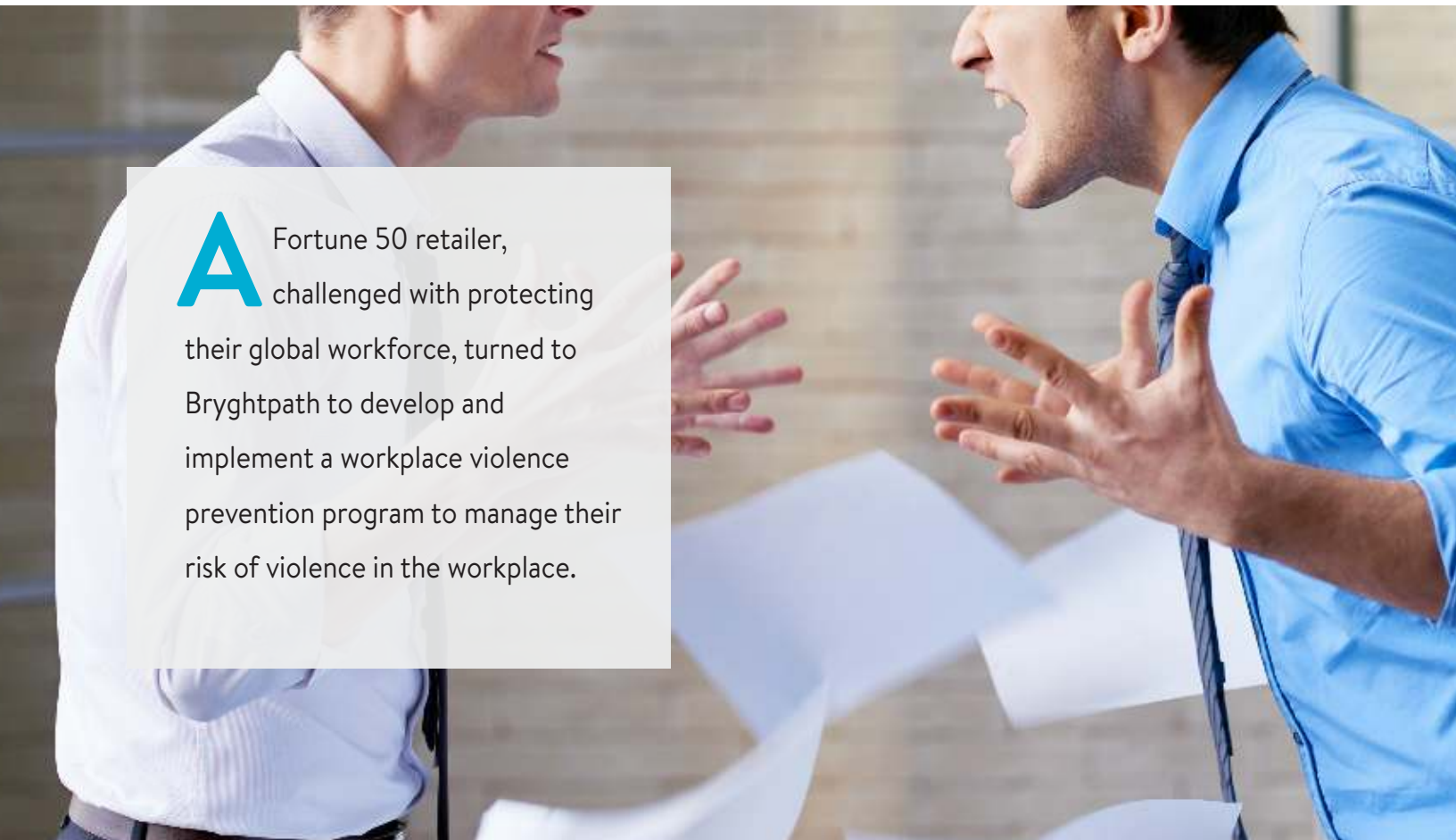


## BUILDING AND MATURING A WORKPLACE VIOLENCE PREVENTION PROGRAM



**A** Fortune 50 retailer, challenged with protecting their global workforce, turned to Bryghtpath to develop and implement a workplace violence prevention program to manage their risk of violence in the workplace.

### THE OPPORTUNITY

Increased reports of violence by employees, a rise in threats of violence directed at the company, and the lack of a well-defined program led this multi-billion-dollar retailer to seek our expert advice.

### KEY ACTIVITIES

#### DISCOVERY

- GAPS analysis
- Best practice research
- Industry benchmarking
- 5 ideation sessions
- Bryghtpath-led training sessions

## APPROACH AND RESULTS

We began the engagement at the retailer's global headquarters with a kickoff session with the core project team, stakeholders, and internal partners for our client. Our team was composed of leaders and key subject matter experts in corporate security, human resources, legal experts, crisis management, communications/public relations, and representatives from the lines of business.

During the discovery phase, our team conducted interviews with stakeholders and internal partners for our client. We conducted interviews with lowest level partners to establish a baseline. We utilized our network of industry partners to conduct benchmarking calls and facility visits with large global companies that had previously addressed similar challenges

During the ideation phase, we worked with the client's corporate security, human resources, employee relations and legal partners in order to design a workplace violence prevention strategy that would address their challenges. We held weekly meetings with the client's leadership to discuss findings and recommendations based on industry standards.

Central to the strategy that we developed for this client was ensuring a "single source of truth" existed for reporting of acts of violence, orders of protection, security incidents, and threats. This approach would enable the new threat management team to respond to any potential threat in a timely manner.

The client launched their new threat management program successfully with great internal fanfare and strong executive support. Currently, the threat management team assesses and mitigates between 400 and 500 escalated incidents annually through documented plans, expert resources, and clear expectations.

## OUTCOMES

- Corporate policy for workplace violence and threats
- Two globally integrated 24x7 Threat Management Teams
- Comprehensive standard operating procedures
- Defined incident management and escalation process
- Clear value proposition and metrics

## CONTACT

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## ABOUT BRYGHTPATH LLC

Bryghtpath LLC is a strategic advisory firm that specializes in global risk, business continuity, emergency management, crisis communications, and public affairs. Bryghtpath works with the world's leading brands, public sector agencies, and nonprofits to develop strategies that help them strategically navigate global uncertainty.

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