



Workplace Violence Policy



Purpose

: to ensure orderly operations & provide the best possible work environment

Workplace violence

: any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs while at work

OSBT expects employees to follow rules of conduct that will protect the interest & safety of all employees & the organization

- ❖ To promote OSBT's goal of a drug-free, healthful, & safe workplace, employees are required to report to work in appropriate mental & physical condition & perform their jobs in a safe & satisfactory manner
- ❖ Behavior deemed unacceptable or illegal will be treated with zero tolerance & anyone guilty of engaging in these practices through verbally, written, or implied platforms will be handled in which the infraction warrants

This policy follows EEOC regulations, OSHA requirements, & the ethical standards OSBT expects of all employees & partners



Responsibilities



HR

- ❖ Include workplace violence training in all employee orientation training
- ❖ Ensure performance standards of appropriate staff reflect the importance of workplace safety & security
- ❖ Provide basic leadership skills setting clear standards of conduct & performance, properly & timely addressing employee issues, & other management tools conscientiously
- ❖ Help supervisors determine what course of administrative action is most appropriate in specific situations
- ❖ Determine whether enough evidence exists to justify taking disciplinary action once the investigation of misconduct is complete

Managers/ Supervisors

- ❖ Inform employees of company workplace violence policies & procedures
- ❖ Ensure employees know specific procedures for dealing with workplace threats & emergencies & how to contact emergency officials
- ❖ Respond to potential threats & escalating situations
- ❖ Take all threats seriously

Responsibilities



Employers

- ❖ Eliminate hazards where possible
 - ❖ When the hazard cannot be eliminated, everyone who could potentially be involved has a right to know about the hazards & explain what they need to do or not to do to work safely
- ❖ Provide a safe work environment
- ❖ Be properly trained & supervised so you can also work safely
- ❖ Identify, eliminate, isolate, or minimize hazards in the workplace

Employees, contractors, & partners

- ❖ Be familiar with this policy & procedures
- ❖ Responsible for securing their own workplace & reporting strangers to supervisors
- ❖ Be aware of threats, physical or verbal, and/or disruptive behaviors of any individual & report such to a supervisor
- ❖ Do not confront anyone who poses a threat
- ❖ Understand your resources
- ❖ Take all threat seriously

neSource is committed to YOU!

COMMITMENT TO EMPLOYEES...

Encouraging an open & frank atmosphere in which any problem, complaint, suggestion or question receives a timely response from the company's supervisors or management

STRIVE TO ENSURE FAIR TREATMENT OF ALL EMPLOYEES...

- ❖ Supervisors, managers & employees are expected to treat each other with mutual respect
- ❖ Employees are encouraged to offer positive & constructive criticism
 - ❖ If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure
- *NO EMPLOYEE WILL BE PENALIZED FOR, FORMALLY OR INFORMALLY, VOICING A COMPLAINT WITH THE COMPANY IN A REASONABLE, BUSINESS-LIKE MANNER, OR FOR USING THE PROBLEM RESOLUTION PROCEDURE*



neSource is committed to YOU!

To provide a safe & violence-free workplace, we prohibit any employee from engaging in any act either on company premises or during the performance of work-related duties:

THREATEN THE SAFETY OF ANOTHER EMPLOYEE OR VISITOR

AFFECTS THE HEALTH, LIFE, OR WELL-BEING OF AN EMPLOYEE OR VISITOR

RESULTS IN HARM TO ANOTHER EMPLOYEE OR VISITOR

THREATENING, INTIMIDATING, COERCING, HARASSING, OR ASSAULTING ANOTHER PERSON

SEXUALLY HARASSING AN EMPLOYEE OR VISITOR

CARRYING A CONCEALED WEAPON OR CONCEALING A WEAPON ON THE PROPERTY

ALLOWING UNAUTHORIZED PERSONS ACCESS TO THE BUILDING OR CONFIDENTIAL INFORMATION WITHOUT MANAGEMENT PERMISSION

USING, DUPLICATING, OR POSSESSING KEYS TO THE BUILDING OR OFFICES WITHOUT AUTHORIZATION

STEALING OR ATTEMPTING TO STEAL PROPERTY OF THE COMPANY, ANOTHER EMPLOYEE, OR VISITOR

DAMAGING OR ATTEMPTING TO DAMAGE PROPERTY OF THE COMPANY, ANOTHER EMPLOYEE, OR VISITOR



Procedure

Violation hierarchy:

