



## CSG Systems prevents workplace violence by implementing MySafeWorkplace in response to disgruntled ex-employee

### Situation

When a recently terminated employee began sending former co-workers threatening e-mails and accosting them in the company parking lot, Rae-Ellen Hamilton, vice president for human resources of CSG Systems, became concerned that the situation would escalate and lead to lost productivity, stress-related absences, or even loss of valuable employees if allowed to continue. And because the man had made statements like “I’m watching you” and “I’m going to get you,” to the former co-workers, HR staff, and herself, she was especially concerned about the physical safety of all CSG employees. CSG is a publicly traded international solutions and services provider for the communications industry based in Denver.

The threatened employees, five men, were becoming increasingly stressed by the man’s menacing behavior. Hamilton had to handle the potentially violent ex-employee firmly, safely and quickly.

### Solution

Following company protocol when there is a threat of workplace violence, Hamilton took no action herself but immediately contacted Business Controls. CSG already had MySafeWorkplace in force, and Business Controls recommended using it to communicate with the five affected employees. They were asked to immediately report any further contact using the MySafeWorkplace hotline to further shield the human resources staff, who had also been threatened.

But the most important initial task was to assure that the ex-employee, who had been terminated because of poor job performance, did not approach his former co-workers again. Business Controls took immediate steps to help Hamilton secure a temporary restraining order barring the man from the premises. The restraining order was made permanent when the man continued to contact both the company and employees.

Business Controls also instructed the CSG IT department to block his e-mails. Security was stepped up around the building both internally and externally. And to place an added layer of security between Hamilton and the man, Business Controls became the sole point of contact for him, and he called them repeatedly with complaints, threats, and demands.

While they were proactively working to remove the immediate threat, Business Controls’ investigations and psychology staff undertook a thorough background investigation and psychological profiling. They determined the man was unlikely to carry out his threats of violence because he had too much at stake personally. He was a classic bully who would back down when confronted with authority.

Hamilton had a secondary concern about the dismissed worker. Although he had been terminated for cause, he was convinced his performance had been outstanding and insisted he had been wrongfully fired. The MySafeWorkplace hotline and the thorough investigation and follow-up Business

Controls conducted provided a detailed audit trail to back up the company’s actions before and after the termination if the man ever decided to sue or pursue an EEOC action. He didn’t.

### Result

Today, almost four years after the incident, Business Controls continues to act as intermediary between the ex-employee and CSG, shielding Hamilton and CSG personnel from further interaction with him. He called over the next few years asking for the restraining order to be lifted because he wanted to buy a gun. The restraining order remains in place.

Business Controls’ comprehensive suite of reporting, investigative, and psychological services gave Hamilton the expertise and support she needed to defuse a potentially dangerous person both immediately and for years after the incident. Hamilton continues to rely on Business Controls for day-today guidance in sensitive workplace issues. She has high praise for Business Controls: “Whenever a difficult workplace issue arises that I don’t have the knowledge or specialized expertise to handle, I always call Business Controls. They are a fabulous resource. They always know what to do and are very, very effective at their work.” CSG Systems prevents workplace violence by implementing MySafeWorkplace in response to disgruntled ex-employee