

Work Instruction	
THREATENING BEHAVIOR / ASSAULT	

Work description: Threatening Behavior / Assault		
Scope: Witnessing or Being Directly Involved in a Confrontational Situation		
References: HNL-09007 Emergency Management Plan		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	N/A	N/A
Tools and equipment required		
N/A		



Warning
Confrontational situations can arise involving staff members and the general public or a disgruntled employee.

Observing Confrontation (not directly involved) <i>All</i>	If you observe a confrontation and you are not directly involved: <ul style="list-style-type: none"> • Remain calm • Do not confront the situation yourself • Contact the Security Contractor and HPD on 911 • Contact the OCC Supervisor • Notify your supervisor as soon as possible
Directly involved in a Confrontation <i>All</i>	If you are directly involved with a confrontation: <ul style="list-style-type: none"> • Remain calm • Attempt to signal someone to assist you • Try to move away from the threatening party • Attempt to place some object, a desk or counter, between you and the assailant, try not to get “blocked in” (have an escape route) • Do not antagonize or otherwise try to escalate the situation • Contact the HPD on 911 as soon as practicable • Notify your supervisor as soon as possible

Approved By: Signature: Date:	<input type="checkbox"/> Director, Operations and Maintenance	<input type="checkbox"/> Department Manager	<input type="checkbox"/> Manager, HSE (Operations and Maintenance)
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