

MID 1600.1

EFFECTIVE DATE: March 2, 2010

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MARSHALL INTERIM DIRECTIVE

HS01

PREVENTION OF AND RESPONSE TO THREATENING OR VIOLENT BEHAVIOR IN THE WORKPLACE

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DOCUMENT HISTORY LOG

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1. PURPOSE

- a. This Marshall Interim Directive (MID) establishes procedures and general requirements for the assessment and prevention of violent or threatening behavior in the workplace.
- b. This MID describes the responsibilities of Marshall Space Flight Center (MSFC) organizations, managers, supervisors and employees with respect to the prevention of and response to workplace violence, including the composition and operation of the Threat Assessment Advisory Group (TAAG).

2. APPLICABILITY

This MID applies to:

- a. MSFC personnel, programs, projects, and activities, including contractors and resident agencies to the extent specified in their respective contracts or agreements. (“Contractors,” for purposes of this paragraph, include contractors, grantees, Cooperative Agreement recipients, Space Act Agreement partners, or other agreement parties.)
- b. The Michoud Assembly Facility (MAF).
- c. Buildings leased to MSFC in Madison, Alabama by the Intergraph Corporation.
- d. The National Space Science and Technology Center (NSSTC). Note, however, the MSFC Protective Services Office does not have jurisdiction on the University of Alabama in Huntsville (UAH) campus where the NSSTC is located and shall only operate in that location in accordance with an agreement with UAH.
- e. MSFC Resident Offices at contractor facilities. Note, however, MSFC Protective Services Office does not have jurisdiction at resident offices located at contractor facilities and that services such as on-scene incident command of serious or emergency situations involving workplace violence are the responsibility of the contractor and local law enforcement.
- f. The MSFC Resident Office at the Kennedy Space Center (KSC). Note, however, that protective services at KSC such as on-scene incident command of serious or emergency situations involving workplace violence are under the jurisdiction of, and would be provided by the KSC Protective Services Office. The MSFC Protective Services Office shall coordinate with and assist the KSC Office on routine matters involving MSFC Resident Office personnel.
- g. The Educational Training Facility (ETF) located at the U.S. Space and Rocket Center in Huntsville, Alabama. Note however, that the MSFC Protective Services Office does not have jurisdiction at the ETF and services such as on-scene incident command of serious or emergency situations involving workplace violence are the responsibility of local law enforcement.

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3. AUTHORITY

- a. Section 19 of the Occupational Safety and Health Act of 1970, as amended [Codified at 29 U.S.C. § 668]
- b. NPD 1600.3, “Policy on Prevention of and Response to Workplace Violence”

4. APPLICABLE DOCUMENTS

- a. The Privacy Act of 1974, as amended [Codified at 5 U.S.C. § 552a]
- b. NPR 1441.1, “NASA Records Retention Schedules”
- b. NPR 1600.1, “NASA Security Program Procedural Requirements”

5. RESPONSIBILITIES

- a. The MSFC Center Director (or designee) shall be responsible for:

(1) Developing and disseminating a policy statement in support of NPD 1600.3 that indicates MSFC shall not tolerate violent or disruptive behavior.

(2) Developing and disseminating a policy statement indicating all reports of incidents shall be taken very seriously and dealt with appropriately.

(3) Ensuring that a process is established to inform employees of NASA’s workplace violence prevention policy.

(4) Ensuring that Industrial Safety and Protective Services have collaboratively completed an onsite review of MSFC buildings and offices.

(5) Ensuring adequate resources are provided for workplace violence prevention training and awareness.

(6) Ensuring that workplace violence prevention is included in all employee orientation and supervisory orientation training.

(7) Ensuring adequate funding for employee safety and security.

(8) Ensuring that performance standards of appropriate staff reflect the importance of workplace safety and security.

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(9) Ensuring coordination with other agencies located on Redstone Arsenal and MAF to develop joint workplace violence prevention plans.

(10) Establishing a workplace violence prevention and threat evaluation process whereby representatives of the Office of the Chief Counsel, Protective Services, and the Office of Human Capital evaluate workplace violence incidents or threats to ensure each incident or threat situation is managed in accordance with accepted regulations and procedures.

b. The Protective Services Office shall be responsible for:

(1) Providing on-scene incident command of serious or emergency situations involving workplace violence to eliminate or minimize the potential for injury.

(2) Conducting appropriate investigation into threats and/or incidents of workplace violence when authorized to do so.

(3) Serving as the liaison with federal and/or local law enforcement when federal and or local law enforcement has jurisdiction over the incident.

(4) Conducting regular threat assessment surveys of MSFC, MAF, and other MSFC-operated facilities to determine the level of security preparedness and any gaps in the security posture.

(5) Serving as MSFC's security expert keeping management advised of the risk of violence, the security gaps identified by threat assessments, and, where possible, providing the means to close these gaps including the use of the latest technologies.

(6) Working with facilities management personnel to improve the security level of the buildings, grounds, parking lots, and other structures.

(7) Training facilities management personnel in security measures and violence prevention techniques to enable them to work with security specialists to: (a) ensure buildings and grounds are safe for employees and visitors; (b) participate with security specialists in threat assessment surveys; and (c) support budget requests for security upgrades when appropriate.

(8) Identifying potential workplace violence threats and developing procedures for determining when and how to notify federal, state, and local law enforcement agencies.

(9) Identifying jurisdictional boundaries with other law enforcement agencies and developing procedures for obtaining assistance from those agencies.

(10) Participating in Agency-level threat assessment and violence prevention planning.

(11) Identifying safety and security measures that need to be implemented.

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(12) Conducting briefings and other training on specific workplace violence issues for presentation at MSFC and organizational staff meetings, new employee orientations, new supervisor orientations and other appropriate venues.

c. The Office of the Chief Counsel shall be responsible for:

(1) Providing legal advice in the development, implementation, and administration of the MSFC's Workplace Violence Prevention Policy.

(2) Providing guidance and coordination with the Office of Human Capital with regard to disciplinary actions and Privacy Act disclosure issues related to workplace violence.

(3) Providing necessary guidance and coordination with Protective Services with regard to recommendations for referral for criminal prosecution relative to workplace violence incidents.

d. The Office of Human Capital shall be responsible for:

(1) Providing for supervisory training on basic leadership skills including, but are not limited to: (a) setting clear standards of conduct and performance; (b) addressing employee problems; (c) using the probationary period; (d) performance counseling; (e) discipline; (f) alternative dispute resolution; and (g) other management tools.

(2) Providing guidance and assistance to management regarding administrative and/or disciplinary actions deemed appropriate to remedy the situation.

(3) Ensuring, in cooperation with Protective Services, the appropriate level of background investigation is conducted on employees, and issues are adjudicated in accordance with the requirements of NPR 1600.1.

(4) Coordinating, when appropriate, disciplinary recommendations with the Office of the Chief Counsel.

e. The Employee Assistance Program (EAP) Coordinator shall be responsible for:

(1) Providing, or making available by referral, necessary counseling and intervention resources including, but not limited to: (a) stress management counseling; (b) anger management counseling; (c) rape crisis counseling; and (d) victims of crime counseling.

(2) Assisting in policy and strategy development.

(3) Being an active and well-known presence in the workplace.

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(4) Providing information about domestic violence, stress reduction, and anger management to MSFC managers, supervisors, employees, and the TAAG.

(5) Advising managers, supervisors and employees on how to deal with the consequences of organizational changes that have an adverse effect on employees.

(6) Conducting employee and supervisory training on prevention of workplace violence including: (a) dealing with angry co-workers and customers; (b) conflict resolution; and (c) communication skills.

(7) Consulting with supervisors to strategize an effective response to situations that have the potential for violence in the workplace.

(8) Giving advice and guidance on diffusing anger/hostility, clarifying options and procedures, and coordinating with other community resources.

(9) Consulting with incident response teams when a potential for violence exists, or an actual incident is reported.

(10) Providing critical incident stress debriefing when necessary.

(11) Acting as consultant to management.

f. The Office of Procurement shall be responsible for:

(1) Assisting in referring allegations of violations involving contractors to appropriate officials in the contractor organization for disposition.

g. Contractors are responsible for:

(1) Ensuring (in the event an employee is terminated onsite) the Protective Services Investigations Unit Lead Investigator is notified in advance so that security personnel can be present with the contractor representative during the removal/termination of the employee.

(2) Notifying the Protective Services Office Investigative Unit Lead Investigator in advance when an employee with MSFC access is terminated or suspended off site so that appropriate procedures for retrieving the MSFC badge and decal are followed.

(3) Ensuring (in the event an employee is the subject of a disciplinary action on site) the Protective Services Office Investigative Unit receives prior notification of the disciplinary action so that the issue of having Security personnel present can be discussed with the contractor representative.

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(4) Ensuring (in the event an employee begins to exhibit behavior consistent with that identified as leading to incidents of workplace violence) the Protective Services Office Investigative Unit is notified of the circumstances without delay so that the case facts can be presented to the MSFC TAAG for evaluation and mitigation.

h. Supervisors shall be responsible for:

(1) Promoting and informing employees of workplace violence prevention programs within their organizations through personal involvement.

(2) Supporting MSFC workplace violence prevention training efforts by encouraging employee attendance.

(3) Reporting promptly all threats brought to their attention, to their management, and Protective Services.

(4) Cooperating fully with Protective Services while they conduct and document the appropriate investigation into threats and/or acts of violence committed by or against employees.

(5) Determining the appropriate disciplinary action, in coordination with the Office of Human Capital and the Office of Chief Counsel.

(6) Assisting the Protective Services Office and the Office of Human Capital in determining if an employee involved in a workplace violence incident (to include threats of violence) should remain in the workplace pending the outcome of an investigation and evaluation.

(7) Being watchful for signs of potential conflict and, as appropriate, consulting with EAP and/or Human Resources Services Office about appropriate intervention and violence prevention strategies, which may include referring employees for counseling.

(8) Supporting incident evaluation and response teams.

(9) Ensuring that employees know specific procedures for dealing with workplace threats and emergencies, and how to contact police, fire, and other safety and security officials.

(10) Ensuring that employees with special needs are aware of emergency evacuation procedures and have assistance regarding emergency evacuation situations.

(11) Responding to potential threats and escalating situations by utilizing proper resources from Protective Services Office, Office of Inspector General, Office of Human Capital, and the Office of the Chief Counsel.

(12) Taking all threats seriously.

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(13) Knowing who supporting Protective Services personnel are and what services they can provide for workplace violence prevention, response, and follow-up.

(14) Coordinating expeditiously with Protective Services personnel in the event of a workplace violence incident or threat.

i. MSFC employees, and contractor employees, shall be responsible for:

(1) Reporting all threats of violence to immediate supervisor and/or Protective Services or, in Emergency situations calling 911.

(2) Cooperating fully with Protective Services while they conduct and document the appropriate investigation into threats and/or acts of violence committed by or against employees.

(3) Refraining from making threats or engaging in workplace violence.

(4) Refraining from introducing firearms and other dangerous weapons/prohibited items onto MSFC.

(5) Reporting threats of outside violence including domestic violence that could potentially carry over into the workplace so that a supervisor or Protective Services may take the necessary action and/or preventive measures.

(6) Complying with all MSFC security policies and procedures.

(7) Refraining from handling a potentially violent incident on their own.

(8) Being familiar with NASA policy regarding workplace violence.

(9) Reporting unbadged personnel.

(10) Being familiar with the resources of the EAP.

(11) Taking all threats seriously.

j. The TAAG shall be responsible for:

(1) Evaluating threats and potential threats of violence by assessing the credibility and overall viability of an expression of intent to do harm and arriving at an informed judgment on whether the individual who has made a threat is likely to carry it out.

(2) Assisting in determining appropriate intervention.

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(3) Assessing vulnerability to workplace violence in individual cases and implementing, or advising management on preventive actions to be taken.

(4) Recommending and/or implementing employee or manager training programs on workplace violence.

(5) Implementing plans for responding to acts or threats of violence.

6. CANCELLATION

None.

Original signed by

Robert M. Lightfoot
Director