

Work Related Violence

Violence in the Workplace

Policy:

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

Description:

SWAT access does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities.

Prohibited Conduct

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

- Causing physical injury to another person.
- Making threatening remarks.
- 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.
- Intentionally damaging employer property or property of another employee.
- Possessing a weapon while on Company property or while on Company business.
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

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Reporting Procedures

Any potentially dangerous situations must be reported immediately to your supervisor, or the Human Resources Department. Reports of workplace 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. All parties involved in a situation will be counselled and the results of investigations will be discussed with them. SWAT access will take appropriate action at any indication of a potentially hostile or violent situation.

Risk Reduction Measures

While SWAT access does not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform the Human Resources Department if any employee, claimant, customer, or vendor exhibits behaviour which could lead to a potentially dangerous situation. Such behaviour includes, but is not limited to, the following:

- Discussing dangerous weapons and/or bringing such weapons into the workplace.
- Displaying overt signs or extreme stress, resentment, hostility, or anger.
- Making threatening remarks.
- Exhibiting sudden or significant deterioration of performance.
- Displaying irrational or inappropriate behaviour.

Human Resources Department will identify and maintain a list of workplace violence incidents and will design a plan to prepare for possible emergency situations.

Dangerous/Emergency Situations

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual. 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.

Enforcement

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination.

Non-employees engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.

Commitments and Responsibilities

Successful implementation of this policy requires the commitment and cooperation of all Company Personnel.

Management Involvement and Commitment

- Demonstrate organizational concern for employees' and customers' emotional and physical health and safety.
- Oversee Violence in the Workplace Program to ensure that all managers, supervisors, and employees understand their obligations.
- Provide a comprehensive program of medical care and psychological counselling and debriefing for employees experiencing or witnessing assaults and other violent incidents.
- Encourage employees to report violent incidents promptly.
- Encourage employees to promptly report incidents and to suggest ways to reduce or eliminate risks.
- Develop and maintain a comprehensive plan for maintaining security in the workplace, including establishing a liaison with law enforcement and others.
- Conduct worksite analysis to determine existing or potential hazards for workplace violence.
- Record, track, monitor, and analyse workplace violence incidents.
- Conduct workplace security analysis.
- Assist with training and educating employees of potential workplace violence incidents.

Human Resource Department's Involvement and Commitment

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

Employee Involvement and Commitment:

- Understand and comply with the Violence in the Workplace Program and any other safety and/or security measures in place by SWAT access.
- Participate in an employee suggestion procedure covering safety and security concerns.
- Promptly report violent incidents or potential for violence to your manager, supervisor or HR Department
- Participate in continuing education program that covers techniques to recognize escalating agitation, assaultive behaviour, or criminal intent.