



To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.

REVISION: This revised directive supersedes TSA MD 2800.12, Workplace Violence Program, dated December 11, 2007.

SUMMARY OF CHANGES: Title of directive updated to reflect prevention; directive was augmented by a handbook; purpose, authorities, and definitions sections updated; responsibilities section expanded; moved reporting requirements from the procedures section to the policy section and expanded on the reporting requirements; added policy statement that employees engaging in workplace violence are subject to administrative action, up to and including removal from Federal service; moved examples of inappropriate conduct from the policy section to the handbook; and moved all of the procedures section to the handbook.

1. **PURPOSE:** This directive provides TSA policy and procedures for preventing, identifying, reporting and responding to potential or actual workplace violence by establishing roles and responsibilities, describing types of workplace violence, and identifying available national level resources.

2. **SCOPE:** This directive applies to all TSA organizational elements and to all TSA employees, including contract employees or contract screeners who work with TSA employees or perform work at TSA facilities.

3. **AUTHORITIES AND REFERENCES:**

A. Aviation and Transportation Security Act (ATSA), Public Law 107-71, Sections 101 and 111(d)

B. [Department of Homeland Security Workplace Violence Prevention Procedures](#)

C. [DHS MD 256-01, Anti-Harassment Directive and Policy](#)

D. Occupational Safety and Health Act of 1970, Section 5

E. [TSA MD 100.0-2, Office of Inspection Roles and Responsibilities](#)

F. [TSA MD 1100.73-3, Prevention and Elimination of Sexual Harassment in the Workplace](#)

G. [TSA MD 1100.73-5, Employee Responsibilities and Code of Conduct](#)

H. [TSA MD 1100.88-1, Law Enforcement Position Standards and Hiring Requirements](#)

4. **DEFINITIONS:**

A. **Designated Program Office (DPO):** The office responsible for the implementation and oversight of this directive and TSA's Workplace Violence Prevention Program.

- B. Local Assessment and Response Team (LART): A multidisciplinary response team comprised of, but not limited to, local representatives from the Office of Law Enforcement/Federal Air Marshal Service (OLE/FAMS), the Office of Human Capital (OHC) Employee Relations or the Office of Security Operations (OSO) Human Resources, the Office of Inspection (OOI), the OSO, and local Field Counsel. Other resources, such as the Employee Assistance Program (EAP) or Federal Occupational Health, may be consulted by individual LARTs on an as needed basis as identified by the National Workplace Violence Prevention Program Manager (National Program Manager).
- C. Local Public Safety Authorities: Municipal, county, state and Federal law enforcement or public safety personnel, such as police and fire fighters of the jurisdictions in which TSA facilities or operations are located.
- D. National Workplace Violence Prevention (WVP) Program Manager: Also referred to as the National Program Manager, this individual serves as the national coordinator of the workplace violence prevention program for TSA.
- E. National Workplace Violence Prevention (WVP) Advisory Council: A Headquarters-level multidisciplinary advisory team comprised of, but not limited to, members from the Headquarters components of OLE/FAMS, OHC, Office of Chief Counsel (OCC), OOI, OSO, and other functional areas as identified by the National Program Manager.
- F. TSA Worksite: A building, or part thereof, including grounds and parking lots, utilized or under the control of, assigned to, or leased by or on behalf of TSA and/or its components where TSA's employees or contractors are present for the purpose of performing their official duties.
- G. TSA Worksite Managers: Management officials (e.g., Federal Security Directors, Field Office Supervisory Air Marshals in Charge, and designated Headquarters managers or supervisors) assigned local program oversight at their respective worksites.
- H. Workplace Violence: Violence or threats of violence by, or against employees that can occur in the workplace, or in some cases outside the workplace. It includes the full spectrum of violent acts such as physical assaults, or in extreme cases suicide, and also threats, harassment, intimidation, oral or written statements, and gestures or expressions that communicate a direct or indirect threat of physical harm; or which otherwise frighten or cause an individual concern for his or her personal safety.
- I. Workplace Violence Incident Report Library: This library resides on the green layer of the TSA iShare system and is comprised of InfoPath forms that are used to collect and store data related to each reported incident. It serves as the database for the Workplace Violence Prevention Program.
- J. Workplace Violence Prevention (WVP) Coordinators: Representatives designated in writing by the responsible TSA Worksite Manager as the local point of contact for coordination of, reports of, and responses to, actual or threatened incidents of workplace violence. WVP Coordinators also convene and coordinate their designated LARTs, when necessary.

