WORKPLACE VIOLENCE PREVENTION PROGRAM

Scope and Application

Our establishment, [Organization Name] is concerned and committed to our employees' safety and health. We refuse to tolerate violence in the workplace and will make every effort to prevent violent incidents from occurring by implementing a Workplace Violence Prevention Program (WPVP). We will provide adequate authority and budgetary resources to responsible parties so that our goals and responsibilities can be met.

Our program ensures that all employees, including supervisors and managers, adhere to work practices that are designed to make the workplace more secure, and do not engage in verbal threats or physical actions which create a security hazard for others in the workplace.

All employees, including managers and supervisors, are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment.

The management of our establishment is responsible for ensuring that all safety and health policies and procedures involving workplace security are clearly communicated and understood by all employees. Managers and supervisors are expected to enforce the rules fairly and uniformly.

Implementation

All managers and supervisors are responsible for implementing and maintaining our WPVP Program. We encourage employee participation in designing and implementing our program. We require prompt and accurate reporting of all violent incidents whether or not physical injury has occurred. We will not discriminate against victims of workplace violence.

A copy of this Policy Statement and our WPVP Program is readily available to all employees from each manager and supervisor.

Our program will be reviewed and updated annually.

Procedures

1.0 Threat Assessment Team

A. A threat assessment team will be established and part of their duties will be to assess the vulnerability to workplace violence at our establishment and reach agreement on preventive actions to be taken.

1. They will be responsible for auditing our overall Workplace Violence Program.
B. Threat assessment team members:

Name:___________________ Title:___________________ Phone:________
Name:___________________ Title:___________________ Phone:________
Name:___________________ Title:___________________ Phone:________
Name:___________________ Title:___________________ Phone:________

C. The team will develop employee training programs in violence prevention and plan for responding to acts of violence.
1. They will communicate this plan internally to all employees.
2. The threat assessment team will begin its work by reviewing previous incidents of violence at our workplace.
3. They will analyze and review existing records identifying patterns that may indicate causes and severity of assault incidents and identify changes necessary to correct these hazards.
   a) These records include but are not limited to:
      • OSHA logs
      • Past incident reports
      • Medical records
      • Insurance records
      • Workers compensation records
      • Police reports
      • Accident investigations
      • Training records
      • Grievances
      • Minutes of meetings
4. The team will communicate with similar local businesses and trade associates concerning their experiences with workplace violence.

D. They will inspect the workplace and evaluate the work tasks of all employees to determine the presence of hazards, conditions, operations and other situations which might place our workers at risk of occupational assault incidents.
1. Employees will be surveyed to identify the potential for violent incidents and to identify or confirm the need for improved security measures.
   a) These surveys shall be reviewed, updated and distributed as needed or at least once within a two year period.

E. Periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence will be performed by the following representatives of the threat assessment team, in the following areas of our workplace:

Representative: ______________________ Area ______________________
Representative: ______________________ Area ______________________
Representative: ______________________ Area ______________________

1. Periodic inspections will be performed according to the following schedule:
   [Frequency] (Daily, weekly, monthly, etc.)
2.0 Hazard Assessment
   A. On [Date], the threat assessment team completed the hazard assessment.
      1. This consisted of:
         a) A records review
         b) Inspection of the workplace
         c) Employee survey
   B. Records review
      1. The threat assessment team reviewed the following records:
         a) _____ OSHA logs for the last three years
         b) _____ Incident reports
         c) _____ Records of or information compiled for recording of assault incidents or near assault incidents
         d) _____ Insurance records
         e) _____ Police reports
         f) _____ Accident investigations
         g) _____ Training records
         h) _____ Grievances
         i) _____ Other relevant records or information: ____________________
      2. From these records, we have identified the following issues that need to be addressed:
         •
         •
         •
         •
         •
         •
         •
         •

3.0 Workplace Security Analysis:
   A. Inspection
      1. The threat assessment team inspected the workplace on [Date]. From this inspection the following issues have been identified:
         •
         •
         •
         •
         •
         •
         •
B. Review of tasks
   1. The threat assessment team also reviewed the work tasks of our employees to determine the presence of hazards, conditions, operations and situations which might place workers at risk of occupational assault incidents. The following factors were considered:
      a) Exchange of money with the public
      b) Banking and deposits
      c) Site security and surveillance
      d) Site alarming capabilities
      e) Working alone or in small numbers
      f) Working late at night or early in the morning hours
      g) Working in a high crime area
      h) Guarding valuable property or possessions
      i) Working in community settings
      j) Staffing levels
      k) Other

   1. From this analysis, the following issues have been identified:
      •
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      •
      •
      •
      •

4.0 Workplace Survey:
   A. Under the direction of the threat assessment team, we distributed a survey among all of our employees to identify any additional issues that were not noted in the initial stages of the hazard assessment.
   1. From that survey, the following issues have been identified:
      •
      •
      •
      •
      •
      •

   2. From this analysis, the following issues have been identified:
      •
      •
      •
      •
      •
      •
WORKPLACE VIOLENCE PREVENTION PROGRAM

