WORKPLACE SECURITY – WHAT IS THE IH ROLE?

William Dunne

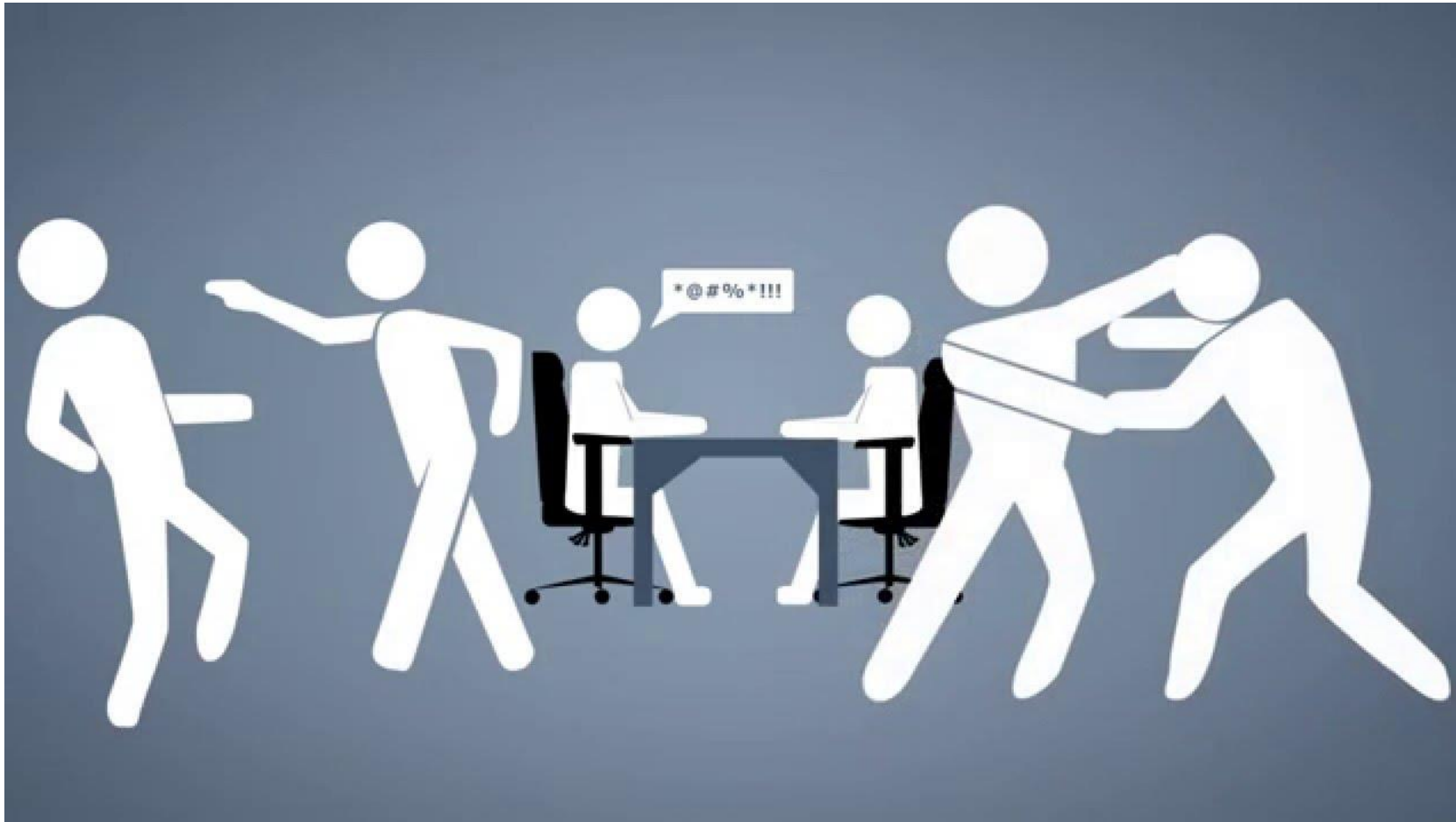Administrative Director, EH&S, Security, and Emergency Preparedness

A CASE EXAMPLE: ACME INC.

