




Collaborative Bachelor's Degree Program of Fire Protection and Safety
Engineering Technology between Southwest Jiaotong University and
Oklahoma State University, U.S.A.



FPST 3013 Safety Management


Emergency Preparedness
and
Workplace Violence

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EMERGENCY PREPAREDNESS

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29 CFR 1910.38 (a)



- An employer must have an emergency action plan whenever an OSHA standard in this part requires one.
- Written and oral emergency action plans.
 - An emergency action plan must be in writing, kept in the workplace, and available to employees for review.
 - However, an employer with 10 or fewer employees may communicate the plan orally to employees.

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Minimum elements of an emergency action plan.



- Procedures for
 - reporting a fire or other emergency;
 - emergency evacuation,
 - type of evacuation
 - exit route assignments;
 - employees who remain to operate critical plant operations before they evacuate;
 - headcount for all employees after evacuation;
 - rescue or medical duties;
- Emergency Contacts
- Alarm system with a distinctive signal
- Training for each employee covered by the plan:
 - When the plan is developed
 - When employee is assigned initially to a job;
 - When the employee's responsibilities under the plan change; and
 - When the plan is changed.

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Management Overview



- Concerns
 - 1st concern – employees and public
 - Short-term and long term
- 2nd concern - property and environment
 - Salvage
 - Overhaul
 - Decontamination
- Final concern – Restoring operations
 - Business continuity
- The Safety Professional should ultimately act as a consultant in developing the plan. However, responsibility for emergency plan development is often left to her/him.

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Emergency Planning Process




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Evacuations




- External
 - Fire
 - Chemical Release
- Shelter in Place
 - Tornado
 - External threats




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Medical Attention & First Aid




- Procedures:
 - Ensure medical personnel is available for consultation and advice on occupational health matters
 - Provide suitable facilities for quick drenching and flushing of the eye
- Training:
 - In the absence of readily accessible medical services, a person with a valid certificate in first aid training

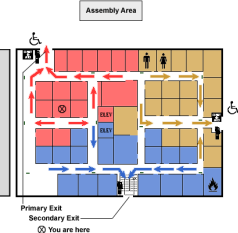


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Means of Egress





Assembly Area

Primary Exit

Secondary Exit

You are here

Procedures:

- Maintain unobstructed egress from every building and structure where employees are working
- Mark all exits with signs and mark access to exits where it is not immediately apparent how to exit
- Mark all non-exit doors that could be mistaken for an exit as "Not an Exit"

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Fire Prevention & Protection



- Procedures:
 - Develop fire protection program
 - Provide fire extinguishers and other firefighting equipment
- Training:
 - If a fire brigade is necessary, adequately train them

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Before writing a plan...



- Identify the potential hazards that could result in an emergency
- Assess risk of harm to people, property, environment
- Factors that determine plan complexity
 - Type of facility
 - Types of hazards
- Resources
 - Personnel to write the plan
 - Response
 - In-house capabilities
 - Personnel
 - Equipment
 - Money

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What kind of plan?



- Types
 - Action guides/checklists
 - Short and simple checklists
 - Used by knowledgeable personnel
 - Response plans
 - Written for each type of hazard
 - Does not cover before and after the disaster
 - Covers keys things to do during the emergency
 - Emergency management plans
 - Before, during and after
 - Implementing procedures to deal with the emergency by yourself as well as the aftermath
 - Mutual aid plans
 - Coordination with other facilities/third parties
 - Useful for small firms

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Types of Emergencies

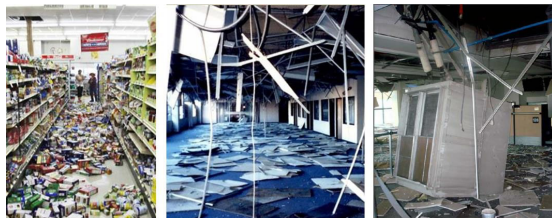


- Weather
 - Hurricanes and Tornadoes
 - Floods
 - Is your facility in a flood plain
 - Blizzards
 - Flat roofs
- Earthquakes
 - Biggest concern is non-structural damage

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<https://www.fema.gov/media-library-data/1420417719892-b9b41636569f3c41eea88e70ddfae2e2/FEMA528.pdf>

EARTHQUAKE HOME HAZARD HUNT

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Types of Emergencies



- Threats of violence
 - Bombs
 - Active shooter

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"One Plan"



<https://nepis.epa.gov/Exe/ZyNET.exe/100038JY.txt?ZyActionD=ZyDocument&Client=EPA&Index=1995%20Thru%201999&Docs=&Query=&Time=&EndTime=&SearchMethod=1&TocRestrict=n&Toc=&TocEntry=&QField=&QFieldYear=&QFieldMonth=&QFieldDay=&UseQField=&IntQFieldOp=0&ExtQFieldOp=0&XmlQuery=&File=D%3A%5CZYFILES%5CINDEX%20DATA%5C95THRU99%5CXTXT%5C00000011%5C100038JY.txt&User=ANONYMOUS&Password=anonymous&SortMethod=h%7C-&MaximumDocuments=1&FuzzyDegree=0&ImageQuality=r75g8/r75g8/x150y150g16/i425&Display=hpfr&DefSeekPage=x&SearchBack=ZyActionL&Back=ZyActionS&BackDesc=Results%20page&MaximumPages=1&ZyEntry=1>

