

Kennedy NASA Procedural Requirements

Effective Date: March 1, 2021

Expiration Date: March 1, 2026

Responsible Office: Human Resources

Kennedy Space Center Workplace Violence Prevention and Response Program

National Aeronautics and
Space Administration

John F. Kennedy Space Center

CHANGE LOG

Date	Revision	Description
4/10/15	Basic-1	Changed the responsible office from Human Resources to Center Operations and extended the expiration date to allow the new organization time to review, amend, and process revisions.
10/22/15	Rev. A	Updates were made to Purpose, Authorities, Applicable Documents, Measurement/Verification, Responsibilities of each of the Directorates, Appendix A, added Appendix B Acronyms List.
10/29/2020	Rev. A-1	Extension approved to allow for rewrite, Center wide review, comment disposition, and processing of final signatures.
3/1/2021	Rev. B	Updates reflect change from Workplace Violence Prevention and Response Team (WVPRT) to Threat Assessment Team (TAT), addition of Director, Human Resources, as co-chair, and responsible organization changed to Human Resources.

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PREFACE

P.1 Purpose

a. This Kennedy National Aeronautics and Space Administration (NASA) Procedural Requirements (KNPR) establishes procedures, requirements, and responsibilities for the assessment and prevention of violent or threatening behavior in the workplace in accordance with NASA Policy Directive (NPD) 1600.3, Policy on Prevention of and Response to Workplace Violence. This KNPR also identifies responsibilities and describes the operation of the Threat Assessment Team (TAT).

b. It is Kennedy Space Center (KSC) policy to provide a safe and secure environment in which all persons are free to work and associate without fear for their personal well-being. KSC reserves the right to deny access to anyone who may be a threat to the safety of others. KSC shall take all reasonable actions to prevent any form of personal harm from occurring to its employees, contractors, customers, suppliers, or other visitors.

c. Any form of violence, threats, intimidation, or harassment based on actions or statements will not be tolerated and shall be dealt with promptly. Threats, intimidation, and harassment include any actions or statements that would cause a reasonable person to believe that a person intends to harm another. Sanctions for such behavior may include, but are not limited to, criminal prosecution, removal from service, suspension, and denial of access to the Center.

P.2 Applicability

a. This directive applies to all KSC organizational elements, including contractors and tenants as specified in their contracts, operating lease or concession agreements. Contractors are responsible for conducting training, developing procedures, and responding to threats of workplace violence in accordance with applicable contract clauses, this procedural requirement, and other controlling authorities. While many contractors and tenants have and follow their own corporate workplace violence policies and procedures, all contractors and tenants must abide by NASA policies regarding workplace violence prevention. Contractors who do not have a workplace violence policy will follow guidance provided by this directive and the KSC Protective Services Office.

b. In this directive, all mandatory actions (i.e., requirements) are denoted by statements containing the term “shall.” The terms “may” or “can” denote discretionary privilege or permission, “should” denotes a good practice and is recommended, but not required, “will” denotes expected outcome, and “are/is” denotes descriptive material.

c. In this directive, all document citations are assumed to be the latest version unless otherwise noted.

P.3 Authority

a. 14 Code of Federal Regulations Part 1204, subpart 10 [Code of Federal Regulations \(CFR\)](#)

b. [NPD 1600.3, Policy on Prevention of and Response to Workplace Violence](#)

- c. [NPR 1620.3, Physical Security Requirements for NASA Facilities and Property](#)
- d. [KNPR 1600.1, KSC Security Procedural Requirements](#)

P.4 Applicable Documents and Forms

Homeland Security Presidential Directive 12, Policy for a Common Identification Standard for Federal Employees and Contractors

P.5 Measurement/Verification

The Deputy Chief, Protective Services Office, in partnership with Human Resources and the Chief Health and Medical Officer, shall establish Center evaluation requirements and conduct periodic reviews for program effectiveness as necessary.

P.6 Cancellation

This document cancels KNPR 1620.9, Rev. A, KSC Workplace Violence Prevention and Response Program.

/digitally signed by Lakeesha Flowers 12/18/2020

Lakeesha A. Flowers
Acting Director, Human Resources

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CHAPTER 1 KENNEDY SPACE CENTER WORKPLACE VIOLENCE PREVENTION AND RESPONSE PROGRAM

