

*Safe Work*

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## ► *Safe Work*

### *Summary:*

According to the U.S. Department of Justice Bureau of Justice Statistics, "While they were working or on duty, U.S. residents experienced more than 2 million violent victimizations annually from 1992 to 1996 including 1.5 million simple assaults, 396,000 aggravated assaults, 51,000 rapes and sexual assaults, 84,000 robberies, and 1,000 homicides."

These numbers are of concern to a county that is home to over 20,000 businesses. Of those businesses, 62 firms are foreign affiliated representing 11 countries and three are *FORTUNE 500* corporate headquarters. Additionally, there is an office space inventory of more than 9 million square feet. When one combines the two sets of statistics, the probability of violence in the workplace becomes very real. In that regard, on October 1, 1999, the Henrico County Division of Police introduced a program entitled, *Safe Work*. This rigorous program allows the Division to satisfy the workplace community's crime prevention demands and respond to the serious problem of workplace crime and violence which continues to threaten and victimize our citizens.

Specifically, *Safe Work* is a workplace crime prevention model that responds to this problem by encouraging and developing organizational responsibility, executive level direction, and employee level action against workplace violence. Furthermore, it facilitates the development and implementation of an effective workplace safety program managed by the host organization to ultimately provide self-protecting benefits. *Safe Work's* mission is to prevent workplace crime and violence through organiza-

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tional/workforce partnerships and education.

The Henrico County Division of Police's *Safe Work* program is the first of its kind in the Richmond Metropolitan area and is available by request at no cost or obligation to any organization that may enroll in the program. Each organization that has completed the program has reported increased safety and security for their organizations and employees. Hence, they have favorably endorsed the program. Therefore, through *Safe Work*, the Henrico County Division of Police will continue to assist its business community with their workplace crime and violence prevention in addition to their safety and security challenges. Equally important, Henrico County Division of Police recognizes that workplace crime and violence is a multi jurisdictional challenge. Consequently, we continue to share the *Safe Work* model with other law enforcement agencies through professional associations, publications, and presentations. We anticipate that *Safe Work* will serve as a law enforcement model for preventing crime and violence in our workplace communities as we enter the new millennium.

# Safe Work

## Project Document

SARA  
Model  
Step 1  
Scanning

### Problem Identification and analysis

The tragic violence that occurred recently at Santana High School in California and last year at the Xerox building in Honolulu, Hawaii, are but two of many grim reminders that workplace safety remains an important responsibility of law enforcement today. Henrico County, Virginia, is not any different

from these communities. On March 7, 2000, an armed gunman entered Southern States Corporation corporate headquarters in Henrico County, Virginia, fired a shot, and took his estranged wife hostage. The out-



### Federation Hosts Local Security Meeting

Following the attack on the North Valley Jewish Community Center in Los Angeles, the Jewish Community Federation of Richmond convened a meeting between local law enforcement personnel and representatives of Jewish community agencies and synagogues to discuss security issues. The participants in the August 17 meeting watched an interactive United Jewish Communities satellite broadcast and then discussed local security issues.



Defective Sgt Mike Randall, Detective Mark Siegel and Tammy Wynok of the Richmond Police Department attended. John Ashworth represented the Chesterfield County Police. Don Fowler,

along with John Ashworth, Don Fowler, Neil November, Rabbi Zal Non and Art Cummings MUJ and took notes during the local security meeting at the Federation. Henrico County Police Crime Community participants included long-time community leader Neil November, Prevention Officer, took part, as did FBI agent Art Cummings. Jewish

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Many workplace violence incidents indicate that organizations need a plan in place to deal with issues of violence and crime in the workplace.

come could have been just as tragic as other similar incidents, but fortunately it ended peacefully with the perpetrator in police custody. According to the Department of Justice National Crime Victimization Survey, "...assaults and threats of violence against American workers number almost 2 million a year." Moreover, hundreds of incidents of violence go unreported.



## Safe Work

murder is the leading killer of working females, (35% of their fatal work injuries) and the second leading killer of males."

Historically, the Division's response to violence in the workplace has been reactive. Officers responded using traditional methods to address calls for service to threats, assaults, robberies, or burglaries, etc. There was no program specifically designed to address recurring workplace violence issues.