WHAT IS INDUSTRIAL HYGIENE?

"Industrial hygiene is the science of anticipating, recognizing, evaluating, and controlling _workplace conditions that may cause workers' injury or illness_. Industrial hygienists use environmental monitoring and analytical methods to detect the extent of worker exposure and employ engineering, work practice controls, and other - methods to control potential health hazards." - OSHA

VIOLENCE:
A NEW TREND IN WORKPLACE HAZARD/RISK?

THE DATA

403 of 4,679 fatal workplace injuries were workplace homicides
- Bureau of Labor Statistics (2014)

Over 2 million reports of workplace violence each year
- Estimated to be significantly underreported

High Risk Industries:
- Health Care / Security Services / Public Administration
- Education / Law Enforcement / Retail trade
- Public Transportation / Accommodation and food services

THE COSTS

Direct:
- Medical Care
- Death Benefits
- Worker's Compensation / Disability Costs
- Lawsuits
- Regulatory Fines

- Estimated at $36 Billion annually
  - 2011 FBI data

Indirect:
- Lost productivity
- Psychological impacts
- Employee Turnover
- Brand / Reputational

WORKPLACE VIOLENCE

FBI Definition

"Any action that may threaten the safety of an employee, impact the employee's physical and/or psychological well-being or cause damage to company property

OSHA Definition

"Workplace violence is 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."

TYPES OF WORKPLACE VIOLENCE

Type 1: Violent acts by criminals who have no other connection with the workplace but enter to commit a robbery or another crime.

Type 2: Violence directed at employees by customers, clients, patients, students, or any others from whom an organization provides services.

Type 3: Violence against coworkers, supervisors, or managers by a present or former employee.

Type 4: Violence committed in the workplace by someone who doesn't work there but has a personal relationship with an employee; this can be an abusive spouse or domestic partner.
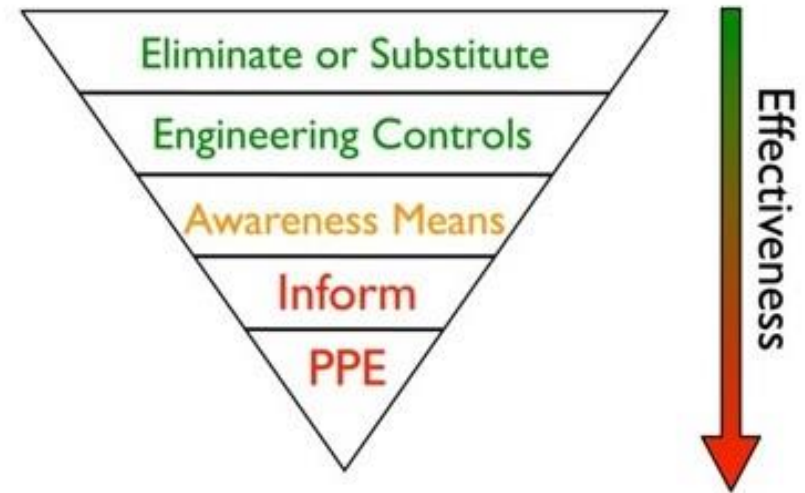
SPECTRUM OF WORKPLACE VIOLENCE

- Threat
- Physical Assault
- Sexual Assault
- Stalking
- Domestic Violence
- Attempted Homicide
- Homicide

- Product Contamination
- Vandalism
- Sabotage
- Arson/bombing
- Terrorism

PREVENTION & RISK MITIGATION

Risk management cycle: Identify risks → Risk assess & analyze → Plan action → Implement → Measure, control and monitor

Hierarchy of Controls:
- Eliminate or Substitute
- Engineering Controls
- Awareness Means
- Inform
- PPE

Effectiveness

PREVENTION

Risk Assessment:

- What is your target potential?
- What is the prevailing attitude toward security?
- Who is responsible for the overall security program?
- How are security policies enforced?
- When was the current emergency preparedness plan developed (including fire, power failure and disaster)?
- What resources are available locally and how rapid are the response times for fire, police and ambulance?
- What kind of physical security systems and controls are presently used?
- Do the available security resources, policies and procedures meet the potential threat?

