



Document Name	Workplace Violence Prevention Task Force Policy
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Purpose	To ensure the timely creation of an effective workplace prevention task force that will identify, assess and work to eliminate any potential hazards of violence in the workplace.
Connecting Documents	7031p
Connecting Forms	Not applicable
Connecting Systems	Not applicable

Workplace Violence Prevention Task Force

Intent

EZ STAK has adopted this policy to ensure the timely creation of an effective workplace prevention task force that will identify, assess and work to eliminate any potential hazards of violence in the workplace. This policy is intended for use in conjunction with the EZ STAK Workplace Violence Prevention Policy.

Guidelines

Workplace violence is any act in which a person is abused, threatened, intimidated, or assaulted in his or her employment.

Workplace Violence Includes:

- Threatening behavior - such as shaking fists, destroying property or throwing objects.
- Verbal or written threats - any expression of intent to inflict harm.
- Harassment - any behavior that demeans, embarrasses, humiliates, annoys, alarms, or verbally abuses a person and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities.
- Verbal abuse - swearing, insults or condescending language.
- Physical attacks - hitting, shoving, pushing, or kicking.
- Rumors, swearing, verbal abuse, pranks, arguments, property damage, vandalism, sabotage, pushing, theft, physical assaults, psychological trauma, anger-related incidents, rape, arson and murder are all examples of workplace violence.

Workplace violence is not limited to incidents that occur within the workplace. Work-related violence can occur at off-site business-related functions (conferences, trade shows), at social events related to work, in clients' homes or away from work but resulting from work (a threatening telephone call from a client).



Known Factors

Certain work factors, processes, and interactions may put employees at an increased level of risk to workplace violence.

Examples include:

- Working with the public.
- Handling money, valuables, or prescription drugs (e.g., cashiers, pharmacists).
- Carrying out inspection or enforcement duties.
- Providing service, care, advice, or education.
- Working with unstable or volatile persons.
- Working in premises where alcohol is served.
- Working alone, in small numbers, or in isolated or low traffic areas.
- Working in community-based settings.
- Having a mobile workplace.
- Working during periods of intense organizational change.
- Risk of violence may be greater at certain times of the day, night, or year, For example,
 - Late hours of the night or early hours of the morning,
 - Tax return season,
 - Overdue utility bill cut-off dates,
 - Christmas,
 - Pay days,
 - Performance appraisals.
- Risk of violence may increase depending on the geographic location of the workplace, for example:
 - Near buildings or businesses that are at risk of violent crime (e.g., bars, banks).
 - In areas isolated from other buildings or structures.

Procedure for the Identification of Workplace Violence Risk Factors

In the process of identifying potential risk factors for violence in the workplace, the EZ STAK Violence Prevention Task Force may perform the following functions:

- Review any history of violence in the workplace.
- Conduct employee interviews to gauge the levels of concern regarding workplace violence, and to gain insight into past experiences.
- Review any incidents of violence by consulting existing incident reports, first aid records, and health and safety committee records.
- Determine risk factors associated with violence that may be present in the workplace.
- Conduct a visual inspection of the workplace and the work being carried out. The visual inspection will focus on design and layout, as well as administrative and work practices.
- Evaluate the history of violence in similar places of employment.
- Obtain information from partnered / associated organizations.



- Seek advice from local police security experts.
- Review relevant publications.

Preventive Measures

Preventive measures generally fall into three categories, workplace design, administrative practices, and work practices.

Workplace design considers factors such as workplace lay-out, use of signs, locks or physical barriers, lighting, and electronic surveillance. Building security is one instance where workplace design issues are very important. The Workplace Violence Prevention Task Force shall be responsible for reviewing and addressing:

- Positioning in the reception area / sales or service counter to ensure high levels of visibility to fellow employees or members of the public passing by.
- Installation of physical barriers to workplace violence.
- The number of entrances to the workplace.
- Security protocols for entrance and exit of the premises, including coded cards or keys to control access to the building or certain areas within the building.
- Exterior lighting levels around the workplace and near entrances.
- Strategically placed fences to control access to the workplace.
- Levels of cash kept on site.
- Electronic payment systems to reduce the amount of cash available.
- Preparation of daily work plans.
- Identification of designated contacts at the office as well as a back-up.
- Credentials of clients.
- Implementing the "buddy system".

Security Measures

EZ STAK has instituted these security measures to minimize the risk of violence on our premises. The EZ STAK Violence Prevention Task Force shall be responsible for the implementation and enforcement of the following:

- Company property shall be accessed only by employees, customers and visitors conducting legitimate business activity.
- Employees and their vehicles shall display proper company identification while on company premises.
- Visitors and their vehicles must display proper identification while on company premises.
- Human Resources shall conduct background investigations to review candidates to reduce the risk of hiring individuals with a history of violent behavior.
- EZ STAK shall be allowed to conduct searches and inspections of any company property without prior notice given.



- Surveillance of EZ STAK property.

Weapons

- EZ STAK maintains a full and total ban on the possession of weapons on EZ STAK premises. This includes weapons either kept or transported in any vehicle on EZ STAK premises.
- Weapons shall be prohibited while conducting EZ STAK business off-site.
- Weapons shall be defined as, but not limited to: Any gun, knife or other item held with intent to cause bodily harm to any employee.

Violence Reporting Procedures

- If an employee is either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all EZ STAK employees that the incident be reported promptly.
- Report any violence or potentially violent situations immediately to management, or the Human Resources department.
- All reports shall be kept confidential.
- All reports shall be investigated and dealt with appropriately.

Enforcement

- Any EZ STAK employee who threatens, harasses, or abuses another employee, or any other individual at or from the workplace shall be subject to disciplinary action, up to and including termination of employment, and the pursuit of legal action.
- Violent action, threats and harassment are serious criminal offences, and shall be dealt with appropriately.