



BUILDING YOUR WORKPLACE VIOLENCE PREVENTION PROGRAM

SENATE BILL 553 AND BEYOND





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Today's agenda

- 01 Why we're here**
Keeping employees, brands, and information safe

- 02 What we've learned**
Workplace violence prevention best practices

- 03 Building a program**
Complying with legislation and proving the value of a program

- 04 Q&A**

WHY WE'RE HERE

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Why are we here?

To **prevent** harm to, and for the **protection** of:

- Employees and workplace
- Brand/reputation
- Information and Systems
- Community

We're also here to:

- Create a level of **defensibility**
- Help meet new **compliance** requirements in multiple states

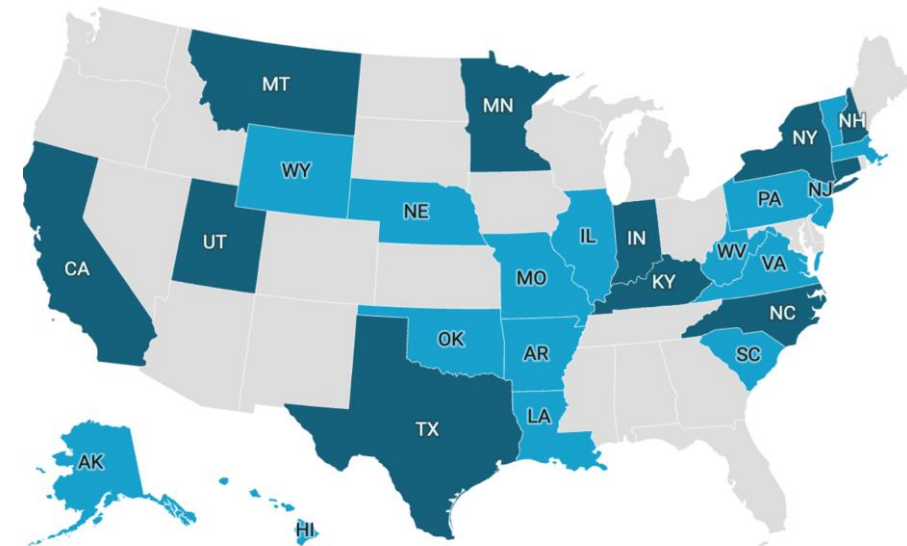


Another reason we are here

27 states have over 100 workplace violence related bills enacted or introduced.

11 states have enacted bills on workplace violence protections.

California and New York are leading the way.



■ Enacted bill(s) dealing with "workplace violence in 2023" ■ Introduced bill(s) dealing with "workplace violence" in 2023

Source: [Lexis State Net, Nov 2023](#)

*Proposed new OSHA rule regarding Workplace Violence Prevention in Healthcare

How do we accomplish it all?

Effective prevention and compliance with WPV legislation requires a multi-pronged approach, including:

- A comprehensive workplace violence prevention program that includes,
 - A threat assessment process to investigate concerning/threatening behavior that subsequently,
 - Informs protective operations and the strategic deployment of resources
- Physical protection of people and assets
- Intervention resources for the person of concern
- Information sharing - “Who else needs to know this?”
- Ensure you are meeting compliance requirements in your state

Workplace Violence Prevention
requires gathering **facts**, drawing
conclusions, and developing **strategies**.



WHAT WE'VE LEARNED

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Different types of violence

Different types of violent behavior

Impulsive
Reactive violence

Targeted
Predatory violence

Examples of targeted violence / sabotage

- Workplace shootings
- College/university/school shootings
- Assassination
- Stalking
- Insider threats

Source:
Melo, Violence Risk & Threat Assessment

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Prevention is possible

Detect violence plans early:

- Understand concerning behavior vs. threatening behavior
 - Those who typically act have the motivation, interest, intent, and capability
- With information being scattered and fragmented, a program of connected intelligence allows us to put those pieces together

Teams should act quickly upon initial information:

- Put protective measures in place and gather as much information as you can (“Collect the dots”)
- Organize the information to get a better idea about what is going on with the person (“Connect the dots”) to manage the person and the situation

Threat Assessment is a process to investigate
and evaluate those who may have the...

