About MUD

- Customer-owned natural gas & water public utility created by the Nebraska Legislature in July 1913
- Governed by board of seven elected directors
- Serve population of 600,000+ in the Omaha metro
  - Fifth largest U.S. public gas utility; 229,365 customers
  - 214,142 water customers
  - Maintain 27,275 hydrants for fire protection
  - Provide cost-saving service to municipalities by collecting sewer use & trash fees
- 2,928 miles of water main
- 2,832 miles of natural gas main
- 831 full- and part-time employees
Jesse Taylor

ATAP Certified Threat Manager and Board Member of the Great Plains Chapter of the Association of Threat Assessment Professionals

ASIS Certified Protection Professional and a Technical Committee member for the American National Standard “Workplace Violence Prevention and Intervention”

Director of Security, Safety & Health for financial organization with facilities in 38 states and international locations

Corporate Executive Protection Leader for domestic and international assignments employing proactive planning and research to assess threats and implement necessary mitigations

Designed Global Security Operations Centers & developed intelligence gathering and analysis processes to create actionable products to mitigate risk

Implemented & Trained Threat Assessment & Management Teams for both public and private sector organizations to improve workplace violence response

High School Administrative Interventionist addressing students with disruptive behavioral issues

United States Army Airborne Infantry, First Sergeant, Jump Master, and Drill Sergeant
Objectives

#1 – To understand how violence threatens our places of work, from a macro to a micro view

#2 – To review the lessons learned from the study of targeted violence

#3 – To provide useful information on how to mitigate the risks of violence in your specific operational environments
Threats in the Workplace
Violence Connected to the Workplace

*It's not just about active shooters/killers....*

- Violence is the second leading cause of death (791) from fatal incidents in the workplace in 2016 (BLS)

- There were over 16,890 nonfatal workplace injuries as a result of trauma from violence requiring days away from work in 2016. (BLS)

- Sexual violence trending upwards since 2007 (UCR, 2016)

- Other Assault (simple) was the # 3 category for most arrest in 2016. Aggravated Assault was # 7. (UCR, 2016)
**Violence Risk Exposure Points**

**Crime/Terrorism** – Do you have employees conducting cash transactions? Working in areas that experience a high crime rate? Are you engaged in projects that may cause people to become passionate in their opposition?

**Customer/Client** – Do you ever have situations occur where your brand and/or reputation may cause customers to become upset with you?

**Employees/Managers (present and past)** – Do you have employees who may become frustrated with other coworkers? Has your organization ever terminated someone?

**Intimate/Domestic Issues** – Does your organization have people who are involved in relationships?
Specific Exposure Points for Gas Industry

- Disconnection of Services
- Long-Term Service Disruptions
- Working Alone
- Crowd Violence
- Sexually Motivated
- Angry Volatile People
- Staging Areas
- Impaired People
- Cash Transactions
Lessons Learned Concerning Targeted Violence
Violence Cannot be Eliminated

But it can be substantially reduced!
Violence Can Come in Two Forms

Affective = Reactive

Targeted = Predatory
A Few Key Points About Targeted Violence

1. Attackers do not fit a profile

2. People don’t just snap in incidents of targeted violence

3. Prior to most attacks, other people knew about an attacker’s idea to attack or the attacker engaged in behavior prior to the incident that caused others a safety concern

4. Those who attack displayed behaviors such as isolation, frivolous grievance filings, inability to cope with life stressors, fixating on past incidents of violence
Attackers Do Follow a Discernable Path

Grievance → Ideation, Plan, Prepare and Breach → Attack
Useful information
Management Strategies

Safe & Secure Workplace

Pre-Employment Background Checks

Threat Assessment

Code of Conduct & WPVP Policy

Multi-Avenue Reporting

Incident Tracking System

Security Awareness Training

Visitor Management

Access Control Design of Space
Schedule Regular Utility Partners Community Meetings

- Discuss customers of concern
- Talk about security incidents and how they were addressed
- Share best practices for how to do jobs more safely
Provide Duty of Care

Duty of Care is an organization’s obligation to protect employees from reasonably foreseeable occupational risks.

- Ensuring Safety and Security members are proficient practitioners through continuous learning and industry-specific certifications
- Constantly evaluating the changing risk & regulatory landscape to adjust accordingly
- 2017 Liberty Mutual Insurance Workplace Safety Index, workplace injuries and accidents that caused employees to miss six or more days of work cost U.S. employers $59.9 billion in 2014
Field employees should be trained on how to best handle disgruntled, hostile individuals before being assigned to the field.
Procedures should instruct on how to respond to violence hazards workers are likely to face. Do not leave it up to on-the-spot decision making.
How Security Awareness Training Increases Survival Odds

**Phase One**

Denial

**Phase Two**

Deliberation

**Phase Three**

Decisive Action

*The Unthinkable: Who Survives When Disaster Strikes — And Why* Author Amanda Ripley
Use Security Awareness Training to Help Educate on Surroundings
Key Points

1. Violence against Gas Field Workers is low but must be mitigated using an all-hazards (Crime/terrorism, Customer, Co-worker, Domestic) approach.

2. People don’t just snap in incidents of targeted violence. Learn more about this area of research and train your staff accordingly.

3. Implement the full toolbox of safety & security management strategies.

4. Ensure your safety and security team members are staying current on the research and information concerning violence affecting the workplace.

5. Don’t be a lone ranger…partner with your industry neighbors!
Questions

Jesse Taylor, CTM, CPP
Security Supervisor

Jesse_taylor@mudnebr.com
402.504.7669 office
402.502.0699 cell

www.mudomaha.com
https://www.facebook.com/mudomahane
https://twitter.com/mudomahane