Thus, as a comprehensive response to these issues, the Henrico County Division of Police introduced a program entitled, *Safe Work*. This rigorous program allows the Division to satisfy the workplace community's crime prevention demands and respond to the serious problem of workplace crime and violence, which continues to threaten and victimize our citizens.

### Program Mission and Overview:

- ① *Safe Work's* mission is to prevent workplace crime and violence through organizational/workforce partnerships and education.

**"NO!"**

**Can Make The Difference  
Between Safe and Sorry**

On Thursday evening June 3, 1989 the sound of a woman screaming "no!" could be heard coming from site large conference room at Worth Higgins & Associates. And it wasn't Silence until John Fichino for the last time that his business would be ready today. It was fifteen women. In fact, employees, relatives and friends of Worth Higgins & Associates, learning Crime Prevention and Self Defense techniques from Officer Don Fowler of the Henrico County Division of Police. Screaming "no" is statistically more effective than "stop," "help," or "fire" when you are in a dangerous situation, Officer Fowler taught us, and so we did.

Officer Fowler's emphasis was on crime prevention through awareness. For an hour and a half he counseled us to look a stranger in the eye when we pass on the street, to sacrifice our handbags to save our lives, to walk well-lit areas and to park in well-lit populated areas. His PowerPoint presentation focused on strategies to stay safe, while our question and answer session afterward centered on specific tactics for getting out of a bad situation safely.

The class was sponsored by the Worth Higgins & Associates Employee Council which also provided refreshments afterward. Louise Hanson took photographs. And as Ellen Sukonick observed afterward, for a company whose mission it is to say "Yes" to our customers no matter what it takes, we certainly learned to say "no" when it counts the most.

- Suzanne I. Frome



This article about personal workplace safety training appeared in the Worth Higgins & Associates company newsletter.

## Safe Work

SARA  
Model  
Step 3  
Response

- *Safe Work* is a crime prevention model that assists the workplace community with preventing or responding to workplace violence, domestic violence, crime, and disorder incidents.

- *Safe Work* is a flexible, workplace safety and violence prevention program

that can be used in various workplace settings to include commercial, government, and private organizations and schools.



Officer Fowler brings *Safe Work* to all venues. Here, he trains business owners prior to business day opening hours in a local mall food court.

- *Safe Work* is available at no cost or obligation to any organization that chooses to enroll.

*A Henrico County Division of Police* crime preven-

tion officer coordinates *Safe Work* and will assist any organization in completing the four-step process, which is required for certification.

- *The Safe Work* coordinator will contact organizations that are experiencing crime problems, which require direct intervention, and invite them to enroll into the program.
- Organizations completing the entire four-step process will receive from

## • **Safe Work**

the Division a *Safe Work* certificate.

e The Henrico County Division of Police *Safe Work* program is the first of its kind to be used in the Richmond Metropolitan area.

e Organizations that have participated in *Safe Work* favorably rate the program and report increased safety and security for their organization and employees.

. *Safe Work* serves as a law enforcement model for preventing violence and crime and improving safety and security in our workplace communities.

### Program Goals:

While *Safe Work's* mission is to prevent workplace crime and violence through organizational/workforce partnerships and education, the following goals serve to direct the program. The goals outline specific workplace violence and crime prevention fundamentals that organizations entering the program should adopt.

1. *Self-protection*- Take personal responsibility for maintaining a safe and secure workplace for employees, customers, and visitors.

## *Safe Work*

2. *Vigilance* - Remain alert and detect potential crime and violence before it strikes.
3. *Reporting* - Immediately report all crime, disorder, and suspicious activity to the police.
4. *Training* - Develop policies and procedures that will direct staff members on how to successfully prevent or respond to crime and threatening situations.

### *Safe Work*

#### Four-Step Process:

*Safe Work* certification is achieved by the completion of a four-step process designed to direct and motivate organizations to develop effective workplace violence and crime prevention programs. Once an organization is enrolled in *Safe Work*, a Henrico County Division of Police crime prevention *officer* will meet with a representative from the organization and complete the following four steps:

1. Complete a *Site Security Survey and Employee Safety Survey*. The crime prevention officer will coordinate with management and conduct a comprehensive review of the workplace environment, policies, and training schedule, and assist management with completing an *Employee Safety Survey*.

