KEEPING WORKPLACE VIOLENCE IN CHECK

Workplace violence is unpredictable and difficult to anticipate. In addition to personal safety issues for staff, customers, and others, implications for businesses range from reputational harm to financial loss. Organizations should have a comprehensive plan to identify and address problems early and effectively. Prevention, while not always possible, is the goal.

This interactive checklist provides some key points to help you develop a new or to review an existing workplace violence prevention program. This checklist is not meant to be comprehensive, but to provide initial guidance and an opportunity to consider what actions your organization should take.

To learn more about workplace violence prevention and incident management, please visit our dedicated workplace violence page on marsh.com.

	YES	NO	ACTION TO BE TAKEN
My organization has a formal policy that specifically addresses workplace violence.			
My organization has established a "zero-tolerance" culture toward threats of violence and intimidation by employees, customers, or guests.			
My organization has established policies and procedures regarding: • How to handle potential or reported threats. • Who to contact to report potential or actual threats. • How to take disciplinary action involving an employee. • How to handle employees who bring weapons onto company premises. • How to dismiss/terminate employees.			
My employees, including new hires, have been trained to defuse potentially violent situations.			
My organization has conducted a workplace violence vulnerability assessment.			
My organization has developed emergency response procedures regarding the full range of workplace violence incidents from a physically or verbally abusive employee to an active shooter.			
My organization has established an emergency response team (ERT) and a crisis management team (CMT) that has been trained and drilled on workplace violence management and response.			
My organization has spoken with local police and other law enforcement agencies about workplace violence, including the assistance they can provide before, during, and after an incident.			
My organization has established procedures for responding to employees' psychological needs following a workplace violence incident.			
My management team is prepared to handle communications following a workplace violence situation, including responding to potential stakeholders such as families, media, and law enforcement.			
My organization regularly reviews and updates its workplace violence plans and policies, including after every significant incident, as well as after drills/exercises.			
My organization regularly reviews its insurance coverage to assess whether it will be responsive to workplace violence incidents.			

If you would like to speak with someone about your checklist results and your workplace violence prevention program and capabilities, please send an email to at.risk@marsh.com.