



# Workplace Violence Issues at Low Hazard Labs

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$$\text{Chaos} = (\text{com} \times \text{co}) + (\text{mi} \times \text{n}) + (\text{ep} \times \text{dfi}) + \left( \frac{\text{pl}}{\text{pr}} \times \text{na} \right)$$

## Where:

*com* = communications capability

*co* = complexity of operation

*mi* = media interest

*n* = number of media present

*ep* = external pressure

*dfi* = demand for information

*pl* = complexity of plans

*pr* = amount of practice

*na* = number of agencies involved



*“The twin pillars of Emergency Management are ...  
... preparedness and improvisation.”*



## Emergency Manager (the facilitator)

*“Although **Emergency Managers** are key players in a disaster situation, they are not “in charge”; rather, their responsibility is to ensure that someone is “in charge” – and that person has access to the resources, skills and knowledge necessary to manage the situation effectively.”*

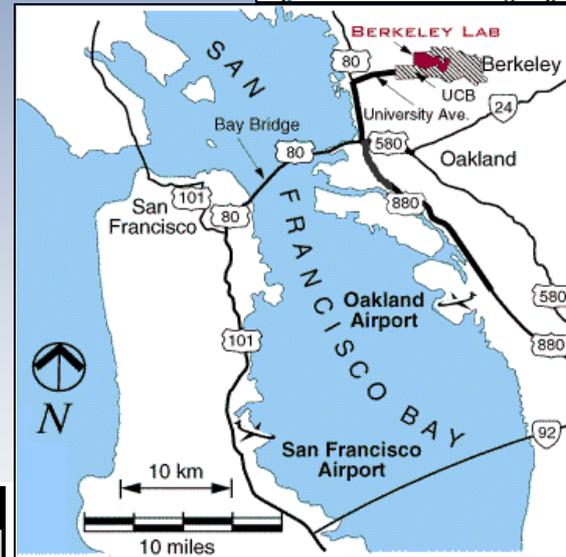
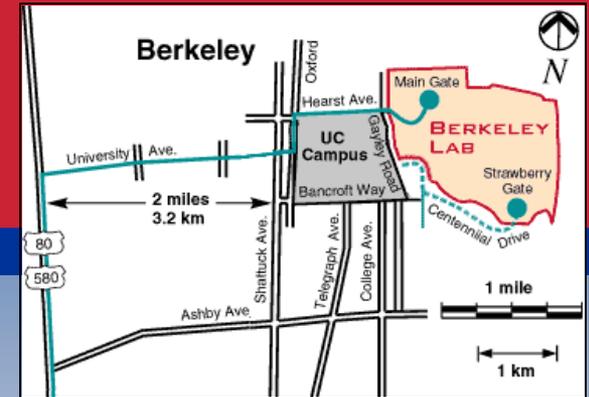