Interest

Motive

Intent

Capability

...to launch an attack against an identifiable target

Sources:

Fein, R. & Vossekuil, B. (1998). Protective Intelligence & Threat Assessment Investigations. Washington, DC: National Institute of Justice

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Threat Assessment is Protective Intelligence that informs protective operations and physical security

- To prevent from getting close enough to attack
- Reduce the likelihood they decide to attack
- Intelligence investigation vs. criminal investigation

Goal = Prevention

Used in law enforcement, corporate and healthcare settings, workplaces, campuses/schools

Sources:

Fein, R. & Vossekuil, B. (1998). Protective Intelligence & Threat Assessment Investigations. Washington, DC: National Institute of Justice



Breaking down silos



Intelligence

- 01 Risk analysis and reporting
- 02 OSINT, dark web, and risk intelligence monitoring
- 03 Identity research and management
- 04 Executive protection



Investigations

- 05 Incident triage and investigations
- 06 Workplace violence prevention
- 07 Insider risk, misconduct, and fraud prevention
- 08 Case management, metrics and reporting



GSOC

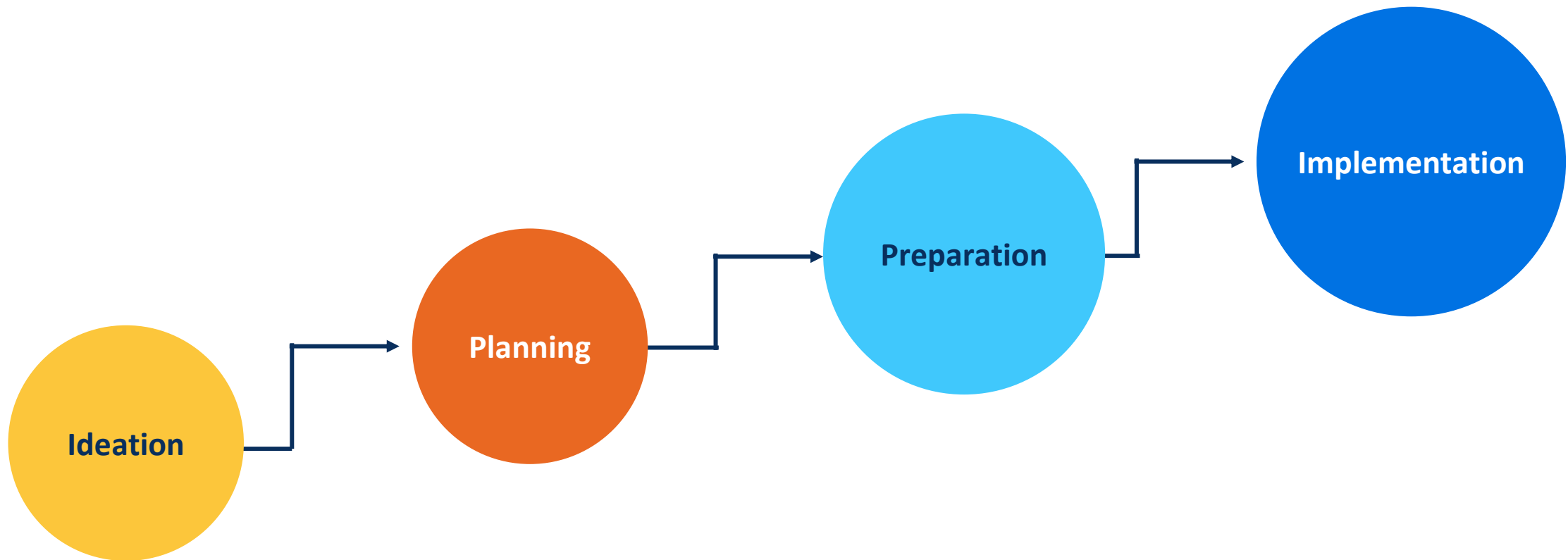
- 09 Situational awareness
- 10 Threat monitoring and communication
- 11 Physical security monitoring
- 12 Executive and employee travel



Operations

- 13 Facilities and asset protection
- 14 Event security
- 15 Threat and risk assessments*

Pathway to violence



WORKPLACE VIOLENCE PREVENTION PROGRAMS

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First there was California

SB 553 requires California Employers to develop a Workplace Violence Prevention Program with the following components:

- Active employee involvement
 - Provide training to employees and keep a record of trainings
- A process to identify, evaluate, correct and communicate workplace violence hazards
- Conduct periodic review of plan effectiveness
- Maintain a record of workplace violence “hazards” and incidents, identification, evaluation and correction
- Make records available to employees and employee representatives



California is the first state, but won't be the last.

This is a good opportunity to establish a Workplace Violence Prevention program that meets best practices, or to do a health check on your existing program.



