



Employee Policy on Preventing and Addressing Workplace Violence

POL-SE-0003 SECURITY & EMERGENCY MANAGEMENT

Definitions:

Community Transit Property: Community Transit owned, controlled and leased premises, including any location in which Community Transit business is conducted, or in which employees or contractors represent Community Transit.

Customer: Individuals on revenue vehicles or at revenue facilities who are using Community Transit's services.

Domestic and Family Violence: The use of abuse or violent behavior, including threats and intimidation, between people who have an ongoing or a prior intimate relationship (including people who are married, live together, date, or who have been in the past) or between family members.

Excluded: A civil process where the Manager of Security & Emergency Management, their designee, or Transit Police identify and prohibit someone from being on Community Transit property. Anyone violating a notification of exclusion may be arrested for the crime of criminal trespass.

Intimidation: An intentional act that would cause a reasonable person to fear that they are in danger of injury or harm.

Physical Attack: Unwanted or hostile physical contact including, but not limited to, hitting, fighting, shoving, restraining, or throwing objects.

Retaliation: An adverse act taken against an individual because they have reported workplace violence, have participated in an investigation of workplace violence, or have supported another individual who has reported about workplace violence.

Stalking: An intentional or knowing course of conduct directed towards another person if that conduct would either cause a reasonable person to:

1. Fear for the person's safety and that person in fact fears for their safety;

OR

2. Fear death and that person in fact fears death.

Threat: Expression of the intent to cause physical or mental harm, this includes oral words, written words, gestures, or symbols that would communicate direct or indirect threat of physical or mental harm. An expression constitutes a threat without regard to whether the party communicating the threat has the present ability to carry out the threat and without regard to where the expression is continuing, conditional, or future.

Threat Assessment Team (TAT): Is an interdisciplinary team of individuals that assesses the danger or harm that may result from a threat, both to the victim and to others affected, and



recommends an appropriate risk-based course of action. The TAT considers all details relevant to the threat and assesses the totality of the circumstances when determining an appropriate response.

Violence: Includes, but is not limited to, intentionally threatening, intimidating, physically injuring, stalking, damaging property, or reference or using a weapon or firearm in a manner that a reasonable person would be intimidated.

Workplace Violence Prevention and Intervention Program: A coordinated collection of policies, processes and practices by Community Transit to help prevent workplace violence and assist the organization in effectively responding to reports of problematic behavior made under the organization's Workplace Violence Policy. (Source: ASIS/SHRM WVPI.1-2011)

Workplace: All Community Transit owned, controlled or leased property or vehicles. This includes, any location at which Community Transit business is conducted, including attending trainings, meetings and conferences.

Workplace Violence: A spectrum of behavior, including overt acts of violence, threats and other conduct that generates a reasonable concern for the safety from violence, where a nexus exists between behavior and the physical safety of employees and other people associated with Community Transit, on-property or off-property related to Community Transit. (Source: ASIS/SHRM WVPI.1-2011)

This policy applies to all individuals on Community Transit Property or while conducting Community Transit business.

Section 1: Employees Are Prohibited From Workplace Violence

1.1 Workplace Violence Is Prohibited

Any form of violence, by or against, any employee, contractor or individual on Community Transit property or while conducting Community Transit business, is prohibited. This includes using Community Transit time and/or resources for violence.

1.2 Employees Are Subject to Termination if They Do Not Comply

Employees who fail to comply with this policy are subject to disciplinary action, up to and including, termination and may also face criminal prosecution. Suspended or terminated employees could also be excluded from all Community Transit property and services. Community Transit may suspend employees suspected of workplace violence or threats of violence, pending an investigation.

1.3 Community Transit Supports Those Affected by Workplace Violence

Community Transit will make efforts to support individuals affected by workplace violence by identifying appropriate resources in order to provide support and assistance.

Community Transit is committed to supporting victims of intimate partner violence by providing referrals and time off for reasons related to intimate partner violence, as required under state law.



Section 2: Vendors, Contractors, Visitors or Customers Are Prohibited from Workplace Violence

2.1 Workplace Violence While Doing Business With Community Transit is Prohibited

Anyone doing business with, or conducting business on behalf of Community Transit will not commit any acts of workplace violence while on Community Transit property, using Community Transit resources, or conducting work on behalf of Community Transit.

2.2 Customers Using Community Transit's Services Are Prohibited from Workplace Violence

Customers using Community Transit services are prohibited from workplace violence towards any Community Transit employee or contractor performing work on behalf of Community Transit. Customers who violate this policy are subject to exclusion from Community Transit's services and property.

2.3 Visitors Are Prohibited from Workplace Violence

Visitors on Community Transit property are prohibited from workplace violence towards any Community Transit employee or contractor performing work on behalf of Community Transit. Visitors who violate this policy are subject to exclusion from Community Transit's services and property.

Section 3: Recognizing the Warning Signs of Workplace Violence

Refer to **Appendix A** of this policy to become familiar with some of the warning signs of workplace violence. Warning signs may come in the form of a direct threat or indirect threat.

Section 4: Reporting Workplace Violence is Required

4.1 Reporting of Incidents of Workplace Violence and Protective Orders

4.11 Reporting Employees, Vendors and Contractors Who Commit Violations or Exhibit Warning Signs:

- Employees are required to promptly report all incidents of workplace violence and all violations of this policy to the Security & Emergency Management Program or Employee Engagement Department. Employees are responsible for reporting any of the warning signs, as outlined in **Appendix A**.

4.12 Reporting Customers Who Commit Violations:

- Employees are required to promptly report all incidents of workplace violence and all violations of this policy by following department procedures or by following Emergency Response Procedures Flip Charts.

