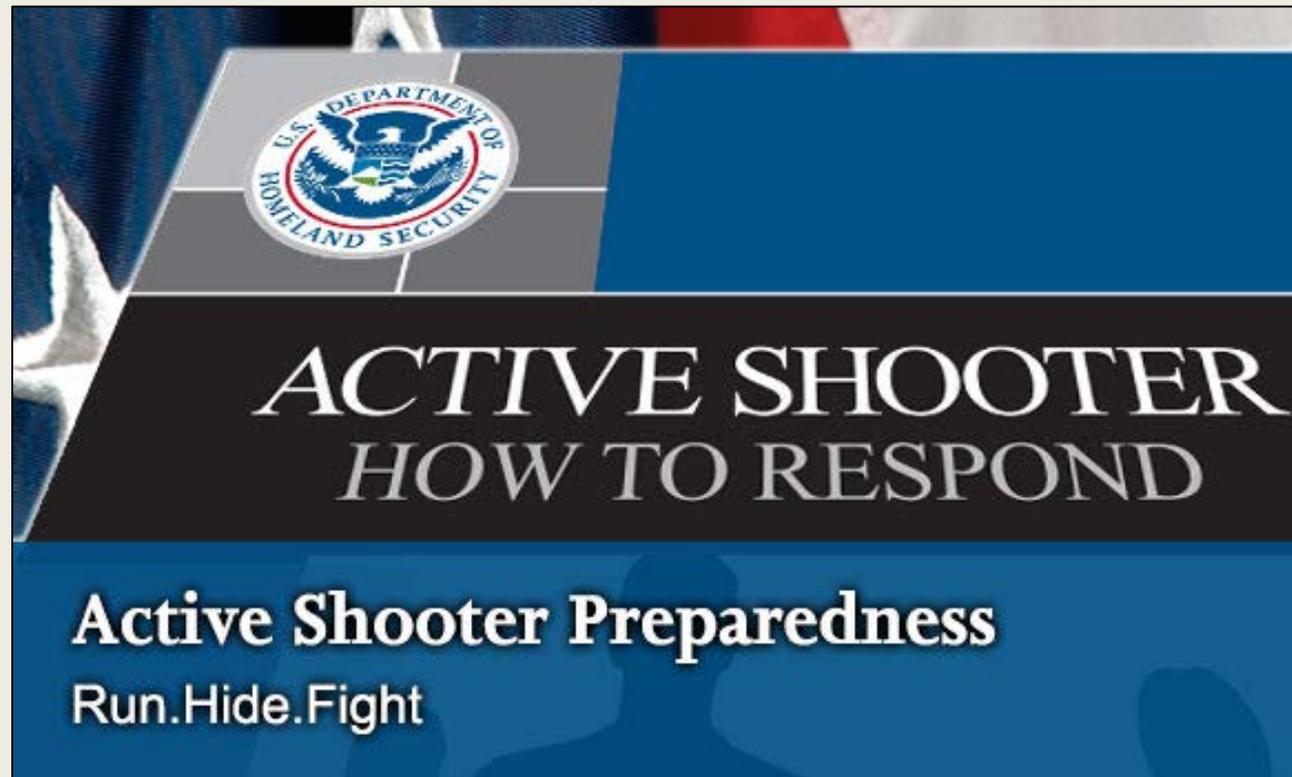
If you see someone physically causing harm to another or brandishing a weapon:

- Remove yourself from danger and the area.
- *If the situation does not reach the level where you feel you need to call the police, always let security know about any and all situations where a person may have been threatened or potentially harmed.**
- Call the police if imminent serious bodily injury, or death is possible.
- Notify security and let them know that you contacted the police.
- Report workplace violence immediately to Comcast Security Investigators, HR and your supervisor.

Critical to Remember

- Remain alert and aware of your surroundings
- “If you see something, Say something” to Security or HR
- Know your local Security team

The Most Dangerous Workplace Violence Event is an Active Shooter



How to Respond to an Active Shooter Situation

- There are three responses to consider in an active shooter event:



Your First Option is to RUN

- If able, evacuate the premises as quickly and as safely as possible.
 - *Break and crawl through windows to escape if need be.*
- Evacuate whether others agree or not.
- Do not waste time gathering belongings (personal or otherwise).
- Encourage others to escape if possible.
- Prevent others from entering the area where the active shooter is.
- Call 911 once you are safe.



If You are Unable to Escape, Then HIDE



- Lock and blockade the door if possible.
 - *Stand clear of the door*
- Turn off all lights.
- Silence your cell phone.
- Hide behind, or under large objects in the room.
- Remain calm and quiet, render medical assistance to the injured if safe to do so.
- Look for objects that can provide protection should shots be fired in your direction.



If You are Unable to Escape or Hide, as a Last Resort, FIGHT

- Attempt to incapacitate the shooter.
- Act with physical aggression.
- Utilize any object you can find as a weapon.
- Commit fully to your actions.
- Fight by any means necessary to survive.



How to Respond When Police Arrive

- If available, senior management or area/floor captains should approach law enforcement with as much detail as possible.
- Do not run at the officers or touch them. Keep your hands up so the responding officers can see them.
- Law enforcement's role is to stop the active shooter as soon as possible. They will not stop to assist the wounded.
- Follow all commands the responding officers may give you.
- Officers will proceed to the area where shots were last heard.
- When opportunity permits, quickly begin accounting for employees.