

Workplace Violence Prevention and Response Services



Workplace violence is on the rise, and so are regulations

Workplace violence is the third leading cause of fatal occupational injuries in the U.S.¹ Beyond worker safety, workplace violence incidents can also impact absenteeism, productivity, turnover and work quality. This can result in costly, unexpected incidents and disruption – creating greater operational risk for companies of all sizes and across sectors.

California Senate Bill 553 (SB553) mandates that employers create a comprehensive Workplace Violence Prevention plan, including training and governance, requiring employers to review, validate, and communicate their violence prevention programs.

1 in 4



Employees who have witnessed workplace violence and harassment; 12% have been victims¹

ZRS' Workplace Violence Prevention and Response Services

Our holistic service helps companies reduce the likelihood of a workplace violence event, have an emergency response plan in place should it occur, and support employees afterward. Our approach combines proactive safety and wellbeing support with emergency response and crisis communication services for rapid and effective action.

These services can be adapted for other types of emergencies and include:

Wellbeing and Mental Health

Assessments to identify and address psychological health and safety hazards at work. This can include reviewing policies, practices, and people strategies to help prevent workplace incidents such as bullying and violence.

Event Response

Tailored plans for behavioral emergency response and crisis communications to help protect workers and keep people safe. These plans can also help companies resume normal operations more quickly by proactively assessing and mitigating potential impacts to business operations and property.

Post Event

Resources to support impacted employees after an event to address immediate and long-term concerns, process the event, and help them feel safe upon return to work.

These services can support companies:

- Create a safe, positive work environment with improved mental health support.
- Protect operations with a rapid, efficient emergency plan for workplace disruptions.
- Mitigate risk that can drive absenteeism, turnover, and lost productivity.
- Limit risk exposure related to lawsuits and claims.
- Ensure compliance with state requirements (i.e., procedures for behavioral situations).

Additional Services

Options based on each customer's specific needs and budget, such as compliance-focused training (which addresses SB553 requirements).



What is Workplace Violence?

- Any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at work site.
- A disruptive event that creates distressful emotional/behavioral responses among employees.

Who is at risk?




Customers, visitors, and employees can be at risk, especially those who:

- Exchange money with the public
- Often interact with volatile, unstable people
- Work in an environment where alcohol is served
- Perform work duties alone and/or in areas that are isolated or have high crime rates
- Often work late at night






Why a Holistic Approach?

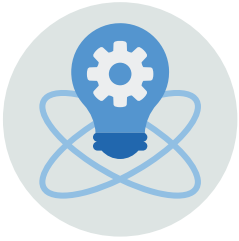
Mitigating risk before, during and after a disruptive workplace event

 Prevention	 Immediate Response	 Recovery
<ul style="list-style-type: none">Assess current state of workforce wellbeing, including evaluation of organizational mental health, environmental conditions and Threat of Violence riskAssess organizational communication and crisis communication policyDeliver comprehensive workplace violence / crisis prevention programDeliver training to comply with SB553	<ul style="list-style-type: none">Assess current Emergency Response protocols and programsDevelop a comprehensive Emergency Response and Crisis Communication planHelp implement Emergency Response and Crisis Communications programs across your organization to keep employees safe	<ul style="list-style-type: none">Put resources in place to support affected employees, help them feel safe and re-engage at workDebrief on how prevention and response resources could be improvedAccess additional workplace wellbeing and business continuity services post-event

A closer look at ZRS' Workplace Violence Prevention and Response Services

 Wellbeing and Mental Health Check	 Emergency Response and Crisis Communication Services	 Workplace Violence Awareness and Prevention Training
<ul style="list-style-type: none">Mental health and wellbeing assessmentEvaluate enterprise-level policies, people and processes against ISO guidance for managing psychosocial riskIdentify strengths and psychosocial hazardsTailored recommendations to improve workplace safety, employee experience, documented practices and role responsibilities*	<ul style="list-style-type: none">Review and testing of existing emergency response and crisis communication plansBehavioral response planning for unexpected workplace eventsTraining in all aspects of emergency response and crisis communicationsCreation of comprehensive emergency response protocols and practicesDesign and implementation of crisis communication policies and proceduresReview for ISO compliance 14001 & 22361	<p>On-demand video platform featuring:</p> <ul style="list-style-type: none">Workplace Violence: Recognition, warning signs and awarenessActive Shooter and Workplace Violence: How to respond and react to indicators of potential violent behavior.California Workplace Violence SB 553: This program examines details of bill and how they effective the prevention of workplace violence.Workplace violence early warning signs: Manager Version includes a study guide.

Why ZRS?



Holistic solution

We can support you before, during and after a disruptive workplace event, from risk analysis and training to emergency response services and resumption of steady-state operations.



In-house expertise

Our multi-disciplinary specialists have deep sector and technical expertise to help you protect your people, property, operations and other assets.



Proven track record

The risk consulting arm of Zurich Insurance, ZRS has 75 years of experience in supporting leading companies in identifying and addressing emerging risks.



For more information, contact

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* In alignment with ISO45003 Psychological Health and Safety at Work and OSHA 4395

¹Triliant, Fear Factor: A 2024 Employee Survey Report on Workplace Violence, Harassment and Mental Health

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