## ***Safe Work***

The security survey includes a comprehensive review of the workplace environment to include the following areas of interest:

- a. Environment - site location, building layout and design, security systems, asset protection systems, access control, lighting, and perimeter control.
- b. Policies and Procedures - pre-employment screening, employee action control, incident reporting, workplace violence prevention, and preventing domestic violence at work.
- c. Training - a review of the employee training curriculum and training history.

All security survey activity and information is confidential between the Division and the organization in question. The survey process includes a formal survey letter containing recommendations that address safety and security weaknesses that have been identified. The security surveys are very useful for organizations experiencing reoccurring crime problems or workplace violence incidents. The strategies included in a security survey are time tested and will assist organizations with resolving their safety and security issues and help them to ensure a productive and safe workplace.

## *Safe Work*

2. Develop, implement (or improve an existing) *anti-violence policy*.

The crime prevention officer will assist management with developing and implementing an anti-violence policy or improving an existing anti-violence policy. Anti-Violence policies should contain the following three initiatives:

- a. Defines prohibited activity in the workplace.
- b. Describes punishment for employees involved in prohibited activity.
- c. Mandates that employees report such activity to management.

3. Develop and implement a (or improve an existing) *workplace safety team*.

The crime prevention officer will assist management with developing a workplace safety team that is composed of section level representatives who meet regularly, and are responsible for identifying and resolving workplace safety problems and issues.

## **Safe Work**

### 4. Conduct *workplace safety training*.

The crime prevention officer will coordinate with management and schedule workplace safety training, which is selected according to the specific training requirements of the participating organization. Qualified police instructors present the following classes, which are completed on site at the organization requesting the training and are available to all *Safe Work* participants.

- 1) Employee Safety Guidelines
- 2) Workplace Violence Prevention
- 3) Preventing Workplace Domestic Violence
- 4) Critical Incident Management
- 5) Drug Recognition for Managers
- 6) Conflict Management and Resolution
- 7) Robbery Prevention and Response
- 8) Shoplifting/Internal Theft Prevention
- 9) Fraud and Counterfeiting Prevention
- 10) Workplace Vice/Drug Intervention

## Safe Work

### Program Completion:

Organizations that complete the entire four-step process will receive from the Division a *Safe Work* certificate and are considered to be "certificate participants." Otherwise, organizations that enroll in *Safe Work* and request a customized workplace safety program and elect to omit any one of the program's four steps will not receive a certificate award and are considered to be "non-certificate participants."

## Prevention of workplace violence focus of seminar

BY TIM HOGAN  
TIMES-DISPATCH STAFF WRITER

**T**wo Richmond area crime prevention officers will conduct a seminar Wednesday that will explore how to deal with and prevent workplace violence.

Don Fowler of the Henrico Police Department and James Andrews of the Chesterfield Police Department will lead the seminar. "Workplace Violence: It Can Happen to You. Are You Ready?" (Details under Wednesday events, This Week)

The seminar, presented by the Metro Richmond Business Watch Council, will feature a dramatization of workplace violence. The two officers will assess the mock situation and explain what to do, and what not to do, says Heather Schroeder of the Retail Merchants Association of Greater Richmond, a council member.

Fowler and Andrews will not, however, simply give a presentation. There will be a lot of interaction between the speakers and the attendees, with extensive questions and answers, says Schroeder.

The seminar also will emphasize preventing and avoiding violent predicaments.

Recent events around the country have brought more attention to violence in the workplace,

says Schroeder. In the past, seminars sponsored by this group have focused on domestic violence. But lately, there has been more of a call for workplace violence prevention.

Those attending the session "will learn what some red flags are, learn to be aware of them and to avoid potential problems," Schroeder says.

She adds that the Metro Richmond Business Watch Council constantly tries to decrease violence by following its motto, "Crime prevention through education."

Business Watch Council members include the police departments of Chesterfield and Henrico counties, the town of Ashland, and the city of Richmond. The council also includes the Hanover County Sheriff's Department and the Retail Merchants Association of Greater Richmond.



