



**U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION**  
Mike Monroney Aeronautical Center  
Office of Facility Management

**ORDER  
AC 1600.27E**

Effective Date:  
09/15/2021

**SUBJ: Procedures for Responding to Violence at the Mike Monroney Aeronautical Center**

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**1. Purpose of This Order.** This Order states the policy, procedures, and responsibilities for the identification of potential and/or actual instances of workplace violence. It provides general requirements for the reporting of bizarre behavior and/or the actual communication of threats against individuals. It also identifies membership of the crisis team, specific crisis team actions during each phase of an incident and the categories of incidents. For instances of imminent violence and danger, managers should call 911 or 4-3444 for assistance from Security.

**2. Audience.** This Order is distributed to all managerial and supervisory levels at the Mike Monroney Aeronautical Center, as well as all tenant and straight-lined organizations.

**3. What This Order Cancels.** Order AC 1600.27D, "Procedures for Handling Violence at the Mike Monroney Aeronautical Center," dated September 14, 2017, is canceled and replaced with this update.

**4. Explanation of Policy Changes.** This revision adds additional definitions to include categories of events, updates the roles and responsibilities of AMC-1, 2 and AMP-1 and updates the emergency contact information for Managers, Supervisors, and Employees.

**5. Where to Find This Document:** This Order is located in the FAA Directives Management System (DMS) website: [http://employees.faa.gov/tools\\_resources/orders\\_notices](http://employees.faa.gov/tools_resources/orders_notices).

**6. Definitions.**

a. Bizarre Behavior. Any threatening behavior of a physical, emotional, or verbal behavior that results in an assault, battery, or creates an environment suggesting that personal harm or danger is forthcoming, whether delivered as a vague or direct message from the perpetrator.

b. Crisis Team. A group of MMAC senior managers that is convened to deal with potential and/or actual incidents of workplace violence.

c. Core Team Member. A crisis team member who is present each time the crisis team is convened. The core team members of the MMAC crisis team will be designated from the following

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Distribution: Electronic

Initiated By: AMP-1

organizations: Deputy Director, Aeronautical Center (AMC-2); Director, Office of Human Resource Services (AHF-C400); Program Director, Office of Facility Management (AMP-1); Aeronautical Center Counsel (AMC-7); Director, Civil Aerospace Medical Institute (AAM-3); ASH Senior Leader, (ASH), and the Manager, Labor & Employee Relations (AHL-C400).

d. Collateral Team Member. A team member who is called to membership during specific phases of a potential or actual incident of workplace violence. Collateral team members will be individuals or organizations such as management officials from organization(s) affected by the potential or actual incident of workplace violence. The Deputy Federal Air Surgeon (AWP-300) has been included as a possible Collateral Team Member.

e. Bullying, Harassment, or Intimidation: Where a person feels that they may be injured or harmed through verbal or non-verbal cues which infer use of force or are threatening, disturbing or humiliating.

f. Threats or Threatening Behavior: Intentional behavior or language which causes a person to fear injury or harm. It includes acts of aggression such as yelling, pounding on desks, slamming doors, blocking or cornering, and verbal, e-mailed or other written threats.

g. Verbal Altercations: An angry or heated discussion, quarrel or argument where one person fears that they will be injured or harmed.

h. Physical Altercations: A confrontation, tussle or physical aggression that may or may not result in injury. Physical altercations are distinguished from verbal altercations by the use of physical force or contact, to include violent aggressive sexual contact (i.e., rape or sexual battery).

i. Weapons Involvement: Use of a weapon with the intent to harm oneself, or coerce other persons or property.

## **7. Roles and Responsibilities.**

a. The Deputy Director, Aeronautical Center (AMC-2), or, in the absence of that official, the following order of succession will serve as the crisis team leader.