PREVENTION — ADMIN CONTROLS / BEHAVIORAL STRATEGIES

Need for a formal Workplace Violence Program
- Policy, Education, Reporting Mechanisms, Risk Assessment, Mitigation Mechanisms

Recognition of Stress Indicators / Response
- What are the red flags? (Employees, Customers, Visitors, Non-Affiliates)
- Workforce Employee Assistance Programs (EAPs)
- Relationships with Security / Law Enforcement

Preparing for the Worst Case Scenario
- Education and Exercises
  - Targeted Violence
  - Active Shooter
  - Terrorism

PREVENTION

Environmental Design / Engineering Controls

- Infrastructure design/changes
    - Need to clearly understand **<u>Operation</u>** of space
- Security Systems Card Access / Biometrics – Door Controls
    - Visitor Management
    - Video Surveillance
- Security Personnel
- Cultural shifts
    - Identification – Badges
    - Prevention
        - Tailgating
        - Propping doors / defeating or disabling security systems
- Need for corresponding Polices/Procedures

BROADER WORKPLACE SECURITY

What are the other concerns?

- Theft / Espionage
- Vandalism / Product Contamination / Sabotage
- Terrorism
- Cyber Intrusion

RESOURCES

Bentley, T. A., Catley, B., Forsyth, D., & Tappin, D. (2014). Understanding workplace violence: The value of a systems perspective. *Applied Ergonomics*, *45*(4), 839–848. https://doi.org/10.1016/j.apergo.2013.10.016

McPhaul, K. M., London, M., Murrett, K., Flannery, K., Rosen, J., & Lipscomb, J. (2008). Environmental Evaluation for Workplace Violence in Healthcare and Social Services. *Journal of Safety Research*, *39*(2), 237–250. https://doi.org/10.1016/j.jsr.2008.02.028

Nowrouzi, B., & Huynh, V. (2016). Citation analysis of workplace violence: A review of the top 50 annual and lifetime cited articles. *Aggression and Violent Behavior*, *28*, 21–28. https://doi.org/10.1016/j.avb.2016.03.014

Piquero, N. L., Piquero, A. R., Craig, J. M., & Clipper, S. J. (2013). Assessing research on workplace violence, 2000–2012. *Aggression and Violent Behavior*, *18*(3), 383–394. https://doi.org/10.1016/j.avb.2013.03.001

Spector, P. E., Yang, L.-Q., & Zhou, Z. E. (2015). A longitudinal investigation of the role of violence prevention climate in exposure to workplace physical violence and verbal abuse. *Work & Stress*, *29*(4), 325–340. https://doi.org/10.1080/02678373.2015.1076537

Wassell, J. T. (2009). Workplace violence intervention effectiveness: A systematic literature review. *Safety Science*, *47*(8), 1049–1055. https://doi.org/10.1016/j.ssci.2008.12.001

RESOURCES

FEMA Workplace Security Course

- https://emilms.fema.gov/is906/index.htm

OSHA Guidance on Workplace Violence

- https://www.osha.gov/SLTC/workplaceviolence/index.html

Cal/OSHA Guidelines for Workplace Security

- http://www.dir.ca.gov/dosh/dosh_publications/worksecurity.html

USDA – Physical Security

- http://www.dm.usda.gov/physicalsecurity/workplace.htm

CONTACT INFORMATION

William Dunne

UCLA Health

wdunne@mednet.ucla.edu

W – 310-267-7125

M – 310-592-1597