Here comes New York

New York Senate Bill S8358B

Retail Workers Safety Act

- Written Workplace Violence Prevention Policy
- Establishment and implementation of a reporting system
- Establish a Workplace Violence Prevention Training Program

HOW DO WE DO IT?

Building a Program
Step 1: Prove the Need



Making the case for a workplace violence prevention program

01

Research

Conduct an assessment of risk: internal, external, unaffiliated, positive and negative sentiment

02

Educate

Use risk-based strategies and research to address threats

03

Quantify the risks

Highlight impacts to business continuity

04

Emphasize potential legal implications

Negligence claims hold significant weight

05

Present solutions

Show leadership resource needs and a clear plan



HOW DO WE DO IT?

Building a Program Step 2: Create Partnership



The team

Get the right people to the table

Most often the responsibility falls to corporate security, but others need to be involved:

- Human Resources/People Team, Legal, Employee Health and Wellness, IT, Liaison with Law Enforcement, and others as needed

Best practice in workplace violence prevention is to have a **multi-disciplinary** team

- Brings perspective
- Resources
- Management strategies

Decide where in the organization this lives

- Who is the captain of the team?



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HOW DO WE DO IT?

Building a Program Step 3: Policies and Processes



Look for gaps

Your policy is your framework

01

Review existing policies that deal with:

- Workplace safety
- Employee behavior
- Physical security
- Executive protection
- Injury prevention program policy
- Emergency operations procedures

02

Ensure alignment across functions:

- Common Language
- Collaboration and Coordination
- Visibility
- Expectation of Action
- Compliance

03

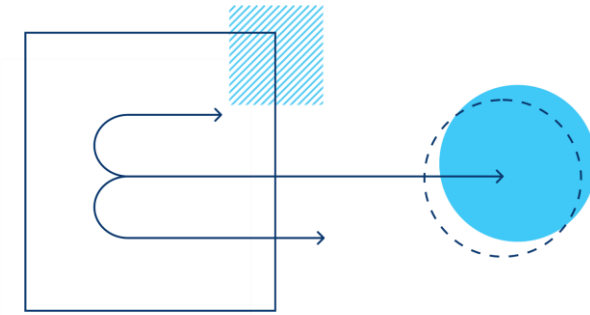
Create a comprehensive Workplace Violence Prevention Policy that describes **who** is responsible, **what** is being protected, and **how** it will be accomplished

Getting there

Your process is your roadmap

Create written processes and procedures that define:

- **How** threats or concerning behavior will be reported/received (anonymous option)
- **How** reports will be investigated
- **How** investigations will be documented and maintained
- **How** information regarding incidents/investigations will be disseminated
- **How** information about the company Workplace Violence Prevention Plan and incidents will be communicated to employees
 - Include plan to create employee awareness and participation through live training, e-Learning and mass communication



HOW DO WE DO IT?

Building a Program
Step 4: Putting it all together



Action!

Making it work

- ☐ Encourage employee involvement
- ☐ Provide multiple means to report, including anonymously
- ☐ Create an Intake Process to receive and triage
- ☐ Establish a process to investigate, evaluate, correct and communicate workplace violence incidents (Behavioral Threat Assessment)
- ☐ Review plan effectiveness and maintain records
- ☐ Use technology to maintain a system of record that houses policies, memorializes investigations, and produces reports when needed/requested

Five Steps to Violence Prevention

These five steps can help teams to move beyond reactive security, proactively mitigating threats and delivering ROI by safeguarding your most valuable assets and complying with workplace violence laws

01

Gather and Analyze Risk Intelligence

Threat detection from OSINT, social media, and verified sources

Geospatial risk mapping to visualize threats around executives

Centralized dashboards for actionable intelligence

02

Prioritize Principals and Locations

Risk assessments to identify and close vulnerabilities at key locations, including residences and offices

Risk-based prioritization of principals and locations

Pre-trip and location-based risk insights to ensure preparedness

03

Track and Monitor Threat Actors (POIs)

POI database with detailed profiles and activity history

Automated alerts for POI activity like prison releases or proximity to executives

Advanced tools to analyze patterns and connections

04

Continuously Monitor Risks and Incidents

Automated monitoring of POIs and locations with actionable alerts

Mobile access to intelligence and updates on the go

Escalation workflows for immediate response

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05

Threat Investigation

One-search identity resolution to uncover threat actors

Unified workflows linking incidents, intelligence, and investigations

Consolidated data for faster validation and decision-making

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QUESTIONS?

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