



Emergency Management Issues Special Interest Group Annual Meeting

Workplace Violence Situations Bridging a Gap in Protective Actions Interpretation

Presenter:

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May 2-5, 2011 Charleston Marriott • Charleston, South Carolina

First a Question...

Does anyone have this statement anywhere in their procedures:

You must commit to acting as violently as possible, for as long as it takes.

How We Work:

Nuclear Operations Culture

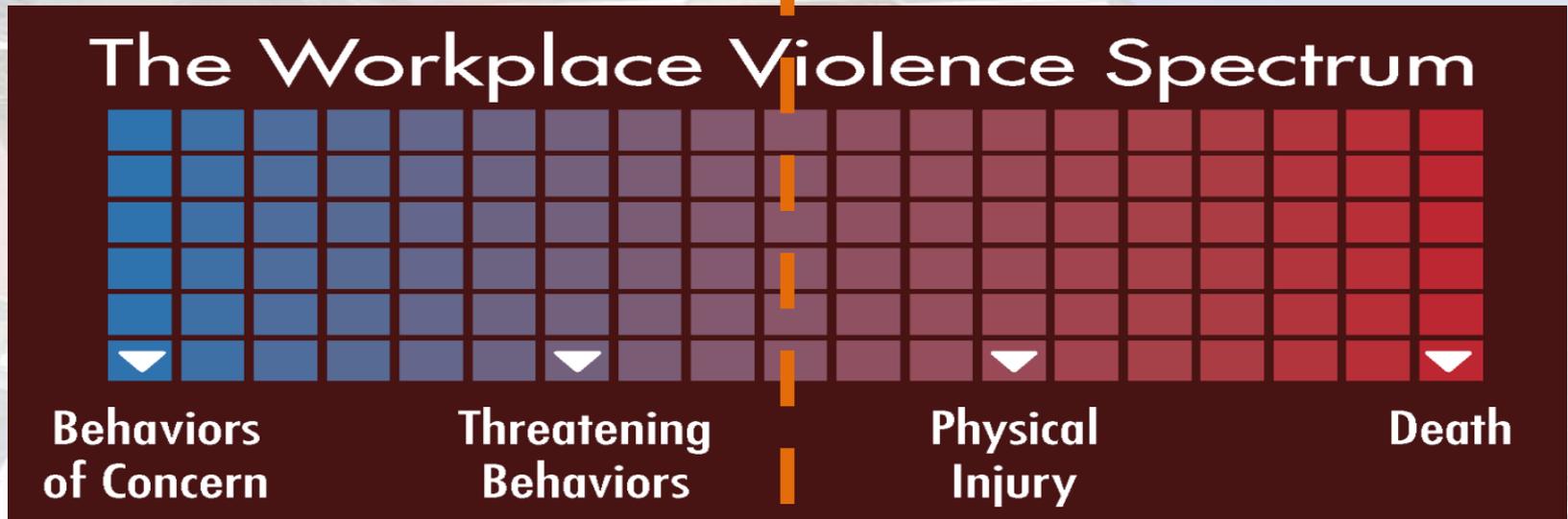
- Logbooks/Records
- Planned Activities
- In-Hand Procedures
- Emergency Procedures
 - Committed to Memory
 - Verified after Initial Response

The Difference:

Workplace Violence Situations

- Highly Dynamic
- Plan/Rationale of Aggressor
Unknown to Populace/Workforce
- Typical Egress/Ingress Routes
Not Available
- Actions Only Trained Through
Procedure, But Taken Based on
Perceived Threat to the
Individual/Small Group

Realms of Responsibility in Training/Testing



September 2008 – Center for Personal Protection & Safety

Section /Human Resources

Emergency Preparedness

Three key questions for gauging your program:

- 1. Where is your programmatic guidance weighted?**
- 2. How much guidance exists/depth of guidance?**
- 3. How often is it trained/depth of training?**

1. Where is your programmatic guidance weighted?

Evacuation and/or Shelter In Place (typically)

- Comprises the bulk of facility protective action guidance
- Drives checklists/procedures
- Comprises page after page of guidance
- Fosters a group thought
- Makes a situation easier to manage/train as a collective

Where is your programmatic guidance weighted?

Self-Barricade and/or Individual/Small Group Egress

- Overshadowed by larger scale protective actions
- Rely upon the individuals' awareness of the situation
- May result in direct confrontation with the attacker
- May comprise a bullet, a note, or a paragraph
- Not as easy to train
- Any training is better than none at all

2. How much guidance exists/depth of guidance?

Evacuation (Example #1)

- More than 12 pages of applicable guidance
- Majority of Emergency Action Checklists
- Programmatic guidance mandating periodicity
- Requirements in Qualifications Programs
- People know how to:
 - A. Get out **-OR-**
 - B. Follow someone who is telling them to get out

How much guidance exists/depth of guidance?

Workplace Violence (Example #1)

- Less than half of one page of applicable guidance
- Not one word on Emergency Action Checklists
- No programmatic guidance on training/testing
- People know how to:
 - A. Cower **-OR-**
 - B. Deny what's happening **-OR-**
 - C. Wait to die in Place

How much guidance exists/depth of guidance?

Evacuation (Example #2)

- More than 12 pages of applicable guidance
- Majority of Emergency Action Checklists
- Programmatic guidance mandating periodicity
- Requirements in Qualifications Programs
- People know how to:
 - A. Get out
 - OR-**
 - B. Follow someone who is telling them to get out

How much guidance exists/depth of guidance?

Self-Barricade (Example #2)

- More than four pages of applicable guidance
- Protective Action captured on Management Emergency Action Checklists (prompted action)
- Suggested guidance on training/testing in collaboration with security
- People know how to:
 - A. Get out **-OR-** Hide out and keep out **-AND-**
 - B. Give themselves a fighting chance at survival

3. How often is it trained/depth of training?

Any training is better than none at all.

- Drill program (quarterly, annual, bi-annual?)
 - Both discussion and operations-based
- Seminar program
- Incorporate security awareness professionals
- What partners will come to your aid (security/local law enforcement)?
- Getting the concept across is the most important part

Where can more guidance be found?

Look to the Learning Institutions...

Example – U.C. Santa Cruz

- Workplace Violence Policy
- Detailed Incident Management Pre-planning
- “Mapping out” a Personal Survival Strategy (guidance to all employees)

July 2006 – University of California Santa Cruz

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Now what was that Question...

Does anyone have this statement anywhere in their procedures:

You must commit to acting as violently as possible, for as long as it takes.

Yeah, we don't either...

But we do have this:

As a last resort, and ONLY WHEN your life is in imminent danger THEN attempt to disrupt and/or incapacitate the shooter/assailant by:

- A. Acting as aggressively as possible against him/her to include physical violence.
- B. Throwing items and improvising weapons.
- C. Yelling.
- D. Committing to your actions.

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REFERENCES

Center for Personal Protection & Safety, 2008. *Flashpoint – Recognizing and Preventing Violence in the Workplace.*

University of California Santa Cruz, 2006. *Workplace Violence Policy and Procedures.*

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Questions, Comments, Inane Ramblings...

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