

# Violence in the Workspace

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## **1. Purpose**

It is the policy of the Company and the responsibility of its managers and all of its employees to maintain a workspace free from threats and acts of violence. The Company will work to provide a safe workspace for employees and for visitors to the workspace. Each employee, and everyone with whom we come into contact in our work, deserves to be treated with courtesy and respect.

## **2. Description**

The Company does not tolerate any type of workspace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities.

### **2.1 Prohibited Conduct**

The list of behaviours, while not exhaustive, provides examples of conduct that is prohibited:

- a. Causing physical injury to another person.
- b. Making threatening remarks.
- c. Acting out in an aggressive or hostile manner that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- d. Intentionally damaging employer property or property of another employee.
- e. Possessing a weapon while on Company property or while on Company business.
- f. Committing acts motivated by, or related to, sexual harassment or domestic violence.

### **2.2 Reporting Procedures**

- a. Any potentially dangerous situations must be reported immediately to your supervisor or Incident Response Coordinator/Team, or the Human Resources Department.
- b. Reports of workspace violence may be made anonymously and investigated accordingly. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis.
- c. All parties involved in a situation will be counselled and the results of the investigations will be discussed with them.
- d. The Company will take appropriate action at any indication of a potentially hostile or violent situation.

### **2.3 Risk Reduction Measures**

While the Company does not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform the Incident Response Coordinator/Team or Human Resources Department if any

employee, claimant, customer, or vendor exhibits behaviour that could lead to a potentially dangerous situation. Such behaviour includes, but is not limited to, the following:

- a. Discussing dangerous weapons and/or bringing such weapons into the workspace.
- b. Displaying overt signs or extreme stress, resentment, hostility, or anger.
- c. Making threatening remarks.
- d. Exhibiting sudden or significant deterioration of performance.
- e. Displaying irrational or inappropriate behaviour.
- f. The Incident Response Coordinator/Team and the Human Resources Department will identify and maintain a list of workspace violence incidents and will design a plan to prepare for possible emergency situations.

## **2.4 Dangerous/Emergency Situations**

- a. Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual.
- b. Employees should remain calm, make constant eye contact and talk to the individual.
- c. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given.

## **2.5 Enforcement**

- a. Threats, threatening conduct, or any other acts of aggression or violence in the workspace will not be tolerated.
- b. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination.
- c. Non-employees engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.
- d. Commitments and Responsibilities
- e. Successful implementation of this policy requires the commitment and cooperation of all Company Personnel.
- f. Management Involvement and Commitment
- g. Demonstrate organizational concern for employees' and customers' emotional and physical health and safety.
- h. Oversee Violence in the Workspace Program to ensure that all managers, supervisors, and employees understand their obligations.
- i. Allocate authority and resources to responsible parties in the Incident Response Team.
- j. Provide a comprehensive program of medical care and psychological counselling and debriefing for employees experiencing or witnessing assaults and other violent incidents.

- k. Encourage employees to report violent incidents promptly.
- l. Incident Response Coordinator's/Incident Response Team's Involvement and Commitment.
- m. Encourage employees to promptly report incidents and to suggest ways to reduce or eliminate risks.
- n. Develop and maintain a comprehensive plan for maintaining security in the workspace, including establishing a liaison with law enforcement and others.
- o. Conduct worksite analysis to determine existing or potential hazards for workspace violence.
- p. Record, track, monitor, and analyse workspace violence incidents.
- q. Conduct workspace security analysis.
- r. Assist with training and educating employees of potential workspace violence incidents.

### **3. Human Resource Department's Involvement and Commitment**

- a. Create policy of zero tolerance for workspace violence, including verbal and nonverbal threats and related actions.
- b. Ensure that employees who report or experience workspace violence will not experience retaliation of any kind.
- c. Encourage employees to promptly report incidents and suggest ways to reduce or eliminate risks.
- d. Conduct and/or provide training and education to employees regarding potential workspace violence incidents.
- e. Support and implement appropriate recommendations from the Employee Safety and Health Committee.

### **4. Employee Involvement and Commitment**

- a. Understand and comply with the Violence in the Workspace Program and any other safety and/or security measures in place by the Company.
- b. Participate in an employee suggestion procedure covering safety and security concerns.
- c. Promptly report violent incidents or potential for violence to your manager, supervisor or Incident Response Coordinator/Team.
- d. Participate in continuing education program that covers techniques to recognize escalating agitation, assaultive behaviour, or criminal intent.

**[End Of Document]**