

Workplace Violence Prevention and Response

G U I D E L I N E

ASIS INTERNATIONAL COMMISSION ON GUIDELINES

The Commission on Guidelines was established in early 2001 by ASIS International (ASIS) in response to a concerted need for guidelines regarding security issues in the United States. As the preeminent organization for security professionals worldwide, ASIS has an important role to play in helping the private sector secure its business and critical infrastructure, whether from natural disaster, accidents, or planned actions, such as terrorist attacks, vandalism, etc. ASIS had previously chosen not to promulgate guidelines and standards, but world events have brought to the forefront the need for a professional security organization to spearhead an initiative to create security advisory provisions. By addressing specific concerns and issues inherent to the security industry, security guidelines will better serve the needs of security professionals by increasing the effectiveness and productivity of security practices and solutions, as well as enhancing the professionalism of the industry.

Mission Statement

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in the development of advisory, and consensus-based process utilizing to the fullest extent possible the knowledge, experience, and expertise of ASIS membership and the security industry.

Goals and Objectives

- Assemble and categorize a database of existing security-related guidelines
- Develop methodology for identifying new guideline development projects
- Involve ASIS Councils, interested members, and other participants to support guideline development
- Identify and establish methodology for development, documentation, and acceptance of guidelines
- Build and sustain alliances with related organizations to benchmark, participate in, and support ASIS guideline development
- Produce national consensus-based guidelines in cooperation with other industries and the Security Industry Standards Council

Functions

- Establish guideline projects
- Determine guidelines for development and assign scope
- Assign participating Council(s), where appropriate
- Approve membership on guideline committees
- Act as a governing body to manage and integrate guidelines from various Councils and security disciplines
- Review and monitor projects and guideline development
- Approve Final Draft Guideline and Final Guideline
- Select guidelines for submission to the Security Industry Standards Council and the American National Standards Institute (ANSI)



WORKPLACE VIOLENCE PREVENTION AND RESPONSE GUIDELINE

SAFETY Act Designation

In April 2005, the U.S. Department of Homeland Security (DHS) awarded ASIS International a Designation for its Guidelines Program under the SAFETY Act (Support Anti-Terrorism by Fostering Effective Technology Act of 2002). This Designation is significant in three ways: (1) it establishes that ASIS guidelines are qualified to be a “technology” that could reduce the risks or effects of terrorism, (2) it limits ASIS’ liability for acts arising out of the use of the guidelines in connection with an act of terrorism, and (3) it precludes claims of third party damages against organizations using the guidelines as a means to prevent or limit the scope of terrorist acts.

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The title of this document is Workplace Violence Prevention and Response Guideline.

2.0 REVISION HISTORY

Baseline Document.

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This guideline is designated as ASIS GDL WPV 09 2005.

6.0 SCOPE

The Workplace Violence Prevention and Response Guideline applies to both private and public sector organizations. The guideline provides an overview of general policies, structures, and practices that organizations can adopt to: (i) help prevent threatening misconduct and violence affecting the workplace; and (ii) better respond to and resolve incidents of threats and violence that occur.

7.0 SUMMARY

This guideline presents practical definitions of workplace violence and the continuum of acts and behavior, from less severe to more severe, and a classification of workplace violence incidents based on the relationship of perpetrator to victim. It outlines prevention strategies and procedures for detecting, investigating, managing, and following up on threats or violent incidents that occur in a workplace. The guideline covers the following topics: (a) Workplace Violence—A Broad Concern for Employers; (b) the Need for a Multidisciplinary Response; (c) Preparedness and Prevention; (d) Threat Response and Incident Management; (e) Integrating the Issue of Domestic Violence into Workplace Violence Prevention Strategies; and (f) the Role of Law Enforcement. The guideline contains a focus on workplace violence Types II through IV, as defined in Section 11.2 below. Additional workplace violence prevention resources are listed in Section 18.0, References/Bibliography.

8.0 PURPOSE

While there is no precise measure of the full extent and cost of violence in the workplace, it clearly represents a major challenge, affecting an estimated 1.7 million¹ employees directly and millions more indirectly every year. Similarly, the benefit of improved violence prevention measures in the workplace cannot be calculated with precision, since there is no way to count or measure the cost of incidents that have been prevented. As a general rule, however, it is beyond reasonable dispute that the costs associated with prevention will be lower than the costs that violence exacts in the form of lost production and earnings, disrupted business activity, damaged morale, and medical and legal expenses. A violent act in the workplace affects more than just the person or persons who are directly threatened or harmed. It affects the entire workforce, damaging the sense of community and trust and employees' confidence that they will be safe while doing their jobs. In this sense, everyone in the organization is harmed when violence occurs, and, correspondingly, everyone shares in the benefits when violence is prevented. Everyone carries, too, the obligation to keep the workplace safe and violence-free. The key to an effective anti-violence strategy is an integrated approach, drawing on skills and capabilities from all parts of an organization's structure. This guideline is intended to serve as an educational and practical tool that

¹Violence in the Workplace, 1993-1999. Special Report, U.S. Dept. of Justice, Office of Justice Programs, Bureau of Justice Statistics. Washington, DC: December 2001, NCJ 190076.