



To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.

1. **PURPOSE:** This directive provides TSA policy and procedures for reporting and responding to potential or actual work related violent or threatening situations by establishing roles and responsibilities for local management, and describing available national level resources.
2. **SCOPE:** This directive applies to all TSA organizational elements and to all TSA employees, including contract employees or contract screeners who work with TSA employees or perform work at TSA facilities.
3. **AUTHORITIES:**
 - A. Sections 101 and 111(d) of the Aviation and Transportation Security Act (ATSA).
 - B. Sections 403(2) and 423 of the Homeland Security Act of 2002.
 - C. Applicable TSA and U.S. Department of Homeland Security Delegations of Authority.
 - D. [TSA MD No. 1100.73-5, Employee Responsibilities and Conduct](#)
 - E. [TSA MD No. 1100.88-1, Law Enforcement Position Standards and Hiring Requirements](#)
4. **DEFINITIONS:**
 - A. Credible Threat: Credible threats are: 1) made by an individual who has the apparent capability of inflicting harm; and 2) are made in a manner that causes people to be aware they are the target of the threat; or 3) place individuals in reasonable fear for their own safety and/or the safety of others, including their immediate family.
 - B. Designated Program Office (DPO): The office responsible for the implementation and oversight of this directive and TSA's Workplace Violence Prevention Program.
 - C. Local Assessment and Response Team: A multidisciplinary response team comprised of local representatives from the Office of Law Enforcement/Federal Air Marshal Service (OLE/FAMS), as well as, although not limited to, the Model Workplace Program (MWP), and applicable Employee Relations/Human Resources Analysts, the Office of Inspection (OOI), and the Office of Security Operations (OSO). Other resources, such as the Employee Assistance Program (EAP) or Federal Occupational Health, may be consulted by individual Local Assessment & Response Teams on an as needed basis as identified by the National Workplace Violence Prevention Program Manager (National Program Manager).
 - D. Local Law Enforcement Authorities: Municipal, county, state and Federal law enforcement or public safety personnel, such as police and fire fighters of the jurisdictions in which TSA facilities or operations are located.

- E. National Workplace Violence Prevention Program Manager: Also referred to as the National Program Manager, the national coordinator of the workplace violence prevention program for TSA.
 - F. National Workplace Violence Prevention Resource Committee (National WVP Resource Committee): A multidisciplinary advisory team comprised of members from the Headquarters components of OLE/FAMS, which may include, but is not limited to MWP, Office of Human Capital (OHC), OOI, OSO, and other functional areas as identified by the National Program Manager.
 - G. TSA Facilities or Operations: A building, or part thereof, including grounds and parking lots, utilized or under the control of, assigned to, or leased by or on behalf of TSA and/or its components where TSA's employees or contractors are present for the purpose of performing their official duties.
 - H. TSA Worksite Managers: Management officials (e.g., Federal Security Directors, Field Office Special Agents-in-Charge, and designated Headquarters managers or supervisors) assigned local program oversight at their respective worksites.
 - I. Workplace Violence: Violent acts, including physical assaults, threats of assault or oral and/or written remarks or gestures that communicate a direct or indirect threat of physical harm, or which otherwise frighten or cause a reasonable individual concern for his or her personal safety or the safety of others, when directed towards persons at TSA Facilities or Operations, or while on or because of their official duty.
 - J. Workplace Violence Prevention (WVP) Coordinators: Representatives designated by the responsible TSA worksite manager as the local point of contact for coordination of, reports of, and responses to, actual or threatened incidents of workplace violence. WVP Coordinators also convene and coordinate their designated Local Assessment and Response Teams, when necessary.
5. **RESPONSIBILITIES**: Managers, supervisors and other agency officials are responsible for acting within their delegated authority and consistent with the provisions of this directive.
- A. OLE/FAMS is responsible for serving as the DPO.
 - B. The TSA Chief Security Officer (CSO) is responsible for:
 - (1) Managing the Workplace Violence Program TSA-wide and supervising the National Program Manager.
 - (2) Providing oversight and management of potential or actual incidents of workplace violence at Washington, D.C. area TSA facilities under the CSO's auspices.