## EOC Team (the experts)

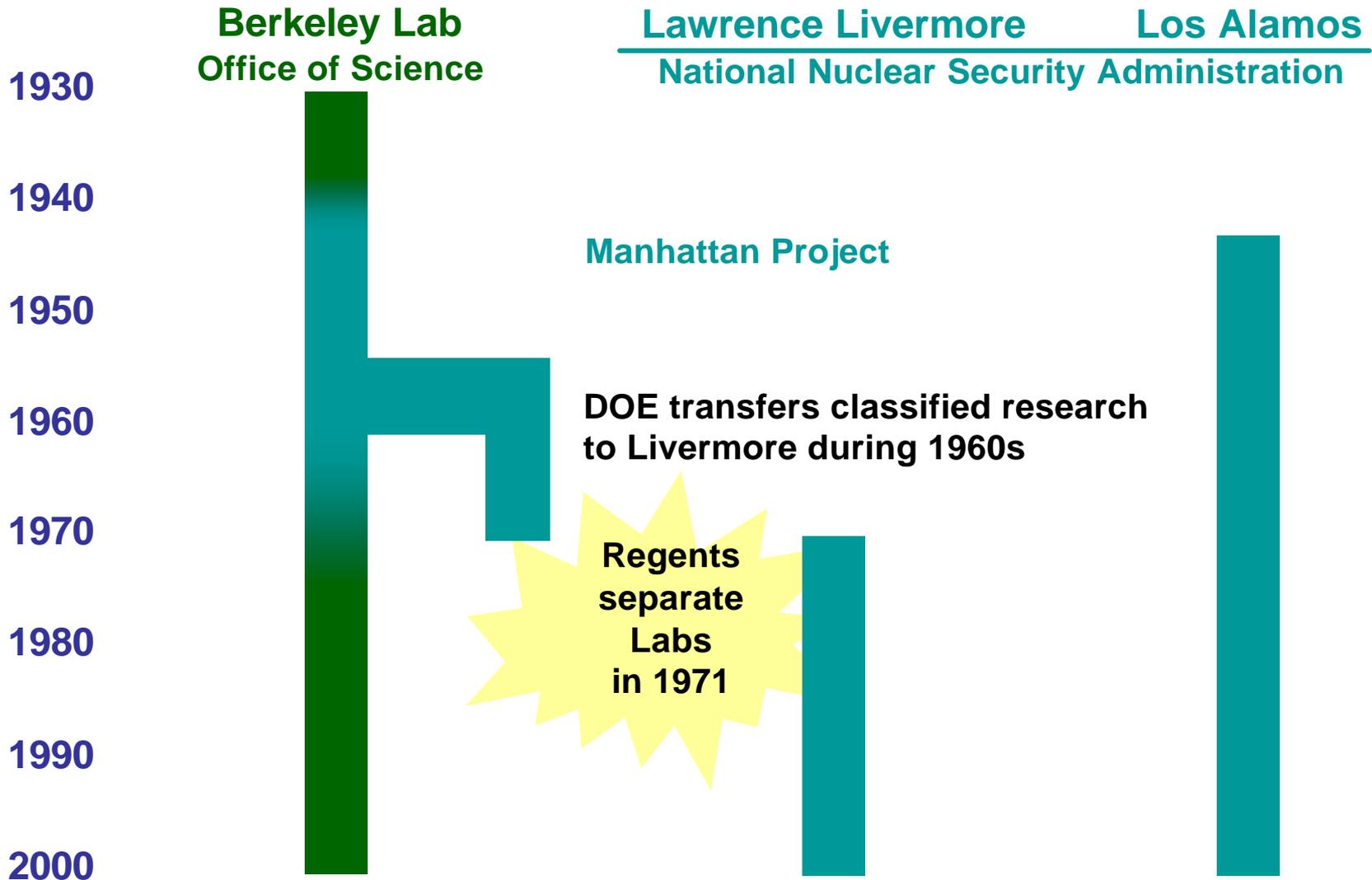
*–“Coordinates the operation in support of the emergency response through implementation of the action plan.”*



# Berkeley Lab



*Managed by the  
University of California for the  
US Department of Energy*



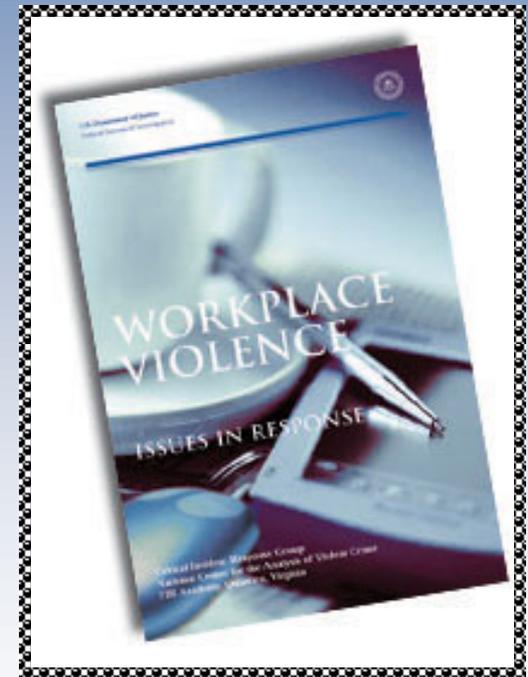
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# Workplace Violence: Issues in Response

