



**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

Mike Monroney Aeronautical Center
Office of Facility Management

**ORDER
AC 1600.27F**

Effective date:
11/17/2023

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

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. This Order cannot cover every circumstance related to threats of workplace violence; however, it provides general requirements and guidance for the reporting of threatening behavior and/or the actual communication of threats against individuals. This order 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 954-3444 from a desk phone for assistance from Security (*Note that if calling from a cell phone while on the Aeronautical Center, please call (405) 954-3444 to ensure prompt response from Security).

2. Audience. This Order is distributed to all supervisors, managers, and equivalent at the Aeronautical Center including those in tenant and straight-lined organizations.

3. What This Order Cancels. Order AC 1600.27E, "Procedures for Handling Violence at the Mike Monroney Aeronautical Center," dated September 15, 2021, is canceled, and replaced with this update.

4. Explanation of Policy Changes. This revision updates definitions, roles, and responsibilities.

5. Where to Find This Document. This Order is located on the FAA Directives Management System (DMS) website:

http://employees.faa.gov/tools_resources/orders_notices.

6. Definitions.

a. **Threatening Behavior.** Any behavior of a physical, emotional, or verbal nature that creates an environment suggesting that personal harm or danger is forthcoming, whether delivered as a vague or direct message from the perpetrator. Examples of Threatening Behavior may include, but are not limited to, acts of aggression such as yelling, pounding on desks, slamming doors, blocking, or cornering, verbal, e-mailed, or other written threats, and unwanted physical contact.

b. Crisis Team. A group of Aeronautical Center managers who are convened to deal with potential and/or actual incidents of workplace violence or threatening behavior.

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 consist of the following: Deputy Director, Aeronautical Center (AMC-2); Director AAC Regional Human Resource Services (AHF-S200); Program Director, Office of Facility Management (AMP-1); Employment and Labor Law Counsel (AGC-100); Director, Civil Aerospace Medical Institute (AAM-3); Senior Representative, Security and Hazardous Material Safety (ASH), and the Manager, Labor & Employee Relations (AHL-C400).

d. Collateral Team Member. A team member who is called to membership, as needed, during specific phases of a potential or actual incident of workplace violence or threatening behavior. Collateral team members will be individuals or organizations such as management officials from the organization(s) affected by the potential or actual incident of workplace violence or threatening behavior.

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

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

g. Physical Altercations: A confrontation, tussle, or physical aggression that may or may not result in injury. The difference between a Physical Altercation and a Verbal Altercation is that Physical Altercations include physical force or contact; this includes violent aggressive sexual contact (i.e. rape or sexual battery).

h. 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) will serve as the Crisis Team leader. In the absence of that official, the individual holding each of the managerial roles listed, in the following order, 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)

The Crisis Team Leader is responsible for convening the Crisis Team, identifying, and convening collateral team members, and directing the execution of all decisions of the Crisis Team. When possible, the ASH Senior Representative or ASH designated point of contact will

be contacted prior to the Crisis Team meeting, so applicable database checks (if warranted) can be accomplished.

b. The AMP core member of the Crisis Team will provide advice and assistance to the Crisis Team on matters of Aeronautical Center facility physical security.

c. The AGC-100 core member of the Crisis Team provides legal counsel to the Crisis Team on all relevant matters. Legal advice provided is privileged.

d. The ASH Senior Representative on the Crisis Team provides advice and assistance on personnel security, physical security, access, clearance, ID media, and investigative personnel as needed by the Crisis Team. ASH will act as the sole liaison between the crisis team and civil law enforcement authorities. ASH's Office of Investigations and Professional Responsibility (AXI) may also conduct a formal investigation of any workplace violence case, including those related to federal employees and contractors.

e. The AAM-3 Core Member of the Crisis Team may be asked to coordinate with the appropriate AAM medical personnel to render a medical opinion to the Crisis Team about the reported threatening behavior.

f. The AHL-C400 Core Member of the Crisis Team will advise on any obligations arising out of the applicable collective bargaining agreement(s) and/or related Human Resources policy and will coordinate all responses to inquiries submitted by union representatives.

g. The AHF-S200 Core Member of the Crisis Team will advise on matters pertaining to staffing (internal assignments), compensation, personnel transactional processing, records maintenance in electronic Official Personnel Folders, and related human resource policies and operating instructions.

h. Collateral team member(s) of the Crisis Team will provide advice and/or assistance to the Crisis Team, as requested.

i. Managers and Supervisors must report instances of threatening behavior, and/or acts of violence against DOT employees or contractor personnel at the Aeronautical Center or the Thomas Road Warehouse Facility through their organizational chain of command (OCOC). The OCOC will relay the information to AMC-2. If time does not permit contacting the OCOC, 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 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, managers and supervisors should contact the Security Guard Force at (405) 954-3444.**

j. Employees must report any instances of threatening, and/or potentially threatening behavior, and/or acts of violence against DOT employees or contractor personnel at the Aeronautical Center or the Thomas Road Warehouse Facility to their manager/supervisor, who in turn will report this to AMC-2. **If it is an emergency, employees 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 potentially threatening behavior or threat of violence is received by AMC-2, the Crisis Team will be convened within 24 hours 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 AMC-2 receives a report of actual violence, the Crisis Team, including Core and Collateral Members, will convene. 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, to include all Core and Collateral Members, will convene. 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 the employee and Labor Relations Office. Upon completion of the directed actions, the supervisor must provide the Crisis Team leader with a short post-incident final summary report.

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