C. The National Program Manager is responsible for:

- (1) Providing national guidance to WVP Coordinators regarding the prevention of and response to incidents of actual or alleged workplace violence.
- (2) Reviewing, analyzing, and coordinating agency wide reports of credible threats or actual incidents of workplace violence from the WVP Coordinators.
- (3) Acting as the national coordinator of the National WVP Resource Committee, consulting with Headquarters and Local Threat Assessment Team members, management officials, and Office of Chief Counsel (OCC) staff, to provide advice and guidance to the WVP Coordinators and TSA Worksite Managers regarding agency action.
- (4) Collecting and analyzing data as required by this directive.
- (5) Coordinating with MWP to develop training for the National WVP Resource Committee, WVP Coordinators, TSA Worksite Managers, and TSA employees and contractors.

D. TSA Worksite Managers are responsible for:

- (1) Responding to actual incidents or threats of workplace violence as defined herein.
- (2) Designating a local point-of-contact who will serve as the WVP Coordinator on a Local Assessment and Response Team.

E. WVP Coordinators are responsible for:

- (1) Receiving and, in coordination with their TSA Worksite Manager, responding to reports of actual or threatened workplace violence as defined herein.
- (2) Assessing the urgency of the situation, and providing guidance to the TSA Worksite Manager and local management on the appropriate response(s), including overall case management.
- (3) Convening a Local Assessment and Response Team, when necessary.
- (4) Notifying the National Program Manager and coordinating incidents and/or credible threats of workplace violence with the National Program Manager and OCC staff.
- (5) Collecting data as required by this directive.

F. The National WVP Resource Committee is responsible for:

- (1) Convening following due notice by the National Program Manager.

(2) Assessing the potential seriousness of reported incidents of workplace violence, or of intimidating, harassing or threatening situations covered by this directive, and recommending an appropriate response.

G. OOI is responsible for responding to allegations or reports of general employee misconduct that are reported to OOI by conducting investigations or making investigation referrals to the appropriate officials.

H. MWP is responsible for assisting in the development of training on workplace violence for WVP Coordinators and designated supervisors and managers.

I. OCC is responsible for providing legal advice and services to all TSA components on legal issues related to workplace violence, including but not limited to the jurisdiction of local law enforcement agencies, the investigation and response to incidents of workplace violence and any personnel actions that may result from a report of workplace violence.

J. Supervisors and managers are responsible for immediately reporting allegations of potential or actual workplace violence to their local WVP Coordinator. If the person who committed the alleged workplace violence incident or made the alleged credible threat is a current TSA employee, OOI must be notified immediately.

K. All TSA employees are responsible for:

(1) Conducting themselves in a professional manner consistent with TSA policies.

(2) Reporting any acts of violence, threats, and intimidating or harassing behavior in the workplace to their supervisor, their local WVP Coordinator, the TSA Worksite Manager, or any TSA management official, as appropriate in the situation.

(3) Cooperating fully in assessments or investigations of allegations of workplace violence.

6. POLICY: TSA is committed to providing a safe work environment at TSA facilities and operations for all employees and contractors, and enforcing the highest standards of personal safety and welfare at the workplace consistent with TSA policy.

A. TSA Worksite Managers bear primary responsibility for preventing, responding to and managing incidents of workplace violence.

B. Workplace violence is unacceptable and will not be tolerated.

C. This directive is not intended to remove, replace, or rescind any portion of the established incident reporting requirements under [OD-400-18-2B, Reporting Security Incidents to TSOC](#), [OD-400-18-5: Reporting Criminal Activity and Misconduct by TSA Employees](#); [TSA MD No. 1100.73-5, Employee Responsibilities and Conduct](#); [TSA MD 1100.73-3, Prevention and Elimination of Sexual Harassment in the Workplace](#) or any other TSA policy or management directive.

