



## **Workplace Violence Prevention Standard**

### **1.0 PURPOSE**

This standard supports the Hazard/Aspect Controls Policy and establishes the requirements for managing potential workplace violence. SaskPower is committed to taking preventative measures to protect employees from potentially violent situations.

### **2.0 DEFINITIONS**

#### **2.1 Violence**

The attempted, threatened or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement or behaviour that gives a worker reasonable cause to believe that the worker is at risk of injury.

#### **2.2 Workplace**

The physical location, equipment, materials processed or used, and the kinds of operations performed in the course of an employee's work, whether on or off the employer's premises.

### **3.0 METHOD/PRACTICE**

#### **3.1 Identify Violence Exposure Hazards**

All tasks, assignments and circumstances where violence exposure hazards exist shall be identified via documented hazard/aspect identification and risk assessment.

- Consider work practices or other risk factors that could create or contribute to incidents of violence:
  - Employees who work alone
  - Employees who handle cash
  - Location of workplace (isolation)
  - Any previous incidents of workplace violence
  - Employees who interact with the public
  - Working after normal work hours
  - Disconnecting electrical service from non-paying customers.
- The hazards/aspect and risks module in the Safety Management System identifies occupations, positions and tasks where violence has been determined to be a workplace safety issue.

#### **3.2 Violence Control Measures**

Where practical, violence exposure hazards shall be removed. Where violence exposure hazards cannot be removed controls shall be used to reduce the probability of a violence incident occurring.

- Pre-contact controls involve methods to avoid exposure to violence. They can include:
  - educate the public
  - remove the hazard from the workplace or
  - create a barrier between the worker and the hazard by manipulating the physical design of the work environment



Some specific pre-contact measures can include:

- Distributing education materials and safe work procedures for violence prevention and protection
- Communicating the Workplace Violence Prevention Standard to service suppliers, contractors, clients and customers
- Use posters “Warning of Zero tolerance against verbal abuse, threatening actions and physical offensive actions will not be tolerated and will be reported”
- Controlling access to employee work areas by the use of full walls, locked doors, oversized counters
- Appropriate lighting systems for all interior and exterior building areas, ground and parking areas
- Arranging furniture to prevent employees from being trapped during a violence incident
- Using video surveillance cameras, alarm systems, panic buttons or other systems which permit monitoring of high risk areas and enable employees to get help in emergencies (alarm systems, cell phones, two way radios, personal alarm devices).
- Use of buddy systems
- The use of law enforcement agencies is encouraged when dealing with customers with a history of violence
- Post-contact assist in reducing the impacts of and ensuring appropriate responses to violence incidents. They can include:
  - Processes to provide medical attention, counseling and/or debriefing as required to all employees involved in violent incidents
  - Processes and procedures to capture and record pertinent information concerning violent incidents and provide the information to business units and employees who may be exposed to similar circumstances in the future
  - Processes to notify suppliers, contractors or clients if one of their employees’ actions constitutes violence towards any SaskPower employee

### **3.3 Hazard/Aspect and Risk Assessment**

Where a task specific hazard/aspect and risk assessment identifies the potential for workplace violence:

- Appropriate controls shall be determined and reviewed with the employee’s supervisor or manager.
- If controls are deemed insufficient, the task shall not be performed until a second hazard/aspect and risk assessment has been performed with the supervisor or manager and appropriate controls determined.
  - Where an employee(s) still feels the level of risk is too high the matter must be referred to the local Occupational Health Committee (OHC)

### **3.4 Hazards and Risk Communication**

If situations of potential violence are recognized through hazard/aspect and risk assessment of by other means:

- Employees and/or Work Groups that could be impacted shall be identified
- Communicate the pertinent details to the potentially affected employees
- Communication shall be done according to the Registration Unit’s documented procedure

### **3.5 Incident Reporting and Investigation**

Workplace violence incidents involving employee to employee violence shall be managed through the SaskPower Respectful Workplace Policy and guidelines. Workplace violence incidents involving external



parties and SaskPower employees shall be reported and investigated according to the Incident Management Process. All employees involved in violent incidents shall have access to appropriate resources such as: medical attention counseling and debriefing.

### **3.6 Employee to Employee Violence**

Violence, threats of violence or threatening/intimidating behaviour from one employee to another is unacceptable behaviour.

- Employee-to-employee violence shall be recognized as a personal performance and/or respectful workplace issue and shall be managed through the SaskPower Employee Performance Policy and/or the SaskPower Respectful Workplace Policy and guidelines.

### **3.7 Training**

Employees who have been identified as at risk of violent incidents shall attend training, which shall include:

- The nature and extent of risk associated with the anticipated violence
- Ways to recognize potentially violent situations
- Appropriate responses to avoid and/or de-escalate incidents of violence
- The procedure for reporting violent behaviour
- The procedure for documenting and investigating violence incidents

## **4.0 REFERENCES**

- Saskatchewan
  - The Employment Act
  - The Occupational Health and Safety Regulations, 1996
- SaskPower (located on SafetyNet)
  - Hazard/Aspect and Risk Assessment Policy
  - Hazard/Aspect and Risk Assessment Standard
  - Safety Briefing #13: Workplace Violence Prevention Standard
  - Respectful Workplace Policy
  - Corporate Security Policy & Manual