

Guidelines for Handling Violent Situations

Reporting

Any employee who witnesses an act of violence – or witnesses a potential act of violence, in its preliminary stages – should call 911 as soon as possible. Employees who are witnesses to or victims of an act of violence (or potential act of violence) should also notify their supervisor as immediately after the incident as they are able. Supervisors receiving a report of a violent act should contact the Department of Human Resources immediately. If the aforementioned supervisor is the perpetrator of the act, an employee witness should proceed up the chain of command. Employee witnesses may also report the violent or potentially-violent incident directly to Human Resources.

All non-emergency situations should be reported to the employee witness's immediate supervisor before 9-11 is dialed. The employee witness should proceed up the chain of command if the aforementioned supervisor is the perpetrator of the act. The employee witness may also report the non-emergency situation directly to Human Resources.

Employees must not attempt to physically intervene if an act of violence is occurring or imminent. Instead, employees should call for help and, if able, take measures that will aid in later assembling an accurate record of the situation. Such measures include listening to what is happening and making notes later, as well as compiling a list of the names of all witnesses and other parties involved.

Investigation

[COMPANY] will promptly and completely investigate all reports of violent acts or threats of violence, as well as all suspicious people and activities. When practical, the identity of a person who makes a report will be protected. Until a report has been investigated, [COMPANY] may suspend an employee, either with or without pay, if it is believed to be necessary for safety reasons or for the investigation.

[COMPANY] security will investigate all reported acts of violence separate and independent from any other [COMPANY] investigation. A representative from Human Resources will determine the best course of action for investigating reported threats or acts of violence within company work standards. Depending on the seriousness of the act, the Human Resources representative may discuss investigative and counseling strategies with the supervisor of the offending employee. Human Resources may also convene a team to investigate the threat or act of violence of some Level One occurrences. The team will be comprised of up to four members (at least one each from Human Resources and company security).

Factors in the selection process for the team are such aspects as the organizational units affected, the nature of the threat, and any especially useful qualifications that a potential panel member may bring to the team.

Managers or supervisors who have the responsibility and authority to take action on the case in question must implement all approved

recommendations. The team is a problem-solving resource, not a replacement for appropriate managerial action.

The team has the authority to review personnel files, take statements from relevant parties, and interpret company policies in emergency situations.