- D. While only credible threats are reportable to the National Program Manager, nothing in this directive shall be interpreted as precluding the TSA worksite manager or other authorized management official from taking appropriate administrative action for any violations of [TSA MD 1100.73-5, Employee Responsibilities and Conduct](#).
- E. Credible threats that are made against current employees or TSA facilities may arise from individuals such as contract employees, former employees, or other members of the public. This directive covers behavior directed toward employees and contract employees at TSA facilities and operations, and to TSA facilities and operations whether committed on or off-duty, where such actions arise from or otherwise affect TSA operations.
- F. Failure to report incidents covered by this directive may result in corrective or disciplinary action, up to and including removal.
- G. Examples of inappropriate conduct may include, but are not limited to:

(1) Verbal Conduct

- (a) Threats against a person or property, direct or indirect;
- (b) Bullying or verbal abuse;
- (c) Making inappropriate references to firearms or other weapons, such as an actual or implied threat regarding the possession and/or use of firearms or other weapons as it relates to a specific employee or TSA worksite or operations; or
- (d) Repeated and/or inappropriate references to death, suicide, violence, assassinations, or acts of terrorism.

(2) Non-Verbal Conduct

- (a) Physical contact against another person or physical attack;
- (b) Acts of intimidation, including brandishing a weapon (real or fake), or intentionally frightening employees;
- (c) Physically acting out anger or frequent and/or excessive displays of anger, such as punching a wall, kicking equipment;
- (d) Throwing or striking objects;
- (e) Damaging or destroying property (including sabotage, computer viruses); or,
- (f) Stalking.

7. PROCEDURES: The responsibilities and procedures for reporting allegations, or actual incidents of inappropriate conduct related to workplace violence are as follows:

- A. Employees who believe that they are at immediate risk of violence or physical harm on or off a TSA facility or worksite, should take immediate, appropriate action to protect themselves and

others, including reporting the incident to their supervisor, or where appropriate, to local law enforcement authorities by dialing 911.

- B. Employees must immediately report threats of violence, violent incidents or similar inappropriate conduct made by TSA employees or third parties to their supervisors or directly to the local WVP Coordinator, to the TSA Worksite Manager or to any TSA management official. All verbal reports shall be followed by a written incident report. Absent unusual circumstances, such reports shall be submitted no later than 24 hours after the verbal report is made.
- C. Employees are not required to report altercations and/or incidents of domestic violence unless such incidents (1) arise from their status as a TSA employee; (2) affect TSA operations or the employee's ability to perform the essential functions of their official position (e.g. a restraining order), or (3) are otherwise required by law (such as 18 U.S.C. § 922(g)(8) *Lautenberg Amendment*), or by another TSA directive such as [TSA MD 1100.88-1](#) and [TSA MD 1100.73-5](#).
- D. Upon receipt of a verbal or written report of workplace violence or inappropriate conduct, WVP Coordinators shall provide advice regarding the appropriate response to the incident including, if necessary, convening a Local Assessment and Response Team.
- E. When convened on individual cases, the Local Assessment & Response Team may include local representatives from some or all of the divisions as described in section 4.C, as well as members of the National WVP Resource Committee.
- F. TSA worksite managers and WVP Coordinators are responsible for immediately coordinating with OLE/FAMS, OOI, and, when necessary, local law enforcement authorities to report and initiate necessary responses to, and investigation of actual incidents or credible threats of workplace violence. If the person who committed the alleged workplace violence incident or made the alleged credible threat is a current TSA employee, OOI must be notified immediately.
- G. Notifications:
 - (1) WVP Coordinators will notify the National Program Manager of actual incidents or credible threats of workplace violence as soon as possible, but no later than 24 hours after becoming aware of the communication or conduct.
 - (2) All other components (e.g. Ombudsman, etc.) receiving reports of actual incidents or credible threats of workplace violence must report those incidents to the National Program Manager as soon as possible, but no later than 24 hours following receipt of the communication or conduct.
- H. Reports of Discrimination:
 - (1) Reports made to the WVP Coordinators or National Program Manager, and any assessments or inquiries made pursuant to this directive do not constitute initiation of the Equal Employment Opportunity (EEO) complaint procedure pursuant to Title 29 of the Code of Federal Regulations, Part 1614.

(2) Allegations of discrimination must be made by contacting the Office of Civil Rights and Liberties at 877-EEO-4TSA (1-877-336-4872), or (866) 536-9679 (TTY).

8. EFFECTIVE DATE AND IMPLEMENTATION: This policy is effective immediately upon signature.

APPROVAL



Dana A. Brown
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12/11/07

Date

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