5.0 Workplace Hazard Control and Prevention
   A. In order to reduce the risk of workplace violence, the following measures have been recommended:
      1. Engineering controls: ________________________________
      2. Administrative and procedural controls: ______________________
      3. Training: ________________________________
      4. Building design: ________________________________
      5. Other: ________________________________
   B. Management has instituted the following as a result of the workplace security inspection and recommendations made by the threat assessment team:
      •
      •
      •
      •
      •
      •
      •
      1. These changes were completed on [Date].
      2. Policies and Procedures must be developed as a result of the threat assessment team's recommendations

6.0 Training and Education
   A. Training for all employees, including managers and supervisors, was given on [Date]. This training will be repeated every two years.
      1. Training included:
         a) A review and definition of workplace violence
         b) A full explanation and full description of our program (all employees were given a copy of this program at orientation)
         c) Instructions on how to report all incidents including threats and verbal abuse
         d) Methods of recognizing and responding to workplace security hazards
         e) Training on how to identify potential workplace security hazards such as:
            • No lights in parking lot while leaving late at night
            • An unknown person loitering outside the building
         f) Review of measures that have been instituted in this organization to prevent workplace violence including:
            • Use of security equipment and procedures
            • How to attempt to diffuse hostile or threatening situations
            • How to summon assistance in case of an emergency or hostage situation
            • Post-incident procedures, including medical follow-up and the availability of counseling and referral.
WORKPLACE VIOLENCE PREVENTION PROGRAM

2. Additional specialized training was given to:
   a) Name, Department, Job Title: ___________________________________
   b) Name, Department, Job Title: ___________________________________
   c) Name, Department, Job Title: ___________________________________

3. This training was conducted by _______________________________ on [Date] and will be repeated every year or more often based on needs identified by the threat assessment team, management or Human Resources.

B. Trainers will be qualified and knowledgeable. Our trainers are professionals [list type of certification]. At the end of each training session, employees will be asked to evaluate the session and make suggestions on how to improve the training.

C. All training records will be filed with ____________________.

D. Workplace Violence Prevention training will be given to new employees as part of their orientation.

E. A general review of this program will be conducted every year or more often based on needs identified by the threat assessment team, management or Human Resources.
   1. All changes shall be documented. Our training program will be updated to reflect changes in our Workplace Prevention Program.

7.0 Incident Reporting and Investigation

A. All incidents must be reported within [Time].
   1. An "Incident Report Form" will be completed for all incidents.
   2. One copy will be forwarded to the threat assessment team for their review and a copy will be filed with [Job Title].
   3. Each incident will be evaluated by the management and the threat assessment team.
      a) The team will discuss the causes of the incident and will make recommendations on how to revise the program to prevent similar incidents from occurring.
      b) All revisions of the Program will be put into writing and made available to all employees.

8.0 Documentation Summary

A. Records
   1. We will maintain an accurate record of all workplace violence incidents. All incident report forms will be kept for a minimum of [Time], or for the time specified in the Statute of Limitations for our local jurisdiction.
   2. Any injury will be recorded on the OSHA log.
      a) Doctors’ reports and supervisors’ reports will be kept of each recorded incident, if applicable.
   3. Incidents of abuse, verbal attack, or aggressive behavior which may be threatening to the employee, but not resulting in injury, will be recorded.
      a) These records will be evaluated immediately with documentation of actions by Management and the threat assessment team.
WORKPLACE VIOLENCE PREVENTION PROGRAM

4. Minutes of the threat assessment team meetings shall be kept for [Time].
5. Records of training program contents, and the sign-in sheets of all attendees, shall be kept for [Time].
   a) Qualifications of the trainers shall be maintained along with the training records.

B. The Risk Management Center is to be used to document all information including the following:

<table>
<thead>
<tr>
<th>Documents</th>
<th>Risk Management Center Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Workplace Violence Prevention Program</td>
<td>My Content™</td>
</tr>
<tr>
<td>Training Documentation including:</td>
<td>Training Track™ application</td>
</tr>
<tr>
<td>- Classroom training and training course completed</td>
<td></td>
</tr>
<tr>
<td>- Sign-in sheets</td>
<td></td>
</tr>
<tr>
<td>- Quizzes</td>
<td></td>
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<tr>
<td>- Skills evaluations</td>
<td></td>
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<tr>
<td>- Operator Certificates</td>
<td></td>
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<tr>
<td>Pre-shift Inspection Checklists</td>
<td>My Content™</td>
</tr>
<tr>
<td>Safety Observations</td>
<td>Job Hazard Analysis/ Safety Observation Tool™</td>
</tr>
<tr>
<td>Near misses</td>
<td>Incident Track™</td>
</tr>
<tr>
<td>Accidents and claims</td>
<td>Incident Track™</td>
</tr>
<tr>
<td>Supplier and manufacturer Certificates of Insurance</td>
<td>COI Track™</td>
</tr>
<tr>
<td>Safety Data Sheets</td>
<td>SDS Track™</td>
</tr>
</tbody>
</table>