



# Case Study: Employee Violence

## Southern California Edison

### The Rivergrade Tragedy



## Overview

# Los Angeles Times | LOCAL

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## Gunman targeted victims in Edison shooting rampage

December 16, 2011 | 6:15 pm

AA

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Multiple Victims Shot at Souther



IRVINDALE

BREAKING NEWS

SKY 5



11:02  
53°  
abc 7  
abc7.com





























# San Gabriel Valley Corporate Campus

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## Timeline



# Friday, 12/16/11

**1:30 p.m.**

Approximate time of shooting at Rivergrade facility

**2:15 p.m.**

Briefing held in Situation Room and on conference bridge

**3:16 p.m.**

Irwindale Police Dept. confirms shooter is dead

**4:00 p.m.**

Statement is given to the Press by Irwindale Police Dept.

1:30 p.m.

- Corporate Security is notified of the Incident at 1:40 pm
- Edison executives and senior managers organize to manage the incident using ICS
- All facilities are locked down

2:15 p.m.

- Incident objectives were approved
  1. Secure Rivergrade
  2. Set up a Liaison with IPD
  3. Establish Internal and External Communications
  4. Send an All-Employee Notification through ENS

3:16 p.m.

- IPD confirms that there was only one shooter, and he is dead
- Lock down is lifted except for Rivergrade
- Non-essential employees are sent home
- CEO sends email to employees about the incident

4:00 p.m.

- Statement is given by IPD
- Corp. Security implements plan to help Rivergrade employees get home

IPD/Irwindale Police Dept. ICS/Incident Command System ENS/Emergency Notification System

# Friday, 12/16/11

**4:50 p.m.**

**Mobile  
Command  
Center arrives  
at Rivergrade**

**4:50 p.m.**

- First accurate, detailed report from IPD on victims and the shooter is received in Situation Room

**5:00 p.m.**

**CEO  
gives Press  
Conference**

**5:00 p.m.**

- Notice is sent to all employees about the victims, the closing of Rivergrade, the Employee Information Line, and the increase in security

**5:30 p.m.**

**Supportive  
measures  
ramp up**

**5:30 p.m.**

- Blankets, food and coffee are distributed to Rivergrade employees
- Employee Information Line is established

**6:40 p.m.**

**Crisis  
Counselors and  
Next of Kin  
notifications**

**6:40 p.m.**

- Witnesses are personally contacted by crisis counselors
- IPD begins the process to notify Next of Kin of deceased victims and shooter

*NoK/Next of Kin CEO/Chief Executive Officer IPD/Irwindale Police Department*

# Saturday, 12/17/11

**2:30 a.m.**

**IPD transfers control of Rivergrade facility back to Corporate Security**

**2:30 a.m.**

- Corporate Resources initiates plans to wall off, clean (HazMat), and reconfigure the directly affected area

**10:00 a.m.**

**Arrangements to loan cash to Rivergrade employees is established**

**10:00 a.m.**

- Obtain cash to loan to Rivergrade employees who do not have access to debit cards
- The company releases status on injured victims

**2:13 p.m.**

**Process for Rivergrade employees to retrieve their belongings begins**

**2:13 p.m.**

- Rivergrade employees are informed not to report to work on Monday and to call the Rivergrade hotline to schedule a time to pick up their belongings
- Press conference is held revealing details of the incident





# Sunday, 12/18/11

**10:35 a.m.**

**Preparation for  
vigil at  
Rivergrade**

**10:35 a.m.**

- Corporate Security is advised that Rivergrade employees are planning a vigil at the site later that day
- Removal of telecom, electrical, and personal belongs from quarantined area at Rivergrade facility is completed

**1:00 p.m.**

**Employees  
hold vigil at  
Rivergrade  
facility**

**1:00 p.m.**

- Rivergrade employees hold a vigil for their departed coworkers
- Incident staff provides logistical support