Note – Minerals Management Service (MMS)
Managed the nation's natural gas, oil and other mineral resources on the outer continental shelf
Renamed Bureau of Ocean Energy Management, Regulation and Enforcement (BOEMRE)

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Other Types of Emergencies



- Confined Space Rescue
- Trench Rescue
- External threats
 - Railway
 - Highway



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Emergency Plan

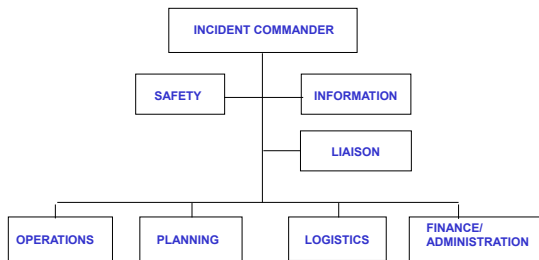


- Typical components
 - Company policy, organization chart
 - Expected disasters
 - Map of facility
 - List of agencies and contacts
 - Facility warning system description
 - Central communications system
 - Facility-wide alarms should not tell you what is happening...they should tell you what to do
 - Shutdown procedures
 - Chain of Command
 - ICS – Incident Command System
 - Command responsibility is passed to the most knowledgeable
 - Keep chain small
 - Appoint personnel based on ability to respond
 - How to handle visitors and customers
 - Equipment and resources

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Incident Command System



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Emergency Training



- Table-top drills
- Dress rehearsal
 - Include Response personnel
- Requirements
 - Emergency Action Plan
 - 29 CFR 1910.38
 - Fire Extinguisher Training
 - 29 CFR 1910.157
 - HAZWOPER Training
 - 29 CFR 1910.120
 - Fire Brigade Training
 - 29 CFR 1910.156
 - Medical Training
 - 29 CFR 1910.146;
 - 29 CFR 1910.151;
 - 29 CFR 1910.1030
 - Rescue Training
 - Confined space rescue
 - Respiratory Protection
 - High angle training

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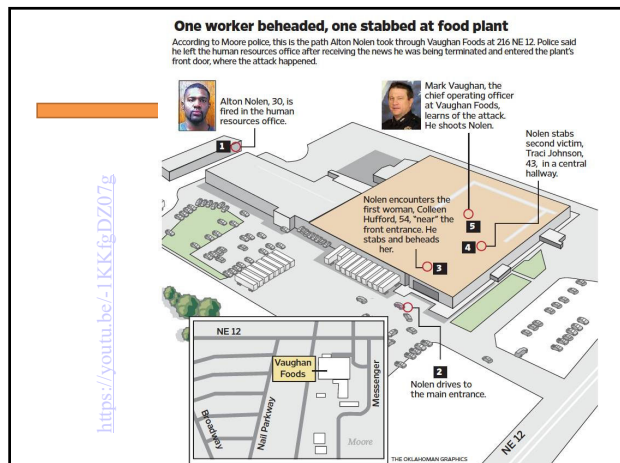
- "Golden Rule" of Emergency Preparation and Response:
- It's better to have it and not need it, than to need it and not have it.

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WORKPLACE VIOLENCE

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What Is Workplace Violence?

- The U.S. DOL defines "workplace violence" as any act or threat of physical violence, harassment, intimidation or threatening and disruptive behavior happening at the jobsite.
- NIOSH defines workplace violence as "violent acts, including physical assault and threats of assault, directed towards persons at work or on duty" (NIOSH 2004, 5).
- Four categories of workplace violence:
 - The person who came to commit the crime
 - Has no relationship to the workplace
 - Is the recipient of a service
 - Has an employment relationship with a current or former employee
 - Has a personal relationship with a current or former employee

Source: Workplace Violence: Issues in Response, U.S. DOJ, FBI

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- BLS shows 458 of the 5,147 fatal workplace injuries reported in 2017 were intentional injury by another person
- According to Don Snizaski of EHS Today:
 - Taxi Drivers
 - Lost Work
 - Men
 - Women

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- It is estimated that nearly 25 percent of all workplace violence goes unreported.

