



# A W V D m P C mm

BY GREG FALAHEE | SEPTEMBER 2019

Today's facility managers have many tasks to complete on a daily basis, navigating the ins and outs of the business and ensuring that all processes, systems and personnel are in place to secure their physical assets and create a positive environment for tenants and visitors. As liaisons between the asset manager or owner and tenants – as well as providers of a variety of services – facility managers don't govern the actions of their tenants but act as educators to ensure their tenants are safe and secure.

Workplace violence is a challenging and unpredictable security issue and a pressing trend for facility managers in establishing – if they don't already have a comprehensive plan in place – the policies and procedures on workplace-violence

avoidance. These policies should place a fundamental emphasis on 360-degree communication that ensures tenants, building managers, legal personnel, human resources management, risk management, security staff and law enforcement are involved and working toward shared goals. According to the [National Institute for Occupational Safety and Health](#), workplace violence falls into four categories: Criminal intent, customer/client, worker-on-worker and personal relationship, the latter of which overwhelmingly targets women. While a variety of personal or professional issues can lead to violence in the workplace, one common source is employee termination.

Facility managers cannot predict if an employee's angry spouse will show up on site or if an employee's financial challenges will lead to violent behavior, but a planned termination gives the manager time to put in place the

resources and protocols that can help prevent workplace violence. Proactive facility managers work with their tenants to ensure that when an exit interview is conducted, all necessary data is

0 Tc 0 Tw /0 [(T(ct)-3 (-4.7 (c).4 (T)6.3 (f)-1.7 s)-0.6 ( t)-3 (a)0.6 (cn)-4.6 (t)-3 (m21.4 9 1.2 Td [(i)6.3 (h)-5.7 (a)0.7(ct)-3 ( em21.42 (k)3.6 (p