1.1 Responsibilities

1.1.1 The Deputy Chief, Protective Services Office shall:

- a. Serve as the Co-Chair for the TAT, convene meetings of the TAT and ensure proper representation by all concerned parties.
- b. Provide overall policy direction for the Workplace Violence Prevention and Response (WVPR) Program.
- c. Serve as liaison between TAT and Center management to ensure support and communicate the TAT's recommendations to management and to communicate approval of decisions, policy, and charter changes to the TAT.
- d. Provide recommendations to ensure the safety and security of employees, to include addressing employee misconduct, including violence.
- e. Provide recommendations regarding content of training for employees in identification, prevention, and response to workplace violence issues. Coordinate delivery of training to KSC population as appropriate.
- f. Ensure that all KSC first responder personnel, including security, emergency medical, and fire are adequately trained and properly equipped to respond to all types of workplace violence incidents.
- g. Through the Protective Services Office, provide Center metrics on workplace violence.
- h. In coordination with Human Resources, notify the Center Associate Director, Technical, of employee(s) involved in potential or actual workplace violence issues.
- i. Provide recommendations regarding employee suitability for access to secure areas as well as Center property; interpret and provide advice on the application of Homeland Security Presidential Directive 12, Policy for a Common Identification Standard for Federal Employees and Contractors.
- j. Ensure the safety and security of Human Resources, supervisors, and employees during the issuance of adverse action proposals and decision notices, and escort them off Center when necessary. These services shall be provided to contractor Human Resource departments as well.
- k. Provide protection to Human Resources staff and Employee Assistance Program (EAP) counselors when they are dealing with potentially violent individuals.
- l. In cases where potential or actual workplace violence incidents have resulted in the removal of personnel from KSC, ensure a system is in place to deny KSC access. This includes taking possession of access credentials (badges), "flagging" future access in the badging system, and the issuance of "Be On The Lookout" advisories, if necessary.

1.1.2 The Director, Human Resources shall:

- a. Co-chair the TAT.
- b. Make recommendations to management regarding potential adverse actions; oversee preparation, coordination, and issuance of disciplinary/adverse actions.
- c. Ensure that procedures are in place to work with KSC contractors on WVPR issues and incidents.
- d. Provide WVPR training to the KSC workforce in partnership with the Protective Services Office and Occupational Health and Employee Assistance Program Services.
- e. In coordination with the Protective Services Office, notify the Associate Director, Technical of employee(s) involved in potential or actual workplace violence issues.
- f. Request support from the Protective Services Office, and coordinate with the TAT, when there is knowledge that a NASA personnel action may potentially result in workplace violence.
- g. When appropriate, process personnel actions to address employees misconduct, including, but not limited to, acts of violence, threats of violence, and acts of intimidation or harassment.
- h. Communicate best practices to Human Resource Council members (Human Resource Directors from prime contractors at KSC).
- i. Direct Organizational Development Specialists, as appropriate, to manage post-incident workplace violence prevention and response efforts related to organizational effectiveness or satisfaction.
- j. Protect privacy, to the extent possible, of all parties involved in workplace violence incidents.
- k. Communicate updates to the WVPR program to the KSC workforce.

1.1.3 The Office of the Chief Counsel shall:

- a. Provide a representative to the TAT.
- b. Provide counsel regarding the legal implications of all recommendations issued by the TAT.
- c. Advise members of the TAT of the legal standards applicable to define the concept of threatening behavior.
- d. Make recommendations to the TAT on management's initial response to minimize the risk of workplace violence.

- e. Advise Human Resources and the employee's supervisory chain on matters related to any adverse action initiated.

1.1.4 The Health and Medical Systems Division shall:

- a. Provide a representative to the TAT.
- b. Provide advice to managers regarding employee medical conditions (physical and mental) that impact employee fitness for duty/performance/conduct, evaluate questionable or concerning behavior, and make recommendations for disposition of the employee.
- c. Consult with private health care providers who issue "fitness-for-duty" evaluations and interpret findings for management and Human Resource use.
- d. Consult with contract health care providers and interpret findings for management and Human Resource use.
- e. Participate in the development of policy concerning prevention of, and response to, workplace violence.
- f. Ensure that medical personnel use a systematic approach and proper safeguards when dealing with potentially violent individuals.
- g. Ensure that all applicable personnel are trained in Critical Incident Stress Management protocol.

1.1.5 The EAP Manager shall:

- a. Provide a representative to the TAT.
- b. Ensure that EAP personnel use a systematic approach and proper safeguards when dealing with potentially violent individuals.
- c. Provide advice and guidance to the TAT and the appropriate management official to help make informed decisions about the potential impact of an employee's mental condition on the employee's performance or conduct.
- d. Consult with private psychologists/psychiatrists or other health care providers who are treating employees.
- e. Consult with contracted psychologists/psychiatrists or other health care providers.

1.1.6 The Manager, Office of Diversity and Equal Opportunity shall:

- a. Provide a representative to the TAT.
- b. Provide recommendations to ensure that the policies and procedures developed by the team and implemented across the Center preserve employee rights and are in line with equal opportunity objectives.
- c. Review policy prior to implementation.

