

WORKPLACE SECURITY

MODEL PROGRAM and IMPLEMENTATION GUIDE

(Establishment Name)'s Program for Workplace Security part of our Injury and Illness Prevention Plan, addresses the hazards known to be associated with the three major types of workplace violence. Type I workplace violence involves a violent act by an assailant with no legitimate relationship to the workplace who enters the workplace to commit a robbery or other criminal act. Type II involves a violent act or threat of violence by a recipient of a service provided by our establishment, such as a client, patient, customer, passenger or a criminal suspect or prisoner. Type III involves a violent act or threat of violence by a current or former worker, supervisor or manager, or another person who has some employment-related involvement with our establishment, such as a worker's spouse or lover, a worker's relative or friend, or another person who has a dispute with one of our workers.

RESPONSIBILITY

(Establishment Name) has decided to assign responsibility for security in our workplace. The Program administrator for workplace security is _____ and the authority and responsibility is hereby given for implementing the provisions of this program for (Establishment Name)

All managers and supervisors are responsible for implementing and maintaining this Program in their work areas and for answering worker questions about the Program. A copy of this Program is available from each manager and supervisor.

COMPLIANCE

(Establishment Name) has established the following policy to ensure compliance with our rules on workplace security.

Management of our establishment is committed to ensuring that all safety and health policies and procedures involving workplace security are clearly communicated and understood by all workers.

All workers are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment. Our system of ensuring that all workers, including supervisors and managers, comply with work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, include:

- Informing workers, supervisors and managers of the provisions of our Program for Workplace Security.

- Evaluating the performance of all workers in complying with our establishment's workplace security measures.
 - Recognizing workers who perform work practices which promote security in the workplace.
 - Providing training and/or counseling to workers whose performance is deficient in complying with work practices designed to ensure workplace security.
 - Disciplining workers for failure to comply with workplace security practices.
 - The following practices that ensure worker compliance with workplace security directives, policies and procedures:
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COMMUNICATION

(Establishment Name) recognizes that to maintain a safe, healthy and secure workplace we must have open, two-way communication between all workers, including managers and supervisors, on all workplace safety, health and security issues. Our establishment has a communication system designed to encourage a continuous flow of safety, health and security information between management and our workers without fear of reprisal and in a form that is readily understandable. Our communication system consists of the following checked items:

- New worker orientation on our establishment's workplace security policies, procedures and work practices.
- Periodic review of our Program for Workplace Security with all personnel.
- Training programs designed to address specific aspects of workplace security unique to our establishment.
- Regularly scheduled safety meetings with all personnel that include workplace security discussions.
- A system to ensure that all workers, including managers and supervisors, understand the workplace security policies.
- Posted or distributed workplace security information.
- A system for workers to inform management about workplace security hazards or threats of violence.
- Procedures for protecting workers who report threats from retaliation by the person making the threats.
- Addressing security issues at our workplace security team meetings.
- Our establishment has fewer than ten workers and communicates with and instructs workers orally about general safe work practices with respect to workplace security.
- Other:

HAZARD ASSESSMENT

(Establishment Name) will be performing workplace hazard assessment for workplace security in the form of periodic inspections. Periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence are performed by the following observer(s) in the following areas of our workplace:

Observer	Area

Periodic inspections are performed according to the following schedule:

- _____;
- Frequency (daily, weekly, monthly, etc.)
- When we initially established our Program for Workplace Security;
- When new, previously unidentified security hazards are recognized;
- When occupational injuries or threats of injury occur; and
- Whenever workplace security conditions warrant an inspection.

Periodic inspections for security hazards consist of identification and evaluation of workplace security hazards and changes in worker work practices, and may require assessing for more than one type of workplace violence. Our establishment performs inspections for each type of workplace violence by using the methods specified below to identify and evaluate workplace security hazards.

Inspections for Type I workplace security hazards (assailant with no legitimate relationship to the workplace who enters the workplace to commit a robbery or other criminal act) include assessing:

- The exterior and interior of the workplace for its attractiveness to robbers.
- The need for security surveillance measures, such as mirrors or cameras.
- Posting of signs notifying the public that limited cash is kept on the premises.
- Procedures for worker response during a robbery or other criminal act.
- Procedures for reporting suspicious persons or activities.
- Posting of emergency telephone numbers for law enforcement, fire and medical services where workers have access to a telephone with an outside line.
- Limiting the amount of cash on hand and using time access safes for large bills.
- Other:

Inspections for Type II workplace security hazards (violent act or threat of violence by a client, patient, customer, passenger, criminal suspect or prisoner) include assessing:

- Access to and freedom of movement within, the workplace.
- Adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems.

- Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
- Workers skill in safely handling threatening or hostile service recipients.
- Effectiveness of systems and procedures to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.
- The use of work practices such as "buddy" systems for specified emergency events.
- The availability of worker escape-routes.
- Other:

Inspections for Type III workplace security hazards (violent act or threat of violence by a current or former worker, supervisor or manager, or another person who has some employment-related involvement with our establishment, such as a worker's spouse or lover, a worker's relative or friend, or another person who has a dispute with one of our workers) include assessing:

- How well our establishment's anti-violence policy has been communicated to workers, supervisors or managers.
- How well our establishment's management and workers communicate with each other.
- Our workers', supervisors' and managers' knowledge of the warning signs of potential workplace violence.
- Access to and freedom of movement within, the workplace by non-workers, including recently discharged workers or persons with whom one of our worker's is having a dispute.
- Frequency and severity of worker reports of threats of physical or verbal abuse by managers, supervisors or other workers.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.
- Worker disciplinary and discharge procedures.
- Other:

INCIDENT INVESTIGATIONS

(Establishment Name) has established the following policy for investigating incidents of workplace violence.

Our procedures for investigating incidents of workplace violence, which includes threats and physical injury, include:

- Reviewing all previous incidents.
- Visiting the scene of an incident as soon as possible.
- Interviewing threatened or injured workers and witnesses.
- Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determining the cause of the incident.
- Taking corrective action to prevent the incident from recurring.
- Recording the findings and corrective actions taken.
- Other:

HAZARD CORRECTION

Hazards which threaten the security of workers shall be corrected in a timely manner based on severity when they are first observed or discovered.

Corrective measures for Type I workplace security hazards can include:

- Making the workplace unattractive to robbers.
- Utilizing surveillance measures, such as cameras or mirrors, to provide information as to what is going on outside and inside the workplace.
- Procedures for the reporting suspicious persons or activities.
- Posting of emergency telephone numbers for law enforcement, fire and medical services where workers have access to a telephone with an outside line.
- Posting of signs notifying the public that limited cash is kept on the premises.
- Limiting the amount of cash on hand and using time access safes for large bills.
- Worker, supervisor and management training on emergency action procedures.
- Other:

Corrective measures for Type II workplace security hazards include:

- Controlling access to the workplace and freedom of movement within it, consistent with business necessity.
- Ensuring the adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems.
- Providing worker training in recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
- Placing effective systems to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.
- Providing procedures for a "buddy" system for specified emergency events.
- Ensuring of adequate worker escape routes.
- Other:

Corrective measures for Type III workplace security hazards include:

- Effectively communicating our establishment's anti-violence policy to all workers, supervisors or managers.
- Improving how well our establishment's management and workers communicate with each other.
- Increasing awareness by workers, supervisors and managers of the warning signs of potential workplace violence.
- Controlling access to, and freedom of movement within, the workplace by non-workers, including recently discharged workers or persons with whom one of our worker's is having a dispute.
- Providing counseling to workers, supervisors or managers who exhibit behavior that represents strain or pressure which may lead to physical or verbal abuse of co-workers.
- Ensure that all reports of violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the report is not subject to retaliation by the person making the threat.
- Ensure that worker disciplinary and discharge procedures address the potential for workplace violence.
- Other:

TRAINING AND INSTRUCTION

(Establishment Name) has established the following policy on training all workers with respect to workplace security. All workers, including managers and supervisors, shall have training and instruction on general and job-specific workplace security practices. Training and instruction shall be provided when the Program for Workplace Security is first established and periodically thereafter. Training shall also be provided to all new workers and to other workers for whom training has not previously been provided and to all workers, supervisors and managers given new job assignments for which specific workplace security training for that job assignment has not previously been provided. Additional training and instruction will be provided to all personnel whenever the employer is made aware of new or previously unrecognized security hazards.

General workplace security training and instruction includes, but is not limited to, the following:

- Explanation of the Program for Workplace Security including measures for reporting any violent acts or threats of violence.
- Recognition of workplace security hazards including the risk factors associated with the three types of workplace violence.
- Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors.
- Ways to defuse hostile or threatening situations.
- Measures to summon others for assistance.
- Worker routes of escape.
- Notification of law enforcement authorities when a criminal act may have occurred.
- Emergency medical care provided in the event of any violent act upon an worker; and
- Post-event trauma counseling for those workers desiring such assistance. In addition, provide specific instructions to all workers regarding workplace security hazards unique to their job assignment, to the extent that such information was not already covered in other training.

The following checked items for Type I training and instruction for managers, supervisors and workers:

- Crime awareness.
- Location and operation of alarm systems.
- Communication procedures.
- Proper work practices for specific workplace activities, occupations or assignments, such as late night retail sales, taxi-cab driver, or security guard.

The following checked items for Type II training and instruction for managers, supervisors and workers:

- Self-protection.
- Dealing with angry, hostile or threatening individuals.
- Location, operation, care, and maintenance of alarm systems and other protective devices.
- Communication procedures.
- Determination of when to use the "buddy" system or other assistance from co-workers.
- Awareness of indicators that lead to violent acts by service recipients.

The following checked items for Type III training and instruction for managers, supervisors and workers:

- Pre-employment screening practices.
- Worker Assistance Programs.
- Awareness of situational indicators that lead to violent acts.
- Managing with respect and consideration for worker well-being.
- Review of anti-violence policy and procedures.