

 **NRF LOSS PREVENTION
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Building a Comprehensive Workplace Violence Program

Mike Connally & Steve Woodland



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Session Objectives

- ❖ Learn building blocks to create a comprehensive workplace violence program
- ❖ Learn how to assess risk factors
- ❖ Best Practices for responding to incidents
- ❖ Follow-up after incidents



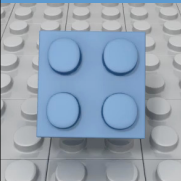
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Definition

Acts of aggression or violence, that occur in, or are related to the workplace, whether intentional or reckless.

Examples are:

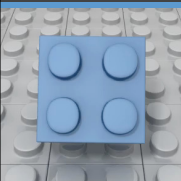
assaults, threats, aggressive, abusive, verbal or emotional behaviors that generates fear for one's safety or entails a perceived risk of harm to individuals, or damage to an organization's resources or capabilities.

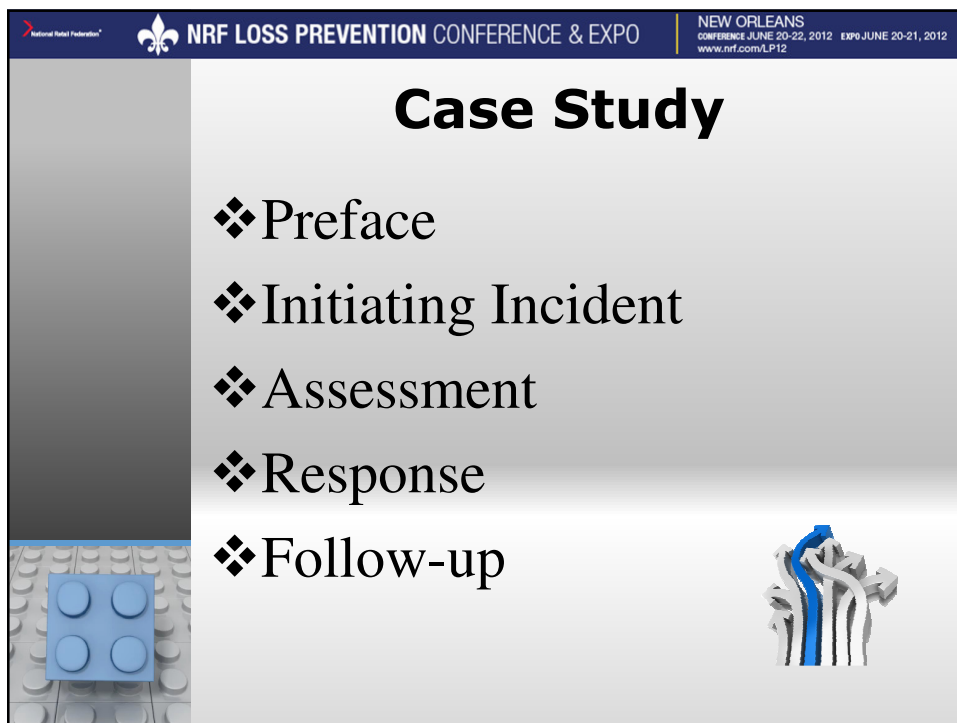
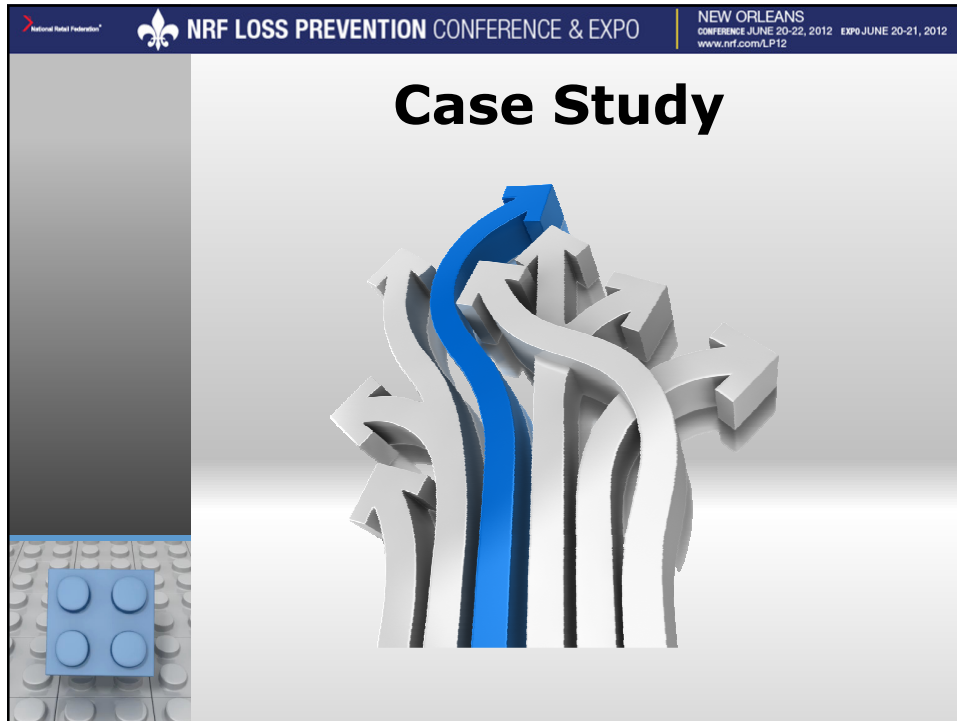


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Four Types of Workplace Violence

- ❖ Violent acts by criminals
- ❖ Violence by customers, vendors & contractors
- ❖ Violence by co-workers, employees
- ❖ Violence by personal relations





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The Key is to...

Communicate




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Building Blocks Field & Corporate


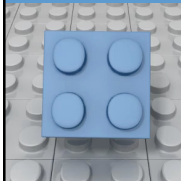
- ❖ Company Policy & Procedures
- ❖ Incident Communication Protocol
- ❖ Violence Intervention Team
- ❖ Background Screening
- ❖ Management Training
- ❖ Associate Awareness
- ❖ Physical Security
- ❖ Employee Assistance Programs
- ❖ Confidential Hotline



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Assessing the Risk Field & Corporate

- ❖ Individual Assessments
- ❖ Professional Third Party Agencies



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Best Practices for Response Field & Corporate

- ❖ Coordinated Response / Strategy
 - based on timeline & assessed risk
- ❖ Communication
- ❖ Clearly Defined Roles & Responsibilities
 - Store
 - District/Region
 - Corporate



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Follow-Up Field & Corporate

- ❖ Medical / Law Enforcement Coordination
- ❖ Employee Assistance Programs
- ❖ Media Relations
- ❖ Additional / Expanded Physical Security Measures
- ❖ Continued Monitoring



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Benefits of a Comprehensive Program

- ❖ Company Culture / Responsibility
- ❖ Brand Protection
- ❖ Legal Liabilities
- ❖ Company Performance