**US DOJ FBI**  
**Critical Incident Response Group**  
**National Center for Analysis of Violent Crime**  
<http://www.fbi.gov/page2/march04/violence030104.htm>





# Workplace Violence

## Workplace Violence includes:

- **Threatening behavior** (shaking fists, destroying property, throwing objects)
- **Verbal or written threats** (intent to inflict harm)
- **Harassment** (unwelcome behavior that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses)
- **Verbal abuse** (swearing, insults or condescending language)
- **Physical attacks** (Hitting, shoving, pushing or kicking)



# Workplace Violence

**Some of the work factors that can put people at increased risk:**

- **Working with the public**
- **Carrying out inspection or enforcement duties** (e.g. government employees)
- **Working during periods of intense organizational change** (e.g. strikes, downsizing)



# Workplace Violence

## Preventive Measures

1. **Pre-employment screening**
2. **Identifying problematic behavior of current employees**
3. **Security Measures (workspace, access control, visibility)**



# Workplace Violence

## 4 categories of Workplace Violence

**Type 1: Violent Acts by criminals with no connection to the workplace (*80% of workplace homicides*)**

**Type 2: Violence directed against employees by customers (*particularly common in health care*)**

**Type 3: Violence against coworkers, supervisor or manager by current or former employee**

**Type 4: Violence committed in the workplace by someone who doesn't work there.**



- **MYTH #1** (*the Ostrich syndrome*)  
"It can't happen here!"
- **MYTH # 2** (*exacerbates myth #1*)  
"It can't be prevented!"

