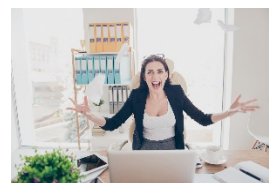


To maintain a safe work environment, employees must be vigilant and prepared to respond effectively to any signs of workplace violence. We can't assume that it won't happen to us. According to ALERRT (Advanced Law Enforcement Rapid Response Training), 69% of active attacks occur either in businesses or schools. While everyone hopes to never encounter such situations, being informed and proactive can help mitigate risks and protect yourself and your colleagues. The following outlines strategies for spotting and responding to workplace violence to promote a culture of safety and well-being in our workplace.

1

Spotting Warning Signs: While not all acts of workplace violence are preceded by clear warning signs, there are often red flags that can indicate potential threats. Common warning signs include social isolation, verbal aggression, threats of harm, intimidation, bullying, and a history of violent or aggressive behavior.



2

Taking Immediate Action: If you witness or experience any form of workplace violence or observe concerning behavior from a colleague or customer, take immediate action to ensure your safety and the safety of others. If the situation allows, remove yourself from the area and seek assistance from a supervisor, security personnel, or law enforcement, if necessary.



3

Reporting Incidents: Reporting incidents of workplace violence is critical for ensuring that appropriate measures are taken to address the situation and prevent future occurrences. If you experience or witness workplace violence or observe concerning behavior, report it to your supervisor, human resources department, or designated safety officer as soon as possible.

4

Maintain Personal Safety: If a customer or outsider becomes threatening, keep a safe distance, avoid physical confrontation, and position yourself to exit the area. Use de-escalation techniques such as active listening, speaking in a steady tone, and avoiding argumentative language, but understand you must leave the area if you feel threatened.



5

Prevention and Preparedness: Participate in training sessions or workshops on workplace violence prevention and response, familiarize yourself with emergency procedures and evacuation routes, and stay informed about your employer's safety and security protocols.

LEARN MORE WITH THESE ADDITIONAL RESOURCES:

- [TMLJRP Online Learning Center](#): Violence in the Workplace
- State Office of Risk Management: [Avoid. Deny. Defend. - How to Deal with an Active Attacker](#)
- Alerrt Resource: [Surviving an Active Shooter Event –Civilian Response to Active Shooter](#)
- Texas Department of Insurance [Workplace Violence Fact Sheet](#)