**COMPANY**

# Workplace Violence Prevention Plan

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# Introduction

Ensuring the safety and well-being of our employees is a top priority at **COMPANY**. As part of our commitment to maintaining a safe work environment, we have developed a comprehensive Workplace Violence Prevention Plan (WVPP) to mitigate the risk of workplace violence and protect our employees from harm. This plan complies with the requirements of SB 553.

Our WVPP is designed to address various aspects of workplace safety, including risk assessment, prevention strategies, employee training, and incident response procedures. By implementing proactive measures and fostering a culture of safety and respect, we aim to create a workplace where every employee feels secure and supported.

Through collaboration and ongoing communication, we are committed to promoting a safe and healthy work environment for all employees.

## Company

This document applies to the following companies, **COMPANY** collectively referred to as the "Company."

## Definitions

Workplace violence includes any threatening or disruptive behavior that can happen at work, like violence, