

Violence Resolution Deliverables

Understanding Violence

- Actions to control violence
- Actions to prevent violence
- Counseling and initial support services
- Defining workplace violence.
- Forming violence action teams
- Identifying potential security hazards
- Importance of the buddy system
- Investigating incidents
- Personal safety
- Recognizing violent incidents
- Reporting violent incidents
- Responding to violent incident
- Violence and those who handle money
- Violence and those working early or late
- Violence and those working in the field
- Violence and employee discrimination
- Violence policy development
- Weapons in the workplace

Recognizing Violence

- Facilities security
- Management practice
- Management and employee evaluation
- Organization environment and culture
- Education and training in-house
- Job applicant screening
- Psychological readiness

Responding to Violence

- Prompt on-site violence assistance
- Continuing violence issues assistance
- Action orders for violence incidents
- Media control
- Employee control

Customer/Public Control

Risk Assessment Review

Supply Chain Integrity Review

Vulnerability Review

Additional and expanded
HR services are tailored
for specific client needs

PHRST
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800-286-8380-code-14 or 386-439-6341

Violence in the Workplace Assistance



PHRST offers *a la carte* human
resource management through select
Professional Human Resource
Service Teams

Violence in the Workplace Assistance

What Is Needed

September 11, 2001, will live in infamy in light of the World Trade Center and Pentagon attacks. Organizations must be prepared for such situations. Managers, employees and customers are confronted with situations involving imminent danger, violence and disaster. Organizations must be prepared for such situations. PHRST helps you and shows you how.

State-of-the-Art

PHRST provides the planning, preparation, assistance and know-how necessary to assist organizations, employees and customers. Organizations can effectively prepare for and deal with violence in the workplace by taking proper action. We work closely with management to develop a program which is proven, effective, easy to manage and easy to update. We prepare management, employees and customers to recognize, respond to and deal with violent situations on and off the job.



Knowledge, Skill & Ability

PHRST's response team promptly and effectively intervenes in adverse situations. We plan, implement, control and manage crisis situations for and with you. Experienced professionals who provide a proven approach based on firsthand experience. Organizations are immediately assisted, trained on-the-job and prepared to resume operation under their control. Licensed and certified practitioners maintain status to service multi-state and country clients.

When, Where & For How Much

Project completion normally requires several hours up through approximately 3-5 workdays. Depending on client need and the extent and severity of the matter, our professionals are available to work 24/7/365 at client locations, designated sites nationally and internationally, or PHRST offices. These can be the most extreme situations. The basic service fee is \$2,000/8 hour day, comprising a \$4,000 initiation fee, pre-approved interim fee and the a final charge pre-arranged with clients. Expenses are documented and billed at-cost to clients. At an additional preferred client fee, guidance and service are available around the clock on a continuing basis.

About PHRST

Strategic Human Resource Management

PHRST stands for **P**rofessional **H**uman **R**esource **S**ervice **T**eams. Our service model enables us to provide you with HR experts in all 7 areas of HR:

- Employment Practices
- Management Practices
- Health, Safety & Security
- Compensation & Benefits
- Employee & Labor Relations
- Human Resource Development
- Staffing/Recruitment Practices

PHRST works with clients on an a la carte basis across industries, around the world, for profit or not and regardless of organization size. We service public, private, and government entities, and we are effective at all organization levels. Our approach is client-centered, worksite interaction, where we provide user-friendly, practical approaches intended for prompt and effective implementation. We work 24/7 to meet client needs. Our value and success are built upon best practice insight, sound experience, education and hands-on know-how. Organizations count on **PHRST** for knowledge, skill, ability, ethics and integrity.