

The safety and security of State Farm's employees and visitors are a top priority. Safety in the workplace is not something we can take for granted. State Farm recognizes we may deal with unhappy policyholders, disgruntled employees, or other frustrated individuals. That's why we developed the Workplace Security Policy.

State Farm knows one of the best ways to handle a violent situation is to prevent it. Today, security personnel monitor many of our offices. However, security personnel often do not interact with angry or stress-filled individuals. You are the people who talk to policyholders, handle claim issues, sit near coworkers, and do business with vendors.

This policy helps you identify what State Farm considers a violent or potentially violent situation. Knowing what behavior is unacceptable and how to react to it can help protect you and others while at work.

## ***Workplace Security Policy***

Activities that suggest violence or danger and occur while on or using State Farm's property or while on Company business are prohibited. These activities include but are not limited to:

- intimidation
- making threats
- making jokes or offensive comments regarding violent acts
- exhibiting threatening behavior
- engaging in a violent act
- possessing a firearm or other weapon\*
- committing a crime in violation of existing laws

If an employee observes these activities or any others that suggest violence or danger, management should be advised immediately. Management will communicate the information to others on a need-to-know basis. If an employee faces an immediate situation and does not have time to contact management, he or she may contact law enforcement authorities and take safety measures to prevent a threat or violent act from being carried out.

Any person who acts in a threatening or violent manner should be requested to leave the premises immediately. That person is to remain off State Farm premises pending the outcome of an investigation, which may include a search. Any items found in violation of Company policy may be confiscated. Any illegal articles discovered will be turned over to law enforcement representatives.

State Farm will respond appropriately if the investigation reveals Company policy violations. The response may include, but not be limited to, suspension and/or termination of any business relationship, disciplinary action up to and including termination of employment, and/or seeking arrest and prosecution of the person(s) involved.

In addition, State Farm is to be notified of any protective or restraining order which lists a State Farm location as a protected area or identifies any individual who should not enter a State Farm location. State Farm will maintain confidentiality to the extent possible.

Any questions about State Farm's Workplace Security policy should be directed to management, a personnel representative, or administrative services management.

\* This prohibition does not apply to security personnel, on-duty law enforcement officers, or disposition of weapons through a salvage operation.

## ***Activities That Suggest Violence or Danger . . .***

State Farm wants you to understand what is considered inappropriate behavior. The following discusses some of the activities mentioned in the policy:

*Intimidation* may create anger or animosity in the person being intimidated, resulting in a violent situation. "Bullying" tactics do not belong in a business setting.

*Making threats or jokes* about violent acts may seem harmless at the time. However, what someone may have intended as an innocent remark may not be taken that way.

*Threatening behavior* might include intimidation or making threats. But it may also be less obvious. For example, you may notice a coworker acting much differently than normal. That person may seem especially frustrated or frantic. Although he or she has not made any direct threats or intimidated anyone, you feel a bit uneasy or unsafe around that person. This behavior may be considered threatening.

*Violent acts* do not belong in the workplace. These include, among others, fighting, pushing, punching, throwing an object, and kicking.

*Firearms or other weapons*, even if licensed and legally owned by employees or customers, have no purpose at State Farm. Although the owner may take precautions (locking the weapon in their desk, leaving a firearm unloaded), a risk of the weapon being used to hurt or threaten others remains. For this reason, firearms and other weapons are prohibited on State Farm property unless their possession is part of a person's job duties (e.g. salvage, security, or law enforcement).

*Crimes* may not always involve a violent act, but they still affect employees' security. State Farm employees should have a relaxed, positive work environment, and crimes may take away this sense of security.

State Farm will not tolerate these activities from employees, vendors, or customers. If you are involved in or become aware of situations like these at work, State Farm wants to know. By looking into the issue, the Company may avoid a dangerous confrontation.

To report a situation, please follow the procedures on your desk card and complete the Threat Report Checklist. If you are unsure whether to report a situation, you should probably do so. Then, State Farm will check into it.

## ***Safety First***

You should inform your management of the situation. Include details you recorded using the Threat Report Checklist. Your management knows who to call for assistance. They will communicate only to those who need the information to do their jobs.

Of course, some situations may not give you time to contact management. Someone near you may be threatening violence. If you are in immediate danger, here are some dos and don'ts to keep in mind:

### **DO**

Call the police, if possible.

Leave the area, if possible.

Hide or protect yourself.

Think of the safety of you and others before you do or say anything.

### **DON'T**

Attempt to use the phone if it might make the perpetrator more angry.

Try to escape if it might further endanger you or others.

Yell at or attack the perpetrator. This may only enrage the perpetrator and instigate a violent act.

Try to be a hero. Some things only work in the movies.

Each situation is different. Use your common sense. Your primary focus should be safety until experienced professionals can arrive.

## *State Farm's Role*

If a threat seems less immediate, State Farm will investigate the situation and try to determine the cause. State Farm may be able to communicate with those involved and resolve the issue. We may also be able to take steps to avoid similar situations in the future.

In more serious cases, State Farm will investigate the circumstances of each situation and respond appropriately. For State Farm employees, this may involve disciplinary action up to and including termination of employment. For vendors and customers, the response may include suspension or termination of its business relationship. If the situation warrants, State Farm may seek arrest and prosecution of those involved.

## *Personal Issues*

Not every threat to State Farm's security is directly related to our business relations. Sometimes an employee's personal issue can impact other employees. Perhaps an angry spouse or friend of an employee will try to enter State Farm property to confront the employee. This may also put others at risk. That is why we need to know of any restraining order that lists a State Farm location as off-limits. Once again, State Farm understands the personal nature of these situations and will communicate the information only to those who need it.

## *Desk Cards*

You have been given a desk card with procedures for reporting a threat. Place this where you can find it easily (near your phone, by your terminal, etc.). A Threat Report Checklist on the back of the desk card helps you remember the information State Farm needs to know. If the threat isn't immediate, write answers to the questions on a separate sheet of paper. You may also access an electronic useform of the Threat Report Checklist. (Directions are on the desk card.)

## *Wallet Cards*

You may be involved in or learn of a threatening situation when you are away from a State Farm location. Whether you are on a business trip or handling a claim, State Farm wants you to know what to do. Your wallet card has a copy of the procedures and Threat Report Checklist. We encourage you to carry it at all times. There are spaces on the wallet card to fill in the phone numbers of your local police and administrative services department. Make sure you write down those numbers as soon as you get your card.

## *Our Workplace Security*

State Farm develops and modifies its security procedures to maintain a positive work environment. The goal is for employees to feel and be safe whether their workplace is an office, a claim site, or any other location we do business. The Workplace Security Policy should increase employee awareness of safety issues that concern us today. Please take the time to understand the policy. Then, help State Farm by cooperating with the guidelines and reporting those who don't. With your help, State Farm can take the steps needed to maintain a safe work environment.