Fowler

The Metro Richmond Business Watch Council conducts several programs throughout the year. Each program is an opportunity for Officer Don Fowler from the Henrico County Division of Police to promote *Safe Work*.

## **Safe Work**

### *Program Institutionalization and Results*

#### Program Achievements:

Prior to October 1, 1999, workplace violence and crime prevention results, now accomplished by *Safe Work*, were accomplished through a successful series of independent business crime prevention programs and projects sponsored by the Henrico County Division of Police. *Safe Work* now provides an opportunity to realign and repackage several established business crime prevention programs into one program that focuses on workplace safety to serve Henrico County's many diverse private, commercial, and government organizations. Consequently, *Safe Work* maximizes the use of our resources while it minimizes costs associated with redundant business crime prevention programming. *Safe Work* also provides an organizational structure that is more manageable for the Division and for organizations. It provides a simplified format that is easier to market to the public. Overall, the Henrico County Division of Police believes that, through *Safe Work*, we have improved the quality of the organizational workplace violence and crime prevention services, which we provide to our business/workplace communities.

*Safe Work* is established in the Division's Community Services standard operating procedures and, by Division Directive, has a crime prevention officer assigned to manage and coordinate the program's activities. Since its inception, *Safe Work* has completed the following achievements:

## *Safe Work*

- Assisted 55 commercial, government, private organizations and schools with improving their workplace safety programs.
- Completed 52 security surveys.
- Completed 68 business *Safe Work* classes
- Completed one 11-week Business Administrators Police Academy.
- Held 9 meetings of the Police/Business Coalition (see below.)

Organizations that have participated in *Safe Work* highly favor the program and report increased safety and security for their organization and employees. For example, one suggested safety measure employed by a local *FORTUNE 500* firm was to hire an off-duty police officer to patrol the parking lot during peak hours of activity. This not only increased employees' sense of security but also decreased the number of incidents that occurred during those times. Further, *Safe Work's* coordinator analyzes the quality of work accomplished for each organization that participates in the program by identifying strengths and weaknesses using the following techniques:

- Henrico business crime statistics are reviewed and analyzed monthly to identify and locate developing crime trends that threaten the business community and to monitor our success with *Safe Work* organizations.
- A class evaluation form is issued to class participants following the corn-

## *Safe Work*

pletion of crime prevention classes. The class evaluation form rates the information presented during the class and the instructor's performance.

- The Police-Business Coalition\* (see page 20) sponsors an open forum during each meeting to solicit critiques from business operators concerning the operation and effectiveness of *Safe Work*. Additionally, special attention is paid to unsolicited critiques. Attached are three letters from organizations that have used *Safe Work* to increase their security and safety.
- *Safe Work*, as it continues to grow and expand, will also present an evaluation form to each organization's representative as they complete any portion of the *Safe Work* program. The evaluations will assist with assessing the program's effectiveness for the organization and will identify the strengths and weaknesses of *Safe Work*, thus allowing us to improve the program.

The Henrico County Division of Police *Safe Work* program is the first of its kind in the Richmond Metropolitan area. The 55 Henrico organizations that have participated in *Safe Work* rate the program highly and report increased safety and security for their organizations and employees. The Henrico County Division of Police, through *Safe Work*, will continue to assist the its

## ***Safe Work***

workplace community with their workplace violence and crime prevention issues in addition to their safety and security challenges.

We continue to share *Safe Work's* model with other law enforcement agencies through professional associations, publications and presentations as well.

We hope that *Safe Work* will serve as a law enforcement paradigm for preventing crime and violence in our workplace communities as we enter the new millennium.

## *Safe Work*

### Agency and Other Information

*Safe Work* was initiated through the Division's Crime Prevention Unit and is coordinated by the Division's business crime prevention officer. This particular officer completes the majority of *Safe Work* assignments, but other crime prevention personnel assigned to the crime prevention unit are qualified to assist with the program as needed. Although all Henrico Police officers receive crime prevention and problem oriented policing training, Sergeant Fowler has received approximately 400 hours of specialized crime prevention training and is accredited by the Commonwealth of Virginia as a Certified Crime Prevention Specialist.

No additional incentives are given to police officers engaged *Safe Work* because the program is part of a community policing strategy that all Henrico Officers are encouraged and directed to practice through the Division's mission statement and policy. Moreover, many of *Safe Work's* business safety and loss prevention strategies were already in place and used by the Division's Business Watch program.

