




CRISIS MANAGEMENT & RESILIENCE TRAINING

# WORKPLACE VIOLENCE

**S-RM can help you prepare for a crisis with confidence, operate safely when abroad, respond effectively and recover with increased resilience afterwards.**

Our sharp thinking, intelligent planning, energy and attention to detail underwrite the strong, durable relationships we build with our clients. Being their 'trusted adviser' during a crisis also makes us a natural fit as their 'training partner'.



**Workplace violence (WPV) is any violent act directed towards another person at work. The term covers a range of behaviour, including overt acts of violence, threats and other conduct that generate a reasonable concern for other people's safety.**

Broadly defined, WPV is an act in which another person is bullied, abused, threatened, intimidated, harassed or assaulted at their place of work or during off-site work-related events. Provided a connection exists to the workplace, anyone can be the victim of such violence.

We will work with you to raise awareness of the risk and offer practically focused advice, tips, and best practice. Our services include the following:

## CORE WPV SERVICES

- One free 30-minute conference call to review your crisis management preparedness (linked to your insurance premium)
- Additional bespoke WPV crisis management services are also available, at your cost and payable direct to S-RM:
- 60-min call with key stakeholders with written recommendations
- A conference call followed by on-site meeting(s) to discuss/recommend requirements in detail
- A similar programme followed by a half-day table top exercise

## ADDITIONAL CRISIS MANAGEMENT SERVICES

Additional training and planning services are available on request and subject to detailed requirement. Such services are negotiated directly and payable direct to S-RM:

- Crisis Management Planning
- Crisis Management Training
- Managing the families of victims
- Active Assailant Response

## CASE STUDIES

### USA THREAT TO LIFE

A longtime manager at a Walmart store in the US state of Virginia shot dead six people and injured six others.

- Officers were called to the busy branch in Chesapeake after gunman opened fire on colleagues in a staff room.
- He then turned the gun on himself and died of a self-inflicted gunshot wound.
- No clear motive for the shooting.
- Police identified the gunman as 31-year-old Andre Bing. They said he was armed with a handgun as well as multiple magazines.
- Walmart said he was an "overnight team lead" who had been employed there since 2010.

### USA THREAT TO LIFE

Employees at a medical clinic received death threats from the spouse of another employee who had been conducting an illicit relationship with a co-worker. The co-worker was found shot dead the following day. The woman's widower then threatened to kill his dead wife's lover.

- We worked with senior leaders to assess the threat and risk.
- Enhanced security protocols were recommended.
- Escalation protocols were drafted and robust risk mitigation put in place.
- We advised on best practice working with Law Enforcement.

### SOUTH AFRICA THREAT TO LIFE

A South African university had previously shared building space with a multinational professional services company. A mentally unstable individual sought sponsorship from the university and was rejected, causing him to mount a campaign of harassment against the CEO.

- A restraining order was granted by the courts.
- The individual threatened to kill employees of the company now occupying the building.
- We worked with the client to assess the risk.
- Physical and procedural security advice was given to contain the threat.
- Formal legal action was set in hand against the individual.

#### KEY STATISTICS

**2 million**  
victims of workplace  
violence annually.

**HEALTHCARE  
WORKERS ARE  
MOST OFTEN  
AFFECTED.**

**7%**  
of fatalities that occurred in  
the workplace were caused by  
hitting, kicking, beating, and/  
or pushing

**30,000**  
sexual assaults in the  
workplace reported by  
women annually

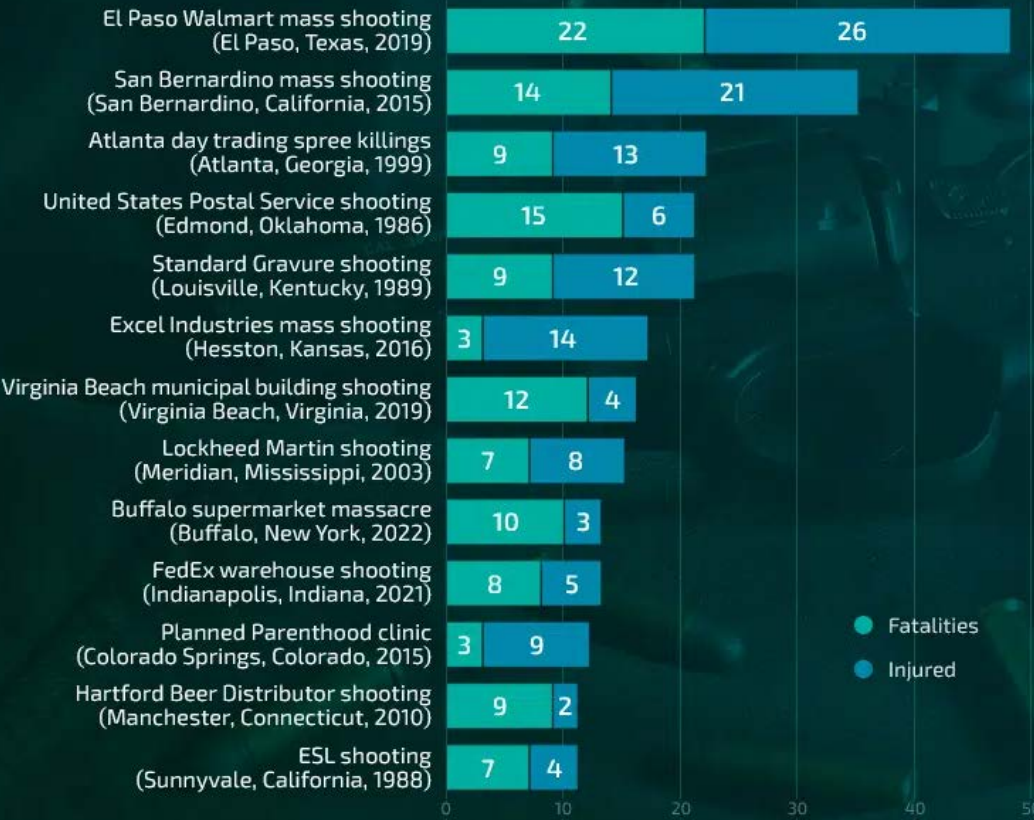
**60.4 million**  
Americans have been  
bullied while working

By April 2021, there were  
26 victims of workplace  
shootings

**ONE IN SEVEN PEOPLE  
FEEL UNSAFE IN THE  
WORKPLACE**



## Number of Victims of Workplace Shootings in the US



Source: Statista

## REFERENCES AND RESOURCES

US Department of Labor Occupational Safety & Health [Read more](#)

Canadian Centre for Occupational Health & Safety [Read more](#)

UK Health & Safety Executive [Read more](#)

Safe Work Australia [Read more](#)

European Agency for Safety & Health [Read more](#)

Society for HR Management [Read more](#)

## SPEAK TO OUR EXPERTS



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