Workplace Violence Prevention
Emergency Response Plan Guidelines

All of our company’s operational sites have established Emergency Response Plans which cover common emergencies such as earthquakes, fire, medical emergencies, floods, etc. These plans may be supplemented with a “Workplace Violence” chapter. These plans should be developed with the input of site management, safety and health managers and employee representatives. Once developed, the plan should be shared with all site personnel. Interacting with local police for additional guidance is also advised.

Overview and Planning

Each operation’s plan will differ based on the physical layout of the particular location. Things to consider include:

- Does the location have multiple offices or spaces that can be secured in the event of a threat?
- Is it possible to alert all personnel of the threat immediately and if so, do they have a place to wait out the threat?
- Is there cash onsite and is it secured from outside threat, i.e. is it locked away during the day or always accessible?
- Can personnel be gathered in one or more safe locations to allow barricading of the locations or is it advised to have all personnel evacuate immediately?
- Utilize a special “code word” for workplace violence emergencies; e.g. “Code Green” if radio or telephonic communications are possible at the site.
- Special sirens or horn blasts may be used to differentiate violence emergencies from other types of emergencies, e.g. Fire, earthquake and other common emergencies is a series of long blasts, violence emergencies would be a series of several short blasts of the siren or horn.
- Update and verify emergency contact numbers for all employees. Maintain home phone numbers for supervisors, managers and other key personnel and keep a copy of the directory in the plan document.
- If practical, ID badges with photos of the employees may be used at controlled entrances. Alternatively, photo I.D. “tags” may be used at controlled plant entrances to check employees in and out of the site.
- Have on file a photograph of all site personnel. Attach the photo to the emergency contact information sheet for all employees.
- Keep a copy of the plan off site, but accessible in the event that it is impossible to gain entrance to the site during the emergency.
- Contact local police departments for input and site tours so that they are familiar with the site.

No plan will cover all contentions in a workplace violence emergency situation, but the basic template for a Workplace Violence Response Plan should include the following as a minimum:

Workplace Violence Emergency Procedures

Immediate Threat
- Call 911
  - Advise 911 of the nature of the emergency
  - Be as specific as possible, including location of the threat, how many persons are involved and the identity of the person(s) involved
  - Any guidance to the emergency responders as to the best way to approach the emergency location.
- Get out of the area and away from the immediate threat.
- If leaving your work area would expose you to harm, “barricade-in-place” by closing and barricading work area (office, storeroom, control room, shop area, etc.) doors and seek cover within your immediate area. Stay in place until the “all clear” signal is given or as instructed by emergency responders.
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- Notify as many other people as possible of the threat, sound the alarm or use the site’s code word to alert others of the emergency.

Violence Committed
Call 911 immediately if a person commits an act of violence against you or another person. Advise the emergency operator of the information as stated above but include any medical emergency information as necessary. Follow the procedures for “Immediate Threat” as outlined above.

Intimidating Situation
Call 911 if a person has communicated a direct or indirect threat of physical or mental harm against you in any form (e.g., oral or written, gestures, expressions). Notify your supervisor of the event.

Non-emergency Procedures
If you are not in immediate physical danger, but you have information or concerns regarding workplace violence, contact your supervisor at once.