- 5. RESPONSIBILITIES:** Managers, supervisors and other agency officials are responsible for acting within their delegated authority and consistent with the provisions of this directive.
- A. Office of Law Enforcement/Federal Air Marshal Service (OLE/FAMS) is responsible for serving as the DPO.
 - B. The OLE/FAMS Security Services and Assessments (SSA) Division Chief Security Officer (CSO) is responsible for:
 - (1) Overseeing the TSA-wide Workplace Violence Prevention Program and providing guidance to the National Program Manager, through the SSA Physical Security Section Unit Chief.
 - (2) Providing oversight and management of potential or actual incidents of workplace violence at Washington, D.C. area TSA facilities under the CSO's auspices.
 - C. The National Program Manager is responsible for:
 - (1) Providing national guidance to local WVP Coordinators regarding the prevention of and response to incidents of actual or alleged workplace violence.
 - (2) Reviewing, analyzing, and coordinating agency wide reports of actual incidents or threats of workplace violence from the local WVP Coordinators or TSA Worksite Managers.
 - (3) Acting as the lead for the National WVP Advisory Council, consulting with representatives of key Headquarters Offices, LART members, and management officials, to provide advice and guidance to the local WVP Coordinators and TSA Worksite Managers regarding agency action.
 - (4) Collecting and analyzing workplace violence data, so as to advise TSA senior leaders on measures to reduce violence, and publishing the data in monthly and annual workplace violence reports.
 - (5) Coordinating with the Office of Training Development to develop training for the National WVP Advisory Council, local WVP Coordinators, TSA Worksite Managers, and TSA employees and contractors.
 - D. The National WVP Advisory Council is responsible for:
 - (1) Meeting on a monthly basis to review all incidents reported to the National Program Manager in the preceding month and provide follow-on guidance to local WVP Coordinators and TSA Worksite Managers as needed. The Advisory Council meeting allows all offices involved in investigations or actions (OOI, OHC, OLE/FAMS, and OCC) related to violence in the workplace, to coordinate these actions and to ensure all incidents of workplace violence are properly addressed and tracked.
 - (2) Serving as the LART for local WVP Coordinators appointed at Headquarters' offices or for worksites involved with challenging cases that may require assistance. In this capacity, the

council will convene as needed under the direction of the National Program Manager and engage additional resources, internal or external to TSA, as required.

- (3) Convening, following due notice by the National Program Manager, as needed to assess the potential seriousness of reported incidents of workplace violence, or of intimidating, harassing or threatening situations covered by this directive, and recommending an appropriate response.

E. OOI is responsible for:

- (1) Responding to allegations or reports of any significant incident of workplace violence by conducting investigations or making investigation referrals to the appropriate officials, in accordance with [TSA MD 100.0-2](#).
- (2) Reporting all allegations of actual incidents or threats of workplace violence to the National Workplace Violence Prevention Program Manager.
- (3) Providing a representative to the National WVP Advisory Council.

F. OCC is responsible for:

- (1) Providing legal advice and services to all TSA components on legal issues related to workplace violence, including but not limited to: the jurisdiction of local law enforcement agencies; the investigation and response to incidents of workplace violence; and any personnel actions that may result from a report of workplace violence.
- (2) Providing a representative to the National WVP Advisory Council.

G. OHC Employee Relations (ER) is responsible for:

- (1) Providing advice and services to all TSA components on administrative and/or disciplinary personnel actions related to workplace violence.
- (2) Providing a representative to the National WVP Advisory Council.

H. The Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement, the Civil Rights, Diversity and Inclusion Division (CRDI) is responsible for:

- (1) Notifying the National Program Manager of complaints of harassment that fall into the realm of workplace violence.
- (2) Providing a representative to the National WVP Advisory Council.

I. TSA Worksite Managers are responsible for:

- (1) Responding to actual incidents or threats of workplace violence as defined herein.

- (2) Designating in writing a local WVP Coordinator and a LART to advise local management on agency actions.

J. WVP Coordinators are responsible for:

- (1) Receiving and, in coordination with their TSA Worksite Manager, responding to reports of actual or threatened workplace violence as defined herein.
- (2) Assessing the urgency of the situation, convening a LART as necessary, and providing guidance to the TSA Worksite Manager and local management on the appropriate response(s), including overall case management.
- (3) Notifying the National Program Manager and coordinating incidents and/or threats of workplace violence with the National Program Manager and local management.
- (4) Collecting and maintaining workplace violence data for their worksite(s) in the *WVP Incident Report Library*.
- (5) Completing the *Workplace Violence Prevention for Coordinators* certification course in the TSA Online Learning Center (OLC) upon designation.
- (6) Training worksite managers, supervisors, and employees as needed, to ensure they have an understanding of workplace violence and how to report incidents.

K. Supervisors and managers are responsible for:

- (1) Acting within their delegated authority and consistent with the provisions of this directive.
- (2) Immediately reporting allegations of potential or actual workplace violence to their local WVP Coordinator. In cases of significant acts or threats of workplace violence (such as physical assaults or death threats), OOI must be notified immediately.