Yet, *Safe Work* expanded and solidified existing programs by introducing successful workplace violence prevention strategies, which were adopted from various models used by professional safety experts working in the private sector. It then combined those strategies with existing Business Watch

## *Safe Work*

resources and practices to develop a comprehensive workplace crime prevention program. The *Safe Work* model is easily applied to various business, government, and school settings and can respond to specific workplace safety issues and problems as needed.

*Safe Work* incorporated surveys and crime analysis to identify problems within Henrico County businesses. When completed, these revealed employee safety concerns, loss prevention situations, workplace violence and domestic violence incidents, and reoccurring incidents of disorder and crime. Surprisingly, many businesses were aware of the problems that we identified, but they were not effectively responding to the problems nor were they taking proactive measures to eliminate them or prepare for future problems.

The Henrico County Division of Police recognizes *Safe Work's* effectiveness and has, therefore, assigned a crime prevention officer to conduct, coordinate and manage the program. Any support or assistance that may be needed to complete *Safe Work* assignments will come from other crime prevention specialists assigned to the Crime Prevention Unit or from other qualified Division personnel. Currently, *Safe Work* resources are derived from the Crime Prevention Unit, which is funded by the Division's annual budget.

## *Safe Work*

Sergeant Don Fowler

Henrico County Division of Police, Special Services Unit

P.O. Box 27032, Richmond, VA 23273

Phone: 804-501-5236 - Fax: 804-501-5935

E-mail: fow02@co.henrico.va.us

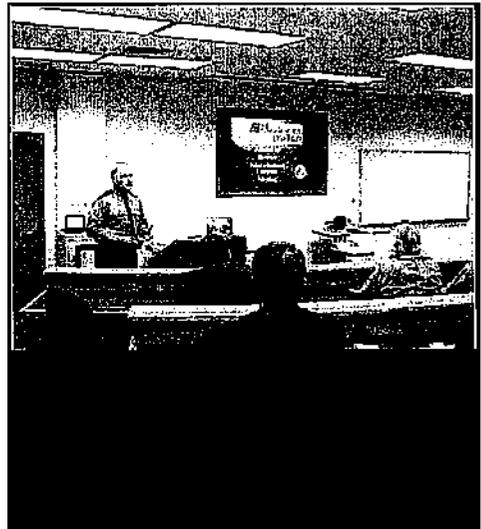
Don Fowler is a 21-year veteran with the Henrico County Division of Police. As a career officer, he earned certifications as an instructor, drug recognition expert, and crime prevention specialist. He earned his bachelor's degree in administration of justice from Virginia Commonwealth University in 1991. He currently serves as the Division's business crime prevention officer. Recently promoted to the rank of Sergeant, Fowler developed and currently coordinates *Safe Work*. Over the past three years, Sergeant Fowler assisted more than 500 Metro Richmond businesses with loss prevention, business safety, and workplace violence problems.

## *Safe Work*

\* *The Henrico County Division of Police-Business Coalition*

Organizations that participate in the *Safe Work* program are invited to join the Division's *Police-Business Coalition*, which is a crime fighting partnership between the Division and executive managers and business operators from the Henrico Business community. The *Police-Business Coalition* meets every two months with the *Safe Work* coordinator. The meeting's agenda includes workplace safety information, discussion of crime problems, a review of business crime statistics, and an open forum.

This format allows business owners to discuss community and police issues that affect the business community.



*Safe Work*

**Supporting**

**Documents**

## INTRODUCES SAFE WORK

We know that stress and aggression are the key ingredients that promote workplace violence. People that display symptoms of stress and/or aggression need to be identified, managed and controlled. If we are to provide a safe and secure workplace for the citizens that visit, live, work, play or attend school in Henrico County, understand that while no definite plan or strategy will ever be appropriate for all workplaces, *nor will they guarantee a violence free workplace*, we can reduce the opportunity by changing the way we think and shift from ineffective reactionary approaches to the more effective proactive approach. The key to achieving workplace safety is the implementation and maintenance of a workplace violence plan.

