



# 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



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*





# 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

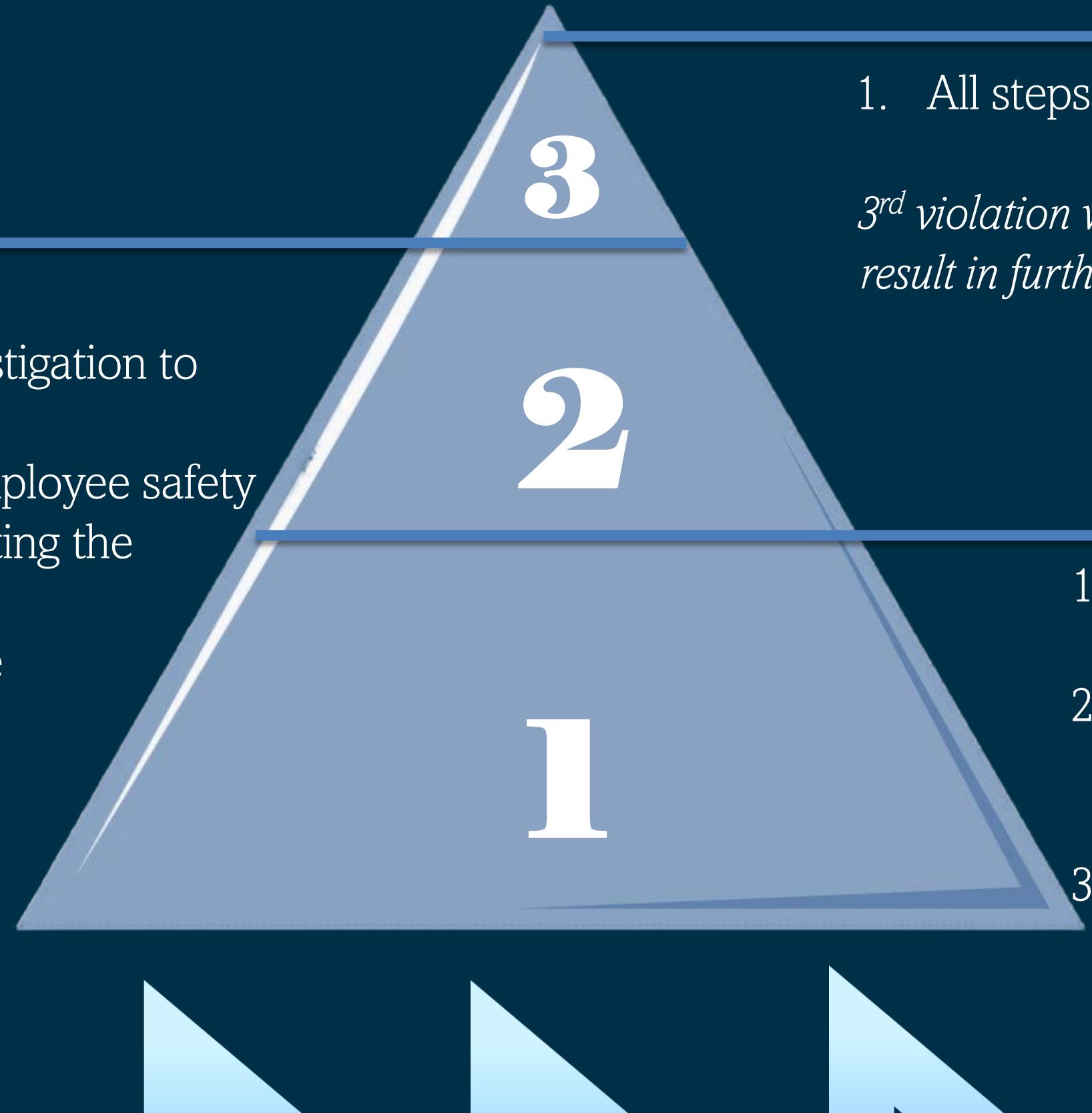


# Procedure

## Violation hierarchy:

### 2<sup>ND</sup> 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



### 3<sup>RD</sup> VIOLATION

1. All steps from the first & second violations

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

### 1<sup>ST</sup> 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



# 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 dept. 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



Making or  
PUBLISHING FALSE or  
MALICIOUS STATEMENTS  
concerning employee,  
SUPPLIER, CLIENT  
or OSBT

FIGHTING  
or threatening violence in  
THE WORKPLACE



BOISTEROUS  
or DISRUPTIVE ACTIVITY in  
THE WORKPLACE



INSUBORDINATION  
or OTHER DISRESPECTFUL  
CONDUCT



# 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**

: treating someone less favorably because of their age



## **Disability**

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**

.....  
: 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:



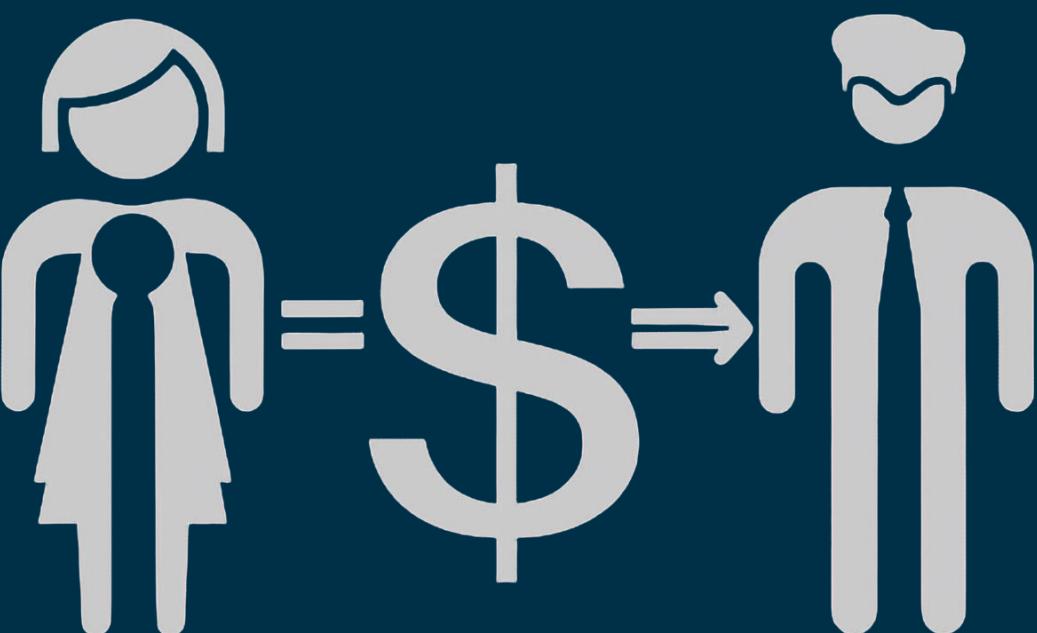
## *Discrimination or harassment*

### **Equal pay & compensation**

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

## ASSESS YOUR WORK ENVIRONMENT

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

## ELIMINATE POTENTIAL WEAPONS

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

## PAY ATTENTION TO WARNING SIGNS

*Threats should be reported immediately*

Many people who become violent communicate their intentions in advance



# 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

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

Demonstrate tact & strength

Do not engage in strong retaliation against an aggressive person

Point out similarities or common interest

Let them see you calm

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

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.**