1. Director, Aeronautical Center (AMC-1)
2. Director, Office of Facility Management (AMP-1)
3. Designated actor for Director, Aeronautical Center (AMC-1)

That person is responsible for convening the crisis team, identifying and convening collateral team members, and directing the execution of all decisions of the crisis team. Upon being informed of an incident in progress, the crisis team leader must inform the ASH Senior Leader of the incident prior to convening the crisis team.

b. The AMP core member of the crisis team must provide advice and assistance to the crisis team on matters of building and grounds physical security and coordinate with the ASH Senior Leader about the need for and direction of contract security guard involvement and services.

c. The AMC-7 core member of the crisis team must provide legal counsel to the crisis team on all matters.

d. The ASH Senior Leader on the crisis team must provide personnel and physical security advice and investigative personnel as needed by the crisis team and will act as the liaison between the crisis team and civil law enforcement authorities.

e. The AAM-3 core member of the crisis team may be asked to coordinate with the appropriate AAM medical personnel the rendering of a medical opinion to the crisis team about the reported bizarre behavior or threat.

f. Collateral team member(s) of the crisis team must provide advice and/or assistance to the crisis team as requested.

g. Managers and Supervisors must report instances of bizarre behavior, threats, and/or acts of violence against DOT employees or contractor personnel at the MMAC or the Thomas Road Warehouse Facility through their organizational chain of command, who in turn will report this to AMC-2. However, if time does not permit this, managers/supervisors should immediately contact AMC-2 directly at (405) 954-4521. If unable to reach anyone in their chain of command or AMC-2, managers/supervisors are to contact the Security Guard Force at (405) 954-4566.

If there is a question about whether or not the perceived threat or bizarre behavior requires a crisis team meeting, managers and supervisors should first contact their Program Director (through their management chain of command) if time permits. **If it is an emergency they should contact the Security Guard Force at (405) 954-3444.**

h. Employees must report any instances of bizarre behavior, threats, and/or acts of violence against DOT employees or contractor personnel at the MMAC or the Thomas Road Warehouse Facility to their manager/supervisor, who in turn will report this to AMC-2. **If it is an emergency they should contact the Security Guard Force at (405) 954-3444.**

## **8. Phases of Workplace Violence Incidents.**

a. Pre-Incident or Preventative Phase. When a report of bizarre behavior or threat of violence is received by AMC-2, the crisis team will be convened within 24 hours of the beginning of the business day with the core members and collateral members present unless, in the judgment of AMC-2, the situation does not warrant convening of the crisis team. When convened, the crisis team will review the information available concerning the matter and will decide upon a course of action necessary to prevent an actual act of violence.

b. Incident Phase. When a report of actual violence is received by AMC-2, the crisis team will be convened with the core members and collateral members present. The crisis team will review all information available and will direct the appropriate action to be taken. This phase may also consist of simply removing the threat from the workplace.

c. Post-Incident Phase. After an actual act of violence or the removal of the threat from the workplace, the crisis team will be convened with the core members and collateral members present.

The crisis team will direct the action(s) necessary to close out the incident. The crisis team will be responsible for the preparation and/or consolidation of reports prepared concerning the incident and providing those reports to the appropriate officials. The perpetrating employee's-owning organization has overall responsibility to execute actions as directed by both the crisis team and Employee and Labor Relations Office. Once directed actions have been completed, the supervisor shall finalize the incident with a short post-incident summary report provided to the Crisis Team leader.

**Kevin Gerard**  
**O'Connor**

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Kevin O'Connor  
Deputy Director, Mike Monroney Aeronautical Center

## Appendix A. Crisis Team Core Members Contact List

Deputy Director, Aeronautical Center (AMC-2)	(405) 954-4521
Director, Office of Human Resource Services (AHF-C400)	(405) 954-3501
Program Director, Office of Facility Management (AMP-1)	(405) 954-4572
Aeronautical Center Counsel (AMC-7)	(405) 954-3296
Director, Civil Aerospace Medical Institute (AAM-3)	(405) 954-1000
ASH Senior Leader (ASH)	(405) 954-3212
Manager, Labor & Employee Relations (AHL-C400)	(405) 954-1859