3rd VIOLATION

1. All steps from the first & second violations

3rd violation within 6 months of the first violation will result in further disciplinary action up to & including termination

1st VIOLATION

1. Employee is advised they are not operating within OSBT guidelines
2. Supervisor will instruct employee on how to adhere to the professional ethical standards
3. Supervisor will issue a written employee safety warning report & place the report & place the report in the employee's file

3

2

1

2nd VIOLATION

1. Steps 1 & 2 from first violation
2. Supervisor will complete an investigation to determine cause
3. Supervisor will issue a written employee safety warning report & place the reporting the employee's file
4. Depending on findings, employee may be subject to a 3-day suspension period without pay



Procedure

Reporting Workplace Violence:

1

Employee presents problem to immediate supervisor at OSBT directly after the incident occurs

2

Supervisor engages HR

3

If the complaint is directed at employee's direct supervisor, employee may present problem directly to HR

4

HR at OSBT responds to the problem after consulting with appropriate management & documents discussion

5

HR debt. informs employees of the decisions & forwards copy of written response to employees' file



Violations



Workplace bullying :

Repeated, unreasonable actions of individuals (or a group) directed towards an employee (or group of employees), which are intended to intimidate, degrade, humiliate, or undermine; or which create risk to the health or safety of the employee:

unwarranted or invalid criticism

Being given unrealistic deadlines

Being shouted at or being humiliated

Being treated differently than the rest of your work group



Being sworn at

Exclusion or social isolation

Blame without factual justification

Excessive monitoring or micro-managing



Violations

Unacceptable:

CONDUCT
THAT REFLECTS ADVERSELY
UPON OSBT



FIGHTING
OR THREATENING VIOLENCE IN
THE WORKPLACE



INSUBORDINATION
OR OTHER DISRESPECTFUL
CONDUCT

MAKING OR
PUBLISHING FALSE OR
MALICIOUS STATEMENTS
CONCERNING EMPLOYEE,
SUPPLIER, CLIENT
OR OSBT



BOISTEROUS
OR DISRUPTIVE ACTIVITY IN
THE WORKPLACE

Violations

Illegal:



Sexual or other unwelcome harassment

❌ Making threatening reprisals after a negative response to sexual advances

❌ Offering employment benefits in exchange for sexual favors

❌ Unwanted sexual advances

❌ Verbal abuse of a sexual nature, graphic verbal comments about an individual's body, sexually degrading words, or suggestive or obscene letters, notes, or invitations



❌ Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes

❌ Verbal sexual advances or propositions

❌ Physical conduct that included touching, assaulting, impeding or blocking movements

❌ Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects, pictures, cartoons, or posters

Violations

Illegal:

Discrimination or harassment



DISCRIMINATION -

based on race,
color, religion, sex,
nationality, age,
disability, or
genetic
information



Harassment :

Slurs, graffiti,
offensive or
derogatory
comments or
other verbal or
physical conduct

Violations

Illegal:



Discrimination or harassment

Age

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: treating someone less favorably
because of their age



Disability

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The law requires an employer to provide reasonable
accommodation to an employee or applicant with
disability, unless doing so would significant difficulty to
expense to the employer



Violations

Illegal:

Discrimination or harassment



: treating someone unfavorably because of skin color complexion



Color

Race

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: treating an employee or applicant unfavorably because they are of a certain race or because of characteristics associated with their race such as hair texture, skin color, or certain facial features



: treating an employee or applicant unfavorably because of their religious beliefs



Religion

Violations

Illegal:

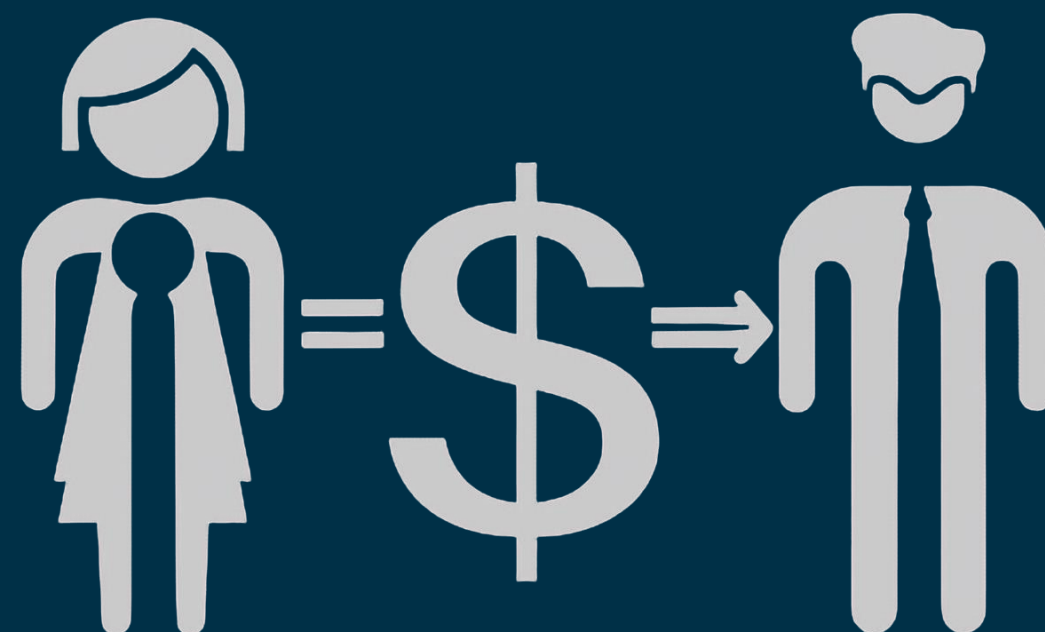
Discrimination or harassment

Equal pay & compensation

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The Equal Pay Act requires both men & women in the same workplace be given equal pay for equal work for substantially equal work

Job content, not job titles, determines whether jobs are substantially equal

If there is inequality of wages between men & women, employers may not reduce the wages of either sex to equalize



All forms of pay are covered by this law including, but not limited to, salary, overtime pay, bonuses, life insurance, vacation, benefits, etc.

Preventative Measures

Many people
who become violent
communicate their intentions in
advance

Threats should be reported immediately

pay attention to warning signs

EX adequate lighting,
convenient escape routes,
method to summon
assistance, etc.

Assess your work environment

Take a mental
inventory of objects
available in your immediate work
area that could be potential weapons

ELIMINATE POTENTIAL WEAPONS



Preventative Measures

Preventing/ Diffusing Volatile Situations or aggressive Behavior

- ❖ Adopt a calm approach
- ❖ Respect others' rights for courtesy & professionalism
- ❖ Engage conflict resolution techniques

Managing anger

- ❖ Reduce the noise level
- ❖ Acknowledge that the irate person has been wronged (if true) or at least acknowledge their feelings without judgement



Preventative Measures

Ways to deal with hostile persons:

Meet as many
of their needs as
possible without
reinforcing
aggressiveness

Demonstrate
tact & strength

Point out
similarities
or
common interest

Divert
the angry
person's attention to
some meaningful task to calm
discussion

Avoid interactions
with them that
encourage intense
emotions, threats, or
violence

Do not engage
in strong
retaliation against an
aggressive
person

Let them see
you calm

Say or do
nothing that would
incite more anger or
cause you to appear to be
scared, weak, or seen
as a pushover



Preventative Measures

Resolving conflict rationally & effectively:

Increase understanding



Discussion expands people's awareness of the situation, giving them an insight into how they can achieve their own goals without undermining those of other people

Team members can develop stronger mutual respect & a renewed faith in their ability to work together



Increased group cohesion

IMPROVED SELF-KNOWLEDGE



Conflict pushes individuals to examine goals in close detail helping them understand the things that are most important to them, sharpening their focus & enhancing their effectiveness



Retaliation

IT IS ILLEGAL TO FIRE, DEMOTE, HARASS OR OTHERWISE RETALIATE AGAINST AN EMPLOYEE OR APPLICANT BECAUSE THEY FILED A CHARGE OF DISCRIMINATION, COMPLAINED TO THEIR EMPLOYER ABOUT DISCRIMINATION ON THE JOB, OR PARTICIPATED IN AN EMPLOYMENT DISCRIMINATION PROCEEDING

CONSTRUCTIVE DISCHARGE/FORCED TO RESIGN

Discriminatory practices include making the work environment so intolerable a reasonable person would not be able to stay



Thank you for completing the Workplace Violence Policy safety training!

Please complete the [Workplace Violence Policy quiz](#) to receive credit for this module.

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