



# Workplace Violence

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US Safety

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## Workplace Violence

Any act or threat of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers, and visitors.



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Workplace violence can be inflicted by an abusive employee, a manager, supervisor, co-worker, customer, family member, or even a stranger. Whatever the cause or whoever the perpetrator, workplace violence is not to be accepted or tolerated.

**ZERO  
TOLERANCE  
POLICY**

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## WORKPLACE VIOLENCE WILL NOT BE TOLERATED

Airswift recognizes the potential for workplace violence and other aggressive behavior directed at our employees. We will not tolerate behavior from anyone who intimidates, threatens, harasses, abuses, injures, or otherwise victimizes our employees from the potential hazards associated with workplace violence. We are committed to providing our employees with an appropriate level of protection from the hazards associated with workplace violence.

Airswift is committed to creating and maintaining a work environment in which everyone is treated with respect and dignity.

- Homicide is the fourth leading cause of fatal occupational injuries in the United States.
- According to statistics, out of 4,679 fatal workplace injuries, 403 were workplace homicides.
- Nearly 2 million American workers report having been victims of workplace violence.
  - 1 out of 4 employees will be victimized
  - 18,000 workplace assaults are logged weekly
  - \$121 billion annual losses due to workplace assaults



# 4 Types of Workplace Violence

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**Type 1:**  
Criminals



**Type 2:**  
Customers



**Type 3:**  
Employees



**Type 4:**  
Related Parties

# 4 Types of Workplace Violence

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Violent acts by criminals who have no connection with the workplace, but enter to commit robbery or another crime.

## **Type 1: Criminals**

Violence directed at employees by customers, clients, or any others from whom an organization provides services.

## **Type 2: Customers**

Violence against co-workers, supervisors, or managers by a present or former employee.

## **Type 3: Employees**

Violence committed in the workplace by someone who doesn't work there, but has a personal relationship with an employee – an abusive spouse or domestic partner.

## **Type 4: Related Parties**



# Groups of Workplace Violence



# Recognizing the Warning Signs

1. Confusion
2. Frustration
3. Blame
4. Anger
5. Hostility



1. Confusion
2. Frustration
3. Blame
4. Anger
5. Hostility

# Recognizing the Warning Signs

## WARNING SIGNS OF CONFUSION:

- The person appears bewildered or distracted
- They are unsure or uncertain of the next course of action

## RESPONSES TO CONFUSION:

- Listen attentively to the person
- Ask clarifying questions
- Give factual information



1. Confusion
2. Frustration
3. Blame
4. Anger
5. Hostility

# Recognizing the Warning Signs

## WARNING SIGNS OF **FRUSTRATION**:

- The person is impatient and reactive
- The person resists information you are giving them
- The person may try to bait you

## RESPONSES TO **FRUSTRATION**:

- Move the person to a quiet location
- Reassure them, talking in a calm voice
- Attempt to clarify their concerns



1. Confusion
2. Frustration
3. **Blame**
4. Anger
5. Hostility

# Recognizing the Warning Signs

## WARNING SIGNS OF **BLAME**:

- The person places responsibility on everyone else
- They may accuse you or hold you responsible
- They may find fault with others
- They may place blame on you



## RESPONSES TO **BLAME**:

- Disengage with the person and bring a second party into the discussion
- Use a teamwork approach
- Draw the person back to the facts
- Show respect and concern
- Focus on areas of agreement to help resolve the situation

1. Confusion
2. Frustration
3. Blame
4. Anger
5. Hostility

# Recognizing the Warning Signs

## WARNING SIGNS OF ANGER:

- The person may show a visible change in body posture
- Actions may include pounding fists, pointing fingers, shouting or screaming – This signals VERY RISKY BEHAVIOR



## RESPONSES TO ANGER:

- Don't argue with the person
- Don't offer solutions
- Prepare to evacuate the area or isolate the person
- Contact your supervisor and security personnel

1. Confusion
2. Frustration
3. Blame
4. Anger
5. Hostility

# Recognizing the Warning Signs

## WARNING SIGNS OF HOSTILITY:

- Physical actions or threats appear imminent
- There is immediate danger of physical harm or property damage
- Out-of-control behavior signals the person has crossed the line

## RESPONSES TO HOSTILITY:

- Disengage with the person and evacuate the area
- Attempt to isolate the person if it can be done safely
- Alert your supervisor and contact security immediately



## Identifying Potentially Violent Situations

If you ever have concerns about a situation which may turn violent, alert your supervisor immediately and follow the specific reporting procedures.

It is behaviour which is



Unwelcome

Unsolicited

Repeated

Offensive

Intimidating

Humiliating

Threatening



# Identifying Workplace Violence

- Intimidating, harassing, bullying, belligerent, or other inappropriate and aggressive behavior
- Numerous conflicts with customers, co-workers, or supervisors
- Bringing a weapon to the workplace, making inappropriate references to guns, or making idle threats about using a weapon to harm someone
- Direct or veiled threats of harm
- Substance abuse
- Hostile language or threats against a person or a group based on race, sex, religion, disability, ethnic background, or sexual orientation.



# Management Responsibility

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- Identify and screen out potentially violent individuals before hiring by performing background/drug checks in accordance to state laws.
- Foster a climate of trust and respect among workers and between employees and management; eradicate a bad culture of bullying or harassment.
- Establish procedures and avenues for employees to report threats, other violence or if there's imminent danger.

**ZERO  
TOLERANCE  
POLICY**

# Employee Responsibility

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- All employees should know how to recognize and report incidents of violent, intimidating, threatening, and disruptive behavior.
- Employees are also responsible for participating in work site hazard assessments and implementing controls to eliminate or control the associated hazard
- Employees are required to immediately report all incidents of workplace violence to their supervisor or alternate.

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**NO EMPLOYEE CAN BE PENALIZED,  
REPRIMANDED OR IN ANY WAY CRITICIZED  
WHEN ACTING IN GOOD FAITH WHILE  
FOLLOWING THE PROCEDURES FOR  
ADDRESSING SITUATIONS INVOLVING  
WORKPLACE VIOLENCE.**



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