L. All TSA employees are responsible for:

- (1) Conducting themselves in a professional manner consistent with TSA policies.
- (2) Reporting any acts of violence, threats, and intimidating or harassing behavior in the workplace to their supervisor, their local WVP Coordinator, the TSA Worksite Manager, the OOI, or any TSA management official.
- (3) Cooperating fully with all TSA and DHS investigations and inquiries, including but not limited to inquiries initiated by supervisors and management officials, OOI or DHS OIG. This includes providing truthful, accurate, and complete information in response to matters of official interest, and providing a written statement, if requested to do so. See TSA [MD 1100.73-5](#), for additional information.
- (4) Annually, completing the *Preventing Workplace Violence at TSA* course in the TSA Online Learning Center (OLC).

- 6. POLICY:** It is the TSA's policy to promote a safe environment for its employees, enforcing the highest standards of personal safety and welfare at the workplace. Violence, threats of violence, harassment, intimidation, and other disruptive behavior in our workplace will not be tolerated. All reports of incidents will be taken seriously and will be dealt with appropriately.
- A. TSA Worksite Managers bear primary responsibility for preventing, responding to and managing incidents of workplace violence. Each worksite shall have a formally designated WVP Coordinator and a LART.
 - B. Employees who believe that they are at immediate risk of violence or physical harm on or off a TSA facility or worksite, should take immediate, appropriate action to protect themselves and others, including reporting the incident to their supervisor, or where appropriate, to local public safety authorities by dialing 911.
 - C. Employees must immediately report threats of violence, violent incidents or similar inappropriate conduct by TSA employees or third parties to their supervisors, directly to the local WVP Coordinator, to the TSA Worksite Manager, or to any TSA management official.
 - D. Management officials and supervisors who receive a report of a workplace violence incident must immediately notify the TSA Worksite Manager and/or the local WVP Coordinator.
 - E. TSA Worksite Managers, or their local WVP Coordinators, who have been notified of a workplace violence incident, shall notify the National Program Manager. Initial notification to the Program Manager may be telephonic. Absent unusual circumstances, such reports shall be submitted no later than 24 hours after an incident occurs, or after management is notified of an incident. All verbal reports shall be followed by a written incident report.
 - F. Employees must report altercations and/or incidents of domestic violence when such incidents (1) arise from their status as a TSA employee; (2) involve another TSA employee; (3) affect TSA operations or the employee's ability to perform the essential functions of their official position (e.g. a restraining order), or (4) are otherwise required by law (such as 18 U.S.C. § 922(g)(8) *Lautenberg Amendment*), or by another TSA directive such as [TSA MD 1100.88-1](#) and [TSA MD 1100.73-5](#).
 - G. Employees who commit acts of workplace violence will be subject to administrative action up to and including removal from Federal service.
 - H. Supervisors who are aware of workplace violence and fail to take immediate corrective action or fail to report incidents covered by this directive may face corrective or disciplinary action, up to and including removal.
 - I. Nothing in this directive shall be interpreted as precluding the TSA Worksite Manager or other authorized management official from taking appropriate administrative action for any violations of [TSA MD 1100.73-5](#).
 - J. Reports made to the WVP Coordinators or National Program Manager, and any assessments or inquiries made pursuant to this directive, do not constitute initiation of the Equal Employment

Opportunity (EEO) complaint procedure pursuant to Title 29 of the Code of Federal Regulations, Part 1614. Allegations of discrimination must be made by contacting the Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement, the Civil Rights, Diversity and Inclusion Division at 877-EEO-4TSA (1-877-336-4872), or (866) 536-9679 (TTY).

K. This directive is not intended to remove, replace, or rescind any portion of the incident reporting requirements under established TSA policy or management directives (MDs).

7. **PROCEDURES:** Detailed descriptions and examples of workplace violence are listed in the [Workplace Violence Prevention Program Handbook for TSA MD 2800.12](#). Direct programmatic inquiries to the Workplace Violence Prevention Program at (571) 227-1500 or ViolencePrevention.TSA@tsa.dhs.gov.
8. **EFFECTIVE DATE AND IMPLEMENTATION:** This policy is approved and effective the date of signature unless otherwise specified.

APPROVAL

Signed

November 29, 2016

Roderick Allison
Assistant Administrator/Director
Office of Law Enforcement/Federal Air Marshal Service

Date

EFFECTIVE

December 6, 2016

Date

Distribution: Administrator, Deputy Administrator, Assistant Administrators and equivalents, Federal Security Directors, Supervisory Air Marshals in Charge, Business Management Office Directors, and Managers and Supervisors

Point Of Contact: Workplace Violence Prevention Program,
ViolencePrevention.TSA@tsa.dhs.gov, (571) 227-1500.