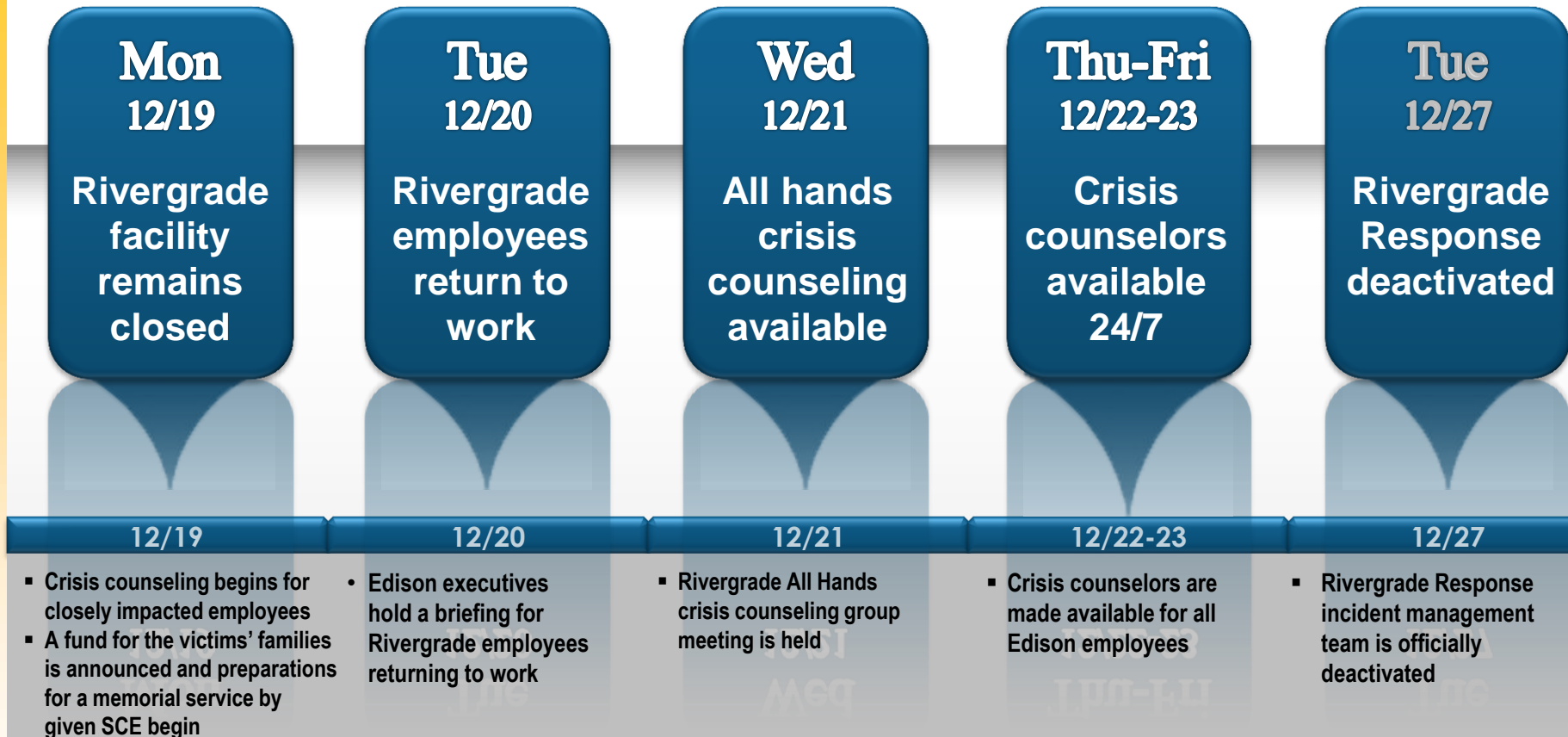
**6:45 p.m.**

**Space plan  
for Rivergrade  
employees  
impacted by  
construction  
completed**

**6:45 p.m.**

- Space plan for Rivergrade employees impacted by construction activities is completed

# The First Week

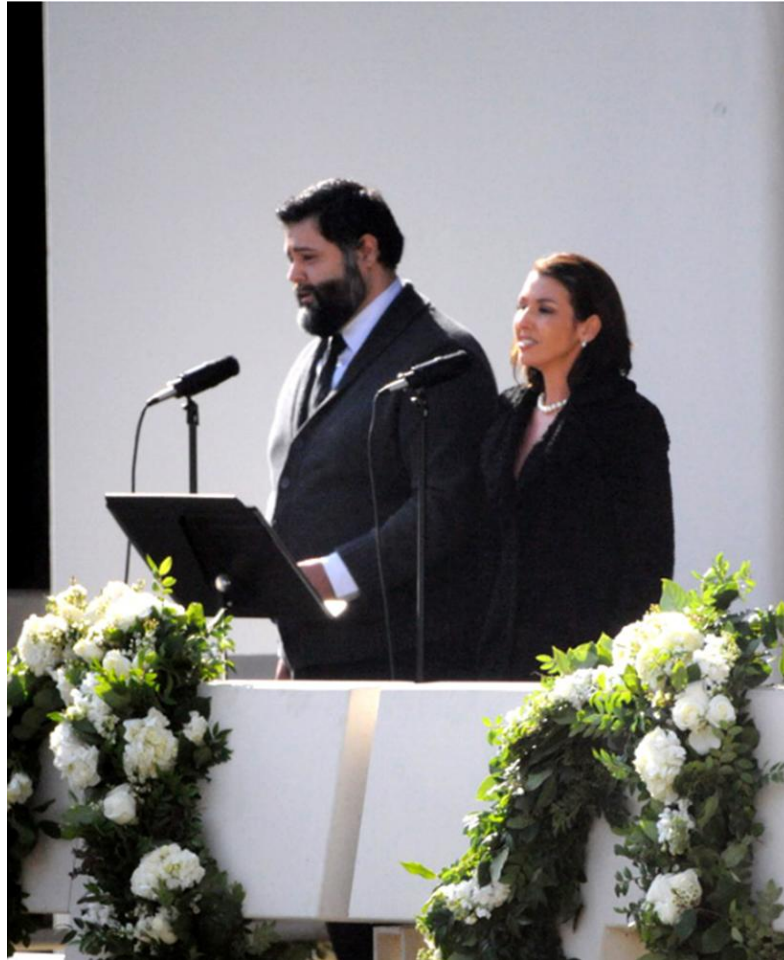






## Corporate Response

















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- ▶ Executive Engagement: *The Road Forward*
    - Accelerated Manager/Supervisor Training
    - Workplace Violence Prevention Training
    - Facility Security Assessment
    - Employee Engagement in Safety Resource Groups
    - Threat Management Team
    - Work Environment Review
      - CEO Communication



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