1.1.7 Considering the advice and recommendations from TAT, Supervisors/Management shall:

- a. Prepare, coordinate, and issues adverse actions resulting from incident.
- b. Stay adequately trained on workplace violence issues and policies.
- c. Report potential workplace violence issues to the Protective Services Office and Human Resources in a timely manner.
- c. Attempt to mitigate workplace violence through directing employees to appropriate training and personal counseling when signs of potential violence are detected.
- d. Not attempt to physically stop violent acts except as a last resort and shall call 911 for assistance (321-867-7911 by cell phone).
- e. Participate in TAT meetings as required.

1.1.8 Employees shall:

- a. Not threaten, harass, physically intimidate, or cause the touching of any coworkers or, by any action, statement, or gesture create an unsafe environment for others.
- b. Report all incidents, threats, or indicators of workplace violence to their supervisor, and if the supervisor is not available, to the Protective Services Office.
- c. Not attempt to physically stop violent acts except as a last resort and shall call 911 for assistance (321-867-7911 by cell phone).
- d. Complete WVPR refresher training on an annual basis. This training can be provided through live sessions, computer based training or another medium deemed appropriate by the Chair and members of TAT.

1.2 Reporting Protocols

1.2.1 Acts of violence

1.2.1.1 Any acts of violence shall be referred immediately to the Protective Services Office for action by calling 911 from a Center land line, or 321-867-7911 from a cell phone.

1.2.1.2 Within 24 hours after responding to an incident, the Chief, Protective Services Office shall contact the Human Resource Director or their designated representative. Together, they will coordinate any needed communication with the Center Director or Deputy Director and convene, if appropriate, the TAT.

1.2.2 Threats and potential acts of violence

1.2.2.1 It is the responsibility of all managers, supervisors, and employees to report any and all acts or behaviors that indicate a potential for workplace violence. These include, but are not

limited to, statements or behaviors that reference physical harm to the employee or others as well as bullying or intimidating behavior.

1.2.2.2 While ongoing acts of violence should always be referred immediately to the Protective Services Office for action, knowledge of potential acts may be reported to multiple sources. These include, but are not limited to, the EAP Manager, Labor Relations Manager, Human Resource Specialists, Legal Counsel, Office of Inspector General, Office of Diversity and Equal Opportunity, or other sources as appropriate.

1.2.2.3 It is the responsibility of the party notified to contact the Chair to report the incident. The Chair shall determine the need to convene the TAT. If it is determined that the team needs to be convened, this is to occur no later than the next working day.

1.3 Team Membership

1.3.1 The TAT membership consists of the individuals identified in the TAT charter, [C-0086](#).

1.3.2 Team composition for specific meetings will vary based on the issue being addressed. For threat assessment and response issues, team composition shall be limited to the core membership with participation by Ad Hoc members on an as needed basis. Team composition for policy and training matters will include a wider group to ensure representation from all segments of the population.

1.4 Meeting Process

1.4.1 TAT meetings will generally follow the process outlined in Appendix A. Deviations from the process may be needed based on unique or unanticipated circumstances.

1.5 Assessment and Review

1.5.1 The TAT may meet on a quarterly basis to review the status of cases from the previous quarter. This assessment and review may also, as appropriate, look at metrics, trends, and other emergent issues that may have implications for workplace violence prevention.

APPENDIX A

TAT Process for (Potential) Incidents of Workplace Violence

The TAT will convene as needed to respond to actual and potential workplace violence. As all inputs and perspectives are needed and valued, the following process will be used for TAT meetings.

A.1 Civil Service and Contractor Employees:

A.1.1 The Chair starts the meeting and solicits input first from the organization with the most knowledge of the incident.

A.1.2 After all parties have spoken, there will be an open exchange between the members to explore recommendations, and issues as appropriate. Once team consensus is reached, the supervisor(s) will be presented with the team's recommendation.

A.2 Post Incident Follow-up:

A.2.1 After the recommendation and course of action has been determined, an Action Officer for the specific incident will be appointed. The Action Officer will be responsible for contacting Human Resources to discuss disposition of the recommendations, updating other members of the team, and documenting the outcome of the recommendations and actions.

A.2.2 In addition, the services of Organizational Development Specialists will be engaged as appropriate to ensure maximum organizational effectiveness and satisfaction.

A.3 Documentation:

A.3.1 The details and disposition of the situation will be recorded. The details recorded will be sufficient to track the issue, determine lessons learned, and will provide the team with sufficient information to determine the effectiveness of the recommendations made by the team, monitor trends, and improve future processes, if needed. Documentation will be handled in a manner consistent with the protection of an employee's personal data.

APPENDIX B

Acronyms

CFR	Code of Federal Regulations
EAP	Employee Assistance Program
KNPR	Kennedy NASA Procedural Requirements
KSC	Kennedy Space Center
NASA	National Aeronautics and Space Administration
NPD	NASA Policy Directive
TAT	Threat Assessment Team
WVPR	Workplace Violence Prevention and Response