

STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	HR 6.07
Section:	Health and Safety	Issued:	Jan 1, 2009
Subject:	WORKPLACE VIOLENCE	Effective:	Jan 1, 2009
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1 POLICY

- 1.01 **John Watson Ltd.** does not tolerate violence or unacceptable behaviour in the workplace perpetrated by or against employees, customers, clients, or other third parties. In the event of a violent incident or unacceptable behaviour perpetrated by an employee, **John Watson Ltd.** will act to severely discipline the employee, up to and including discharge for cause.
- 1.02 John Watson Ltd. shall establish programs and procedures to reduce the risk of violence and unacceptable behaviour in the workplace. All employees are expected to be aware of and participate in such programs and procedures, as required.

2 PURPOSE

- 2.01 The purpose of this policy is to establish procedures to minimize and/or prevent violence and unacceptable behaviour in the workplace and to foster the safety and security of **John Watson Ltd.** employees, customers, and visitors to our work sites.

3 SCOPE

- 3.01 This policy applies to all employees of and visitors to **John Watson Ltd.**

4 RESPONSIBILITY

4.01 Employees

- Employees are responsible for informing their Supervisors of any violence, potential risk of violence, or unacceptable behaviour they may experience or witness. This includes issues in the employee's non-work life that may impact on the employee's or his or her co-worker's safety.
- Employees are responsible for reporting to their Supervisors any incidents of violence or close calls, according to the procedures set out in this policy.
- Employees are responsible for attending any training or information sessions provided by the employer to reduce violence or risks of violence.
- Employees are expected to co-operate with the police, company investigators or other authorities as required during any investigation related to workplace violence.

4.02 Supervisors

- Supervisors are responsible for assessing the risk of violence to employees in their jurisdiction, minimizing those risks where necessary or reasonably possible

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and informing any affected employee of such risk or potential risk.

- (b) Supervisors are responsible for ensuring employees are trained to:
 - (i) recognize the potential for violence;
 - (ii) follow the procedures and policies developed to minimize risk;
 - (iii) respond to incidents appropriately; and
 - (iv) report and document such incidents.
- (c) Supervisors are responsible for tracking and reporting risks of violence, incidents of violence, and close calls to the Joint Health and Safety Committee and Management, according to the time lines set out in the procedures. The Violent Incident Report Form shown in Appendix A to this policy is used for this purpose.
- (d) Supervisors are responsible for ensuring proper medical care is provided for anyone involved in an incident and for securing the safety of employees, before investigating the incident or taking reports.
- (e) Supervisors are responsible for co-operating with police, company investigators or other authorities, as required during any investigation related to workplace violence.

5 DEFINITIONS

- 5.01 **"Violence"** means unacceptable behaviour as defined in paragraph 5.03 and also includes any incident in which
- (a) an employee is threatened or assaulted on company premises or in circumstances relating to the employee executing his or her job duties;
 - (b) a client or visitor to the workplace is threatened or assaulted on company premises; or
 - (c) an employee threatens or assaults a client, co-worker or other individual in circumstances relating to the employee's execution of his or her duties.
- 5.02 **"Workplace"** means in or on the property of **John Watson Ltd.** or away from **John Watson Ltd.** property if the employee is engaged in work-related activities.
- 5.03 **"Unacceptable Behaviour"** means physically or psychologically aggressive behaviours including but not limited to:
- hitting, kicking, punching, pushing, shoving, slapping, pinching, grabbing, biting
 - carrying or brandishing weapons of any sort
 - throwing objects at an individual with a view to cause physical injury or fear
 - destruction of workplace or co-workers' property
 - threats of violence

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- intimidating behaviour that causes the recipient to have a fear of physical violence
- obscene or harassing telephone calls.

5.04 **“Close Calls”** means incidents which did not result in actual physical harm but, except for circumstance, had the potential to result in physical harm.

5.05 **“Minor Incident”** means an incident in which no one is physically harmed in any way and which was resolved through employee or Supervisory mediation.

5.06 **“Serious Incident”** means an incident in which someone was physically harmed (whether requiring medical attention or not), or which continued or escalated after Supervisory mediation.

6 REFERENCES AND RELATED STATEMENTS of POLICY and PROCEDURE

SPP HR6.01 — Health and Safety Principles

SPP HR6.02 — Accident and Injury Reporting

SPP HR6.03 — Accident Investigation

SPP HR5.03 — Workplace Harassment

Workers Compensation Act (British Columbia) and Regulations

Occupational Health and Safety Act (Ontario)

Occupational Health and Safety Act, Regulations (Alberta)

Occupational Health and Safety Code (Alberta)

Criminal Code (Canada)

7 PROCEDURE

7.01 The Manager of each Department shall initiate a process to involve Supervisors, employees and the Joint Health and Safety Committee in assessing the risk of violence in the department and work environment on a periodic basis. The process shall include taking actions to remove as many risks as can be reasonably removed and instructing employees to recognize risk. The risk assessment shall be reviewed at least annually.