Source: Business Health Services

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Risk Factors for Workplace Violence



- The Workplace:
 - Is located in area of high crime
 - Operates mostly at night or early in the morning
 - Handles or has access to money
 - Has customers who are either unstable or volatile (health care patients or people who are under arrest/in jail) or are under the influence of alcohol
 - Has mobile workplaces (taxicab or police cruiser)
 - Has employees who work alone or with only one other co-worker

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Active Shooter



- <https://www.youtube.com/watch?v=p4lJA5Zpzz4>
- https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf



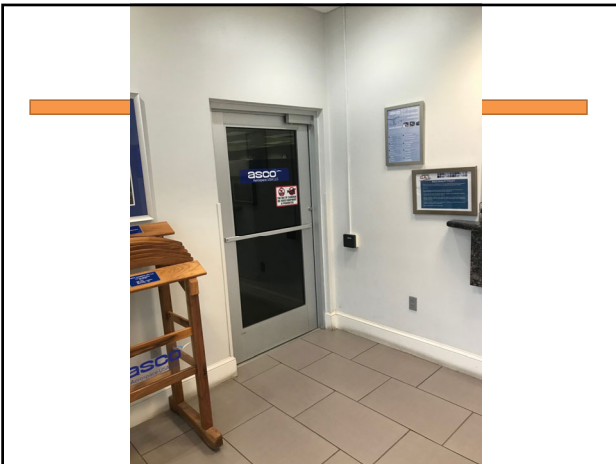
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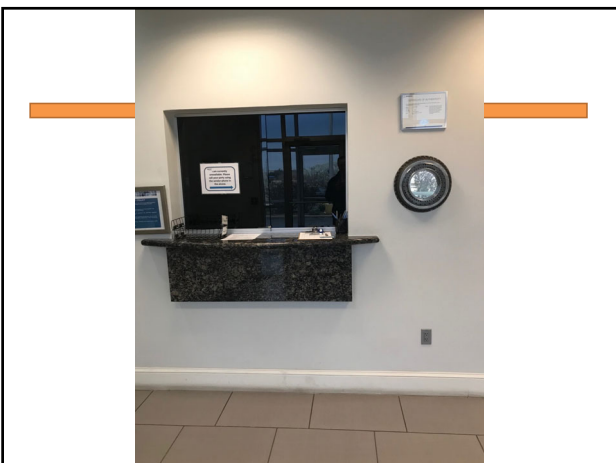
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Factors Leading to Workplace Violence



- Employee Disenchantment
 - This person may not be happy with his or her supervisor or with the job itself, or may be unhappy because of personal circumstances that have carried over to the workplace.
 - A person who is disenchanted in the workplace could show the propensity toward workplace violence.

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Factors Leading to Workplace Violence



- Aggressive Behavior
 - Fear
 - Intimidation
 - Capitulation
 - Punishment
 - Anxiety
 - Alarm
 - Emotional Distress
 - Anger

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Examples of Aggressive Behavior

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Harassment (telephone, written, face-to-face)

Stalking

Threats

Inappropriate communications

Trespassing or returning to the workplace after
being told to leave

Occupying or entering victim's dwelling and/or
vehicle

Falsely impersonating with an intent to harass

Making unwanted purchases in the victim's name

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Signs of Possible Victimization

Frequent or
unplanned
leave

Change in
job
performance

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Unexplained
bruises or
injuries

Sudden
change of
address

Depression

Eating
disorders

Self neglect

Panic
attacks

Anxiety

Drug and
alcohol
dependence

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Prevention

- Physical Security
 - Exterior Access Control
 - Property border
 - Parking lot
 - Entrance doors
 - Gates,
 - Interior Access Control
 - Main entrance
 - Main lobby
 - High security areas
 - Locked doors, enclosed counters, bulletproof glass, CCTV, guards, cash handling procedures, etc. CCTV, alarm system


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Physical Security




-  Emergency plan(s)
-  Code word(s)
-  Safe rooms
-  Electronic door access card
-  Key control
-  Unmarked parking spaces

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Workplace Violence Prevention Programs




- An effective workplace violence prevention program will have the following elements:
 - Management commitment and employee involvement
 - Policy statement
 - Threat assessment team
 - Workplace analysis
 - Hazard prevention and control
 - Program evaluations
 - Training
 - Incident response
 - Record keeping

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Prevention



- Pre-Employment Screening
- Look for warning signs
- What is negligent hiring?
- What are foreseeable circumstances?
- What are propensities?

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Employer Reaction and Support

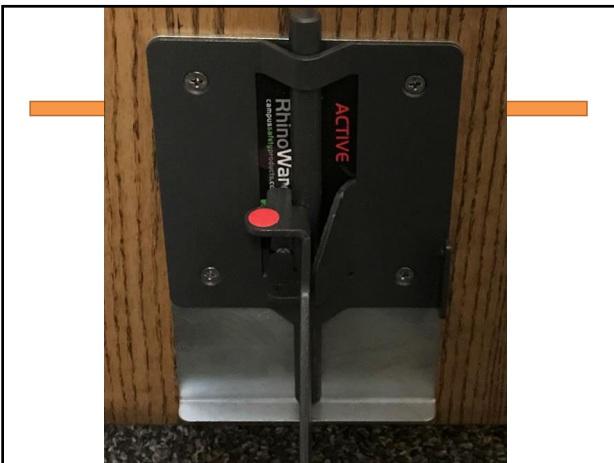
- Evaluate the threat
- Create an intervention plan
- Notify and involve law enforcement
- Keep in close contact with the victim
- Make referrals
- Learn whether court orders have been obtained
- Allow for time off for victim
- Review and modify work spaces
- Be mindful of privacy
- Notify other employees as appropriate

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