### ORGANIZATION STRUCTURE

**Certificate Award Option**      Officer Don Fowler 501-4838

**Non-Certificate Option**

**Achievement Award**

**Re-certification**

\*ON Retail  
\*am Merchants  
\* Association of  
\* Cni ater Richmond

P.O. Box 27032  
Richmond, VA 27032

Phone: 804-501-4838  
Fax: 804-501-4854

Email: [Teb02@co.henrico.va.us](mailto:Teb02@co.henrico.va.us)



## HENRICO COUNTY DIVISION OF POLICE INTRODUCES SAFE WORK

**Workplace Violence:** Any behavior that threatens, inflicts harassment, creates fear, or any violent acts directed towards persons at work or on duty that is perpetrated by strangers, customers, peers, co-workers, spouses, intimate partners, or personal relationships.

The Henrico Division of Police's SAFE WORK program :

- Is about promoting workplace safety and preventing violence and crime in the workplace.
- Is available at no cost or obligation to any organization that may choose to enroll.
- Is to provide technological assistance and training support to Henrico County businesses, schools, government and churches.



## SAFE WORK ORGANIZATION

**Step 1 :** An organization formally requests the Division's assistance with a workplace violence issue or problem and enrolls into the Safe Work program.

**Step 2 :** A Henrico Police Workplace Safety Team responds to the location in question and assist's management with the following activities;

**A. Certificate Award Option** - Organizations completing the following requirements will be awarded a SAFE WORK certificate that will be valid for two years:

A workplace safety team is established for the organization.

- A security survey is conducted to include an employee safety survey.
- The organization will sponsor two crime prevention seminars for its staff to include information from the following curriculums: workplace violence planning, conflict management, domestic violence response, and 911 reporting. The training should be completed within a sixty-day period.

**B. Non-Certificate Option** complete a workplace violence planning process that is customized to match the organizations structure, resources and problems. Will include a security survey, employee safety survey and one crime prevention seminar that will be completed within a sixty-day period.

**C. Achievement Award** - Organizations that implement and operate exemplary workplace violence programs or security technology may receive a SAFE WORK Achievement Award from the Division.

**D. Re-certification** - Certified SAFE WORK organizations may re-certify for an additional two year period by having maintained their Workplace Safety Team and completing the suggested requirements outlined for the non-certificate option.



## LEGAL REVIEW

- The courts have ruled that organizations have the duty to protect a person from the criminal acts of a third party.
- Once the duty to provide protection is established, the organization will be liable for the breach of duty, for the failure to address the issues raised from direct threats or prior similar crimes committed on the property.
- Premise liability awards average between 1.5 to 2 million dollars per victim.

## CRIME FACTS

- Each week in the U.S. an average of 20 people are murdered and 18,000 are assaulted while in the workplace. (1995)
- Classroom violence has claimed the lives of 251 Americans since the 1992-93 school year. (7-25-99)
- The American workplace has experience 20 shooting incidents involving multiple victims since 1986. 115 of the victims died from their wounds. (8-5-99)
- For women, homicide is the leading cause of death in the workplace. (1994)
- 3 to 5 billion a year in lost workdays and productivity





Colonel H.W. Stanley, Jr  
Chief of Police

Henrico County Division of Police  
P.O. Box 27032  
Richmond, Virginia 23273

Telephone:  
804-501-4838

## ***Business Crime Questionnaire***

1. How long have you been in business in Henrico County?\_\_\_\_\_years\_\_\_\_\_months
2. Has your business been the victim of a crime within the last five years? \_\_\_\_\_(yes/no)
3. Has an employee been the victim of a crime within the last five years? \_\_\_\_\_(yes/no)
4. Have any of your customers been a victim of a crime or complained about crime activity in or around your premises?

\_\_\_\_\_ (yes/no/don't know)

5. If yes, to questions 2,3,or 4, please specify which type and number of crimes.

Armed Robbery

Credit Card Fraud

Burglary

Shoplifting\_\_\_\_\_Other

If more space is needed, please use the comment section.

6. If you answered the above question, did you report the crimes to the Henrico County Division of Police?
7. In the past year, do you feel that crime in your area has increased, decreased, or stayed about the same?  
Increased\_\_\_\_\_Decreased\_\_\_\_\_About same\_\_\_\_\_Don't know\_\_\_\_\_
8. Have you changed your store hours due to threat of crime?\_\_\_\_\_ (yes/no)
9. Have you taken any additional security measures on your own to upgrade the security at your business within the last five years?  
\_\_\_\_\_ (yes/no)

10. If yes to the above question, please specify what measures you have taken.

Increased lighting

Installed better security hardware

Installed an alarm system\_\_\_\_\_Increased employees on duty\_\_\_\_\_

Other:



## *Sample - Bank Security Survey Document*

On February 14, 2000, I conducted a security survey that addressed the environmental, administrative, and employee action control components of your business. The Henrico County Division of Police is concerned for the safety and security of your employees and patrons as well as the protection of your facility. Our goal is to provide you with crime prevention techniques tailored to your individual needs. Although nothing will make your business completely crime proof, weaknesses have been noted in the way your business operates. Please review the attached document that includes recommendations on how to improve the safety and security of your organization, and consider making the necessary improvements and reduce the risk of future crime.

Remember the Henrico County Planning and Zoning Department should be contacted to determine their requirements prior to correcting any structural, lighting or landscaping problems.

Thank you for meeting with me to discuss crime prevention techniques. While these recommendations do not guarantee a crime free environment, they will reduce the opportunity for crime to occur. We also suggest you maintain a current Letter of Authorization for No Trespassing on file with the police department, and frequently update Night Card information with our communications section. If I can be of any further assistance, please call me at 804-501-5236.

Sincerely,

Don Fowler, C.C.P.S.  
Crime Prevention Officer

Attachment

- 
- 
- The Henrico County Division of Police is concerned for the safety and security of your employees as well as your business. Our goal is to provide you with crime prevention techniques tailored to your individual needs. Although nothing will make your business completely crime proof, weaknesses have been noted in the way your business operates. Please review the following suggestions and consider making the necessary improvements and reduce the risk of future crime.
  - Lighting is one of the most economical and effective forms of crime prevention. The exterior lighting at your business appears adequate, however care should be taken to maintain all lights in working order.
  - Consider installing convex mirrors to allow employees to monitor blind spots and unmonitored areas located inside the building. Placing a convex mirror in the lobby will permit the teller line staff to monitor the administrative lobby, which leads to the meeting room and vice versa.
  - Any office, rooms, or closet in the business which is not occupied, or currently in use should be secured to reduce the area accessible to the public.
  - Consider developing your office into a safe room. A safe room requires a solid core door fitted with a peephole, dead bolt lock, and a telephone located inside the room. Conduct all banking procedures and the opening and closing of money banks while secured inside the safe room. This room may also provide your employees a safe haven during a crisis situation.
  - A public monitor should be installed to support the closed circuit television system and allow customers to see their actions being recorded.
  - We highly recommend the use of dye packs at each teller station. Dye pack systems greatly assist in the apprehension of offenders and the recovery of proceeds. These systems are safe and reliable and serve as a deterrent.
  - Encourage employees to increase their awareness concerning suspicious situations occurring inside the business and on the parking lot and property. Report all crime and suspicious situations immediately to the Henrico Division of Police.
  - Consider implementing a no loitering/no trespassing policy for your business. This policy should be supported by proper signage, and by filing a Letter of Authorization for No

# Henrico Division of Police Safe Work Program Completion Survey

Please complete this survey and assist the Henrico Division of Police to identify ways to improve the Safe Work program, and improve our service to the business community.

1. Please identify the Safe Work steps that your organization has implemented or completed to date.

- Security Survey
- Employee Safety Sample
- Safe Work Classes
- Anti-Violence Policy
- Workplace Safety Team
- Henrico Police-Business Coalition Member
- Safe Work Certificate Award

2. If you have completed Safe Work classroom training, please list the title of the class in the space provided.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

3. Please list improvements that the organization has made to security technology, facility layout, employee policies, and staff training since completing the Safe Work program.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

4. Overall, the Safe Work program has successfully assisted the organization to resolve workplace safety problems that existed prior to the organization entering Safe Work.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree



**Safe Work  
Certificate of Completion**

*This certifies that*

**Henrico County Business**

*Has successfully completed*

*Month X, 2001*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date