4.13 Reporting Protective Orders:

- Employees who have obtained a protective order issued by a judge/court that lists the workplace as a protected area, are required to promptly supply a copy of the order to the Security & Emergency Management Program.

4.14 Reporting Termination / Discipline Meeting Concerns

- Supervisors and Managers of Community Transit are required to promptly report to the Security & Emergency Management Program or Employee Engagement Department if they have concerns that an employee who is being terminated or disciplined may pose a threat.



4.2 Methods of Reporting

Non-Emergency Reporting

Security & Emergency Management Program

Email: SecurityInfo@commtrans.org

Phone: (425) 348-2300

Employee Engagement Department

Phone: (425) 348-2315

Emergency Reporting

Call 911

4.3 All Reporting of Domestic and Family Violence Highly Encouraged

Employees are strongly encouraged to report security concerns in regards to intimate partner or family member violence to the Security & Emergency Management Program or Employee Engagement Department. Community Transit may also take additional security measures, when appropriate.

4.4 All Reporting Is Investigated and Confidential

4.4.1. Prompt Investigations Conducted

- Community Transit will, to the extent reasonably possible, conduct prompt investigations of reports, as defined by this policy.

4.4.2. Anonymity Protected

- Community Transit will protect anonymity of anyone who reports an act of violence, as defined by this policy, except:
 - When required to disclose information by law
 - When necessary to communicate to individuals who have a legitimate need-to-know of pertinent information so that they may take appropriate action.

4.4.3. Sensitive to Any Individual's Fear of Reprisal

- Community Transit will be sensitive to the potential for fear of reprisal by any individuals who make any report under this policy.

4.5 Retaliation for Reporting Workplace Violence Prohibited

Retaliation or harassment against anyone who makes a good faith effort to report workplace violence is considered a violation of this policy.

4.6 False or Misleading Reporting of Workplace Violence is Prohibited

Individuals are prohibited from making intentionally false or misleading reports of violence or threats of violence.



Section 5: Community Transit Maintains Right to Inspect, Monitor, and Investigate

5.1 Community Transit Maintains its Right to Monitor Company Technology

As outlined in the “Using Company Technology Resources and Social Media POL-HR-209P” Policy, Community Transit reserves the right to search and monitor company systems, including to implement and enforce this policy.

5.2 Community Transit Maintains its Right to Inspect Company Property

Community Transit reserves the right to search company property, including locked drawers and desks, to investigate allegations of violations of this policy.

5.3 Community Transit Maintains its Right to Conduct Background Investigations

Community Transit reserves the right to conduct background investigations on current and former employees, as deemed necessary, to investigate allegations of violations of this policy. Investigations may include, but not be limited to, prior employment information, personal and professional references, criminal history, motor vehicle records, credit history, and other legally available information.

Section 6: Manager of Security & Emergency Management, Maintains Workplace Violence Prevention and Intervention Programs

The Manager of Security & Emergency Management, or designee, in consultation with the Director of Employee Engagement, or designee, has the responsibility and authority to manage and implement the elements of this policy, including:

- Developing and/or implementing agency-wide programs, plans, procedures, training and tasks for the implementation of this policy.
- Acts as an authorized agent of Community Transit for the purposes of notifying a vendor or contractor to vacate Community Transit property or be subject to exclusion and/or criminal trespass for violation of this policy, or other company policies, rules or applicable laws.

Approved by: <u> <i>Ric Ilgenfritz</i> </u> Ric Ilgenfritz, CEO	Written by: Don Burr, Manager of Safety, Security & Compliance Jacob Peltier, Manager of Security & Emergency Management Cesar Portillo, Director of Employee Engagement Sara Burnett, Labor Relations Manager
Cancels or supersedes: Workplace Conduct Policy ADM 2000-001, March 6, 2000	
Last reviewed: October 11, 2019	
See also: POL-SE-004_Contractor Policy on Preventing and Addressing Workplace Violence	



Appendix A: Warning Signs

Behaviors of concern can be precursors to greater levels of violence. It is imperative that Community Transit is made aware of early behaviors of concern so that plans can be put in place to prevent greater violence from occurring in the workplace. The following behaviors of concern could indicate the potential for an individual to engage in violent behavior or could be indicators for suicide risk.

- **Signs of a Direct Threat:**
 - Fighting
 - Destruction of property
 - Person makes a statement to kill/harm self or others
 - Person makes a statement that they will harm someone
 - Person displays a gun, knife, or other instrument that could cause harm
 - Person makes a statement that they will go get a weapon
 - Person is out of control by yelling, screaming, flailing arms, or throwing dangerous objects

- **Signs of an Indirect Threat:**
 - History of threats or violence, including before, during or after employment with Community Transit
 - Threatening statements to kill/harm self or others, direct or veiled
 - Preoccupation with other incidents of workplace violence, weapons, or violence
 - Intimidating, belligerent, insubordinate, defiant or challenging
 - Confrontational, angry, easily provoked, unpredictable, restless, or agitated
 - History of violent, reckless, or antisocial behavior
 - Blames others for anything that goes wrong, with no sense of own responsibility
 - Chronic, unsubstantiated complaints about persecution or injustice
 - Shows recent marked performance decline
 - Changes in personality, mood or behavior
 - Excessive crying
 - Decline in personal grooming
 - Crosses behavioral boundaries, such as:
 - Excessive phone calls
 - Personal emails
 - Visits
 - Substance Abuse
 - Serious stress in their personal life:
 - Financial
 - Family
 - Marital or intimate partners