7.02 Each and every incident of violence in the workplace shall be reported immediately to the Supervisor. The Supervisor shall investigate the incident immediately. The Violent Incident Investigation Checklist shown in Appendix B to this policy may be used to ensure proper investigation of any reported violent incident.

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- 7.03 (a) The Supervisor shall immediately make the appropriate inquiries of the victim and/or witnesses to determine if the incident is minor or serious.
- (b) If the incident is minor:
- (i) the Supervisor will determine if mediation is appropriate and if so, mediate or arrange for mediation of the situation;
 - (ii) conduct the appropriate investigation immediately; and
 - (iii) within twenty-four (24) hours, write a report outlining the details, facts and witnesses of the incident and submit the report to the **Human Resources Manager** and the **Joint Health and Safety Committee**.

If the assailant is an employee, the Supervisor shall apply appropriate disciplinary measures based on the facts of the incident and the assailant's employment record.

- (c) If the incident is serious:
- (i) the Supervisor must first ensure the safety of employees and him/herself;
 - (ii) ensure proper medical treatment is provided or sent for;
 - (iii) contact the authorities as soon as possible, (Police or Ministry of Labour, where appropriate), to report the incident;
 - (iv) contact the **Human Resources Manager** and **Joint Health and Safety Committee** or Health and Safety Representative, as appropriate, as soon as possible, to assess who should be involved in the investigation;
 - (v) conduct a thorough investigation, keeping detailed notes of facts, times, witnesses, and witness accounts;
 - (vi) within twenty-four (24) hours after the completion of the investigation write and submit a detailed report of the incident to the Joint Health and Safety Committee and the **Human Resources Manager**, and any other parties required by law.
 - (vii) consult with the **Human Resources Manager** regarding any disciplinary action to be applied.
- (d) If the incident involves a fatality; results in an individual being admitted to a hospital for more than two (2) days; or involves an unplanned or uncontrolled explosion, fire or flood that causes a serious injury or that has the potential of causing a serious injury,
- (i) the area where the incident occurred must be sealed and not disturbed except insofar as is necessary to attend to persons injured or killed, or to prevent further injuries;
 - (ii) the **Human Resources Manager** shall notify the OHSA Director of Inspection and/or other authorities, as necessary, of the time, place and nature of the incident as soon as possible.

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8 APPENDICES

Appendix A — 3_ 6.09 Violent Incident Report

Appendix B — 4_F6.09 Violent Incident Checklist

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Appendix A

VIOLENT INCIDENT REPORT FORM

Complainant Information		
Name	Job Title	
Department	Date of incident:	Time of incident:
Type of Incident ☐ Physical ☐ Verbal ☐ Other		
Description of Incident		
Location of Incident		

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Medical Attention required (Please explain):	
Police called? ☐ Yes ☐ No If yes, give details:	WCB/WSIB reported issued? ☐ Yes ☐ No Provide details:
Investigation conducted? ☐ Yes ☐ No Names of investigators involved:	Reported to Supervisor? ☐ Yes ☐ No Name of Supervisor:

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Appendix A

VIOLENT INCIDENT REPORT FORM

Assailant Information			
☐ Employee ☐ Customer ☐ Visitor ☐ Delivery person ☐ Ex-employee ☐ Other (please specify)			
Gender ☐ Male ☐ Female		Name (if known)	
Age	Height	Weight	Complexion
Other distinguishing marks:			
Vehicle description (if any):			
Other Information			
Has the assailant been involved in any previous incidents with employees? If yes, provide details.			

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Did any working condition contribute to the incident?

Names of witnesses:

Please provide any other information you think is relevant:

Name of Investigator:

Signature of Investigator:

Date:

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Appendix B

VIOLENT INCIDENT INVESTIGATION CHECKLIST

Use this check chart for violent incident investigations to ensure all aspects of the accident have been reviewed. Prepare an Incident Report based on your findings.

- Names, addresses, telephone numbers of complainants, assailants and witnesses ☐
- Occupation of complainants, assailants and witnesses ☐
- Date and time of Incident..... ☐
- Date and time incident reported to employer..... ☐
- Exact location of incident..... ☐
- Exact location of complainants, assailants and witnesses ☐
- Activities of complainants, assailants and witnesses before, during and after incident ☐
- Statements of witnesses and their locations ☐
- Detailed explanation of events in order of sequence of occurrence..... ☐
- Complainant's account of events..... ☐
- Description of assailant(s) ☐
- Description of any vehicles involved in incident ☐
- Assailant's account of events ☐
- What participants said and did immediately before and after incident ☐
- Physical conditions of work environment at time of incident ☐
- Assailant's physical and mental state prior to and at the time of incident ☐
- Unusual activity that may have contributed to incident..... ☐
- Substance use or abuse ☐
- Relationship between complainant and assailant, if any ☐
- Investigator's relationship to complainant and assailant, if any..... ☐
- Photographs of incident site ☐
- Diagram of incident site, location of injured worker and witnesses ☐