**What is the difference between high-hazard labs and low-hazard labs ...**

**... generally speaking??**

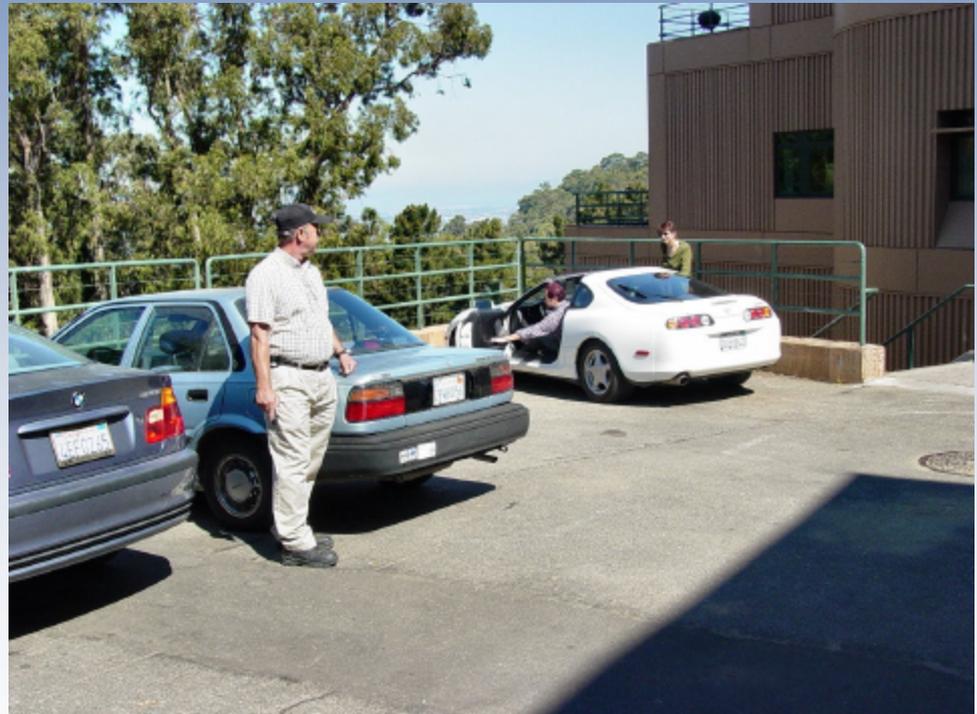
# LBNL Security Operations

- ❖ Contract security force
- ❖ Restricted Access, ID required
- ❖ On- and Off-site shuttle buses
- ❖ Chain-link perimeter fence



# NNX at LBNL

**The perpetrator arrives early for work and waits for the targeted LBNL employees.**



# NNX at LBNL

**The perpetrator takes the Assistant Director for the Advanced Light Source Project and a female colleague hostage in the parking lot of Building 6.**



# NNX at LBNL

**The perpetrator forces the hostages to drive him to Building 70A, where he takes a student hostage and gains access to the Anthrax Laboratory.**



# NNX at LBNL

**Once inside the laboratory,  
the perpetrator places a  
call to the Barton Security  
Manager ....**





# NNX at LBNL

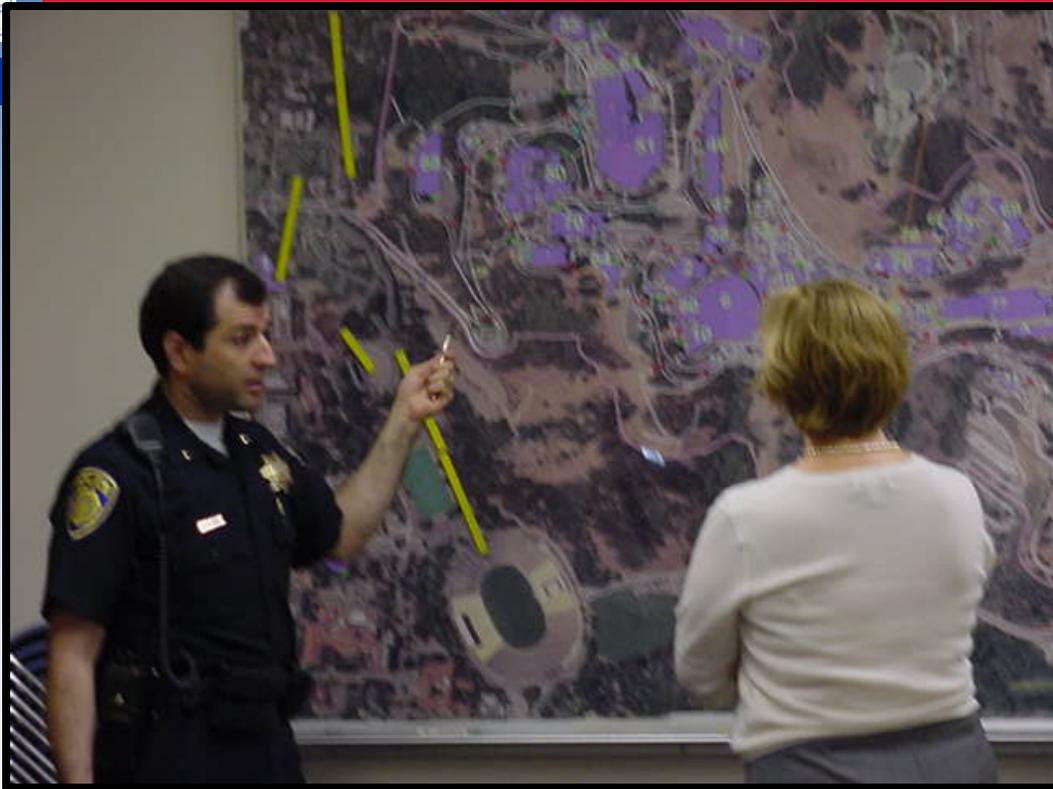
*“I’ve been thinking about how bad security is around here, and the layoffs that are being planned and you know what? I don’t think anybody around here realizes how screwed up this is all going to be. I decided that somebody had to show them the error of their ways, and I’m the person to do it.*

*“So, I want you to know that I’ve decided to take these matters into my own hands, and this morning, I took a couple hostages out of the ALS parking lot and I’m over in that anthrax lab in 70A. I’m calling to tell you about it. Next, I’m going to call the KCBS and KSFO and tell them where I am.*

*“I have Ben Feinberg, that guy with the purple hair? And Georgeanna Purdue and a student we ran across in the hallway over here at 70A.*

*“I don’t want to hurt anybody, but I will if I have to.”*

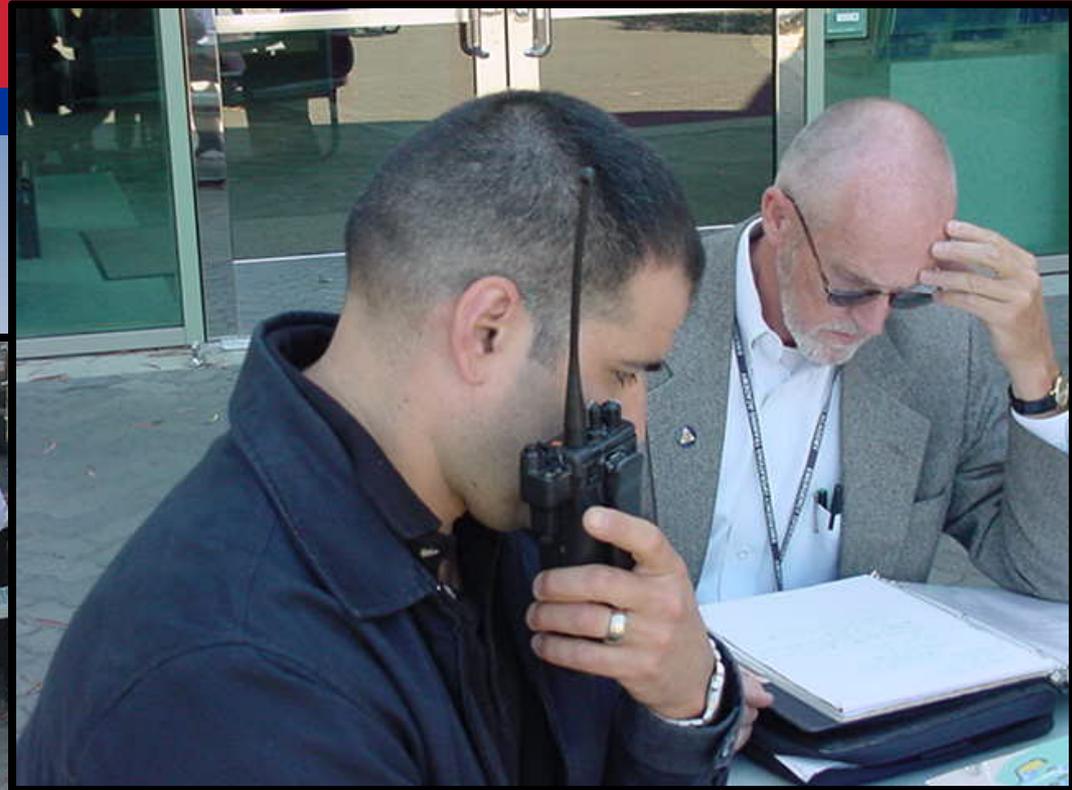
# NNX at LBNL



# NNX at LBNL



# Workplace Violence





# Workplace Violence

1. We are doing this without Don?
2. When you don't have your police force ...
3. The most valuable part was the team critique of it's own performance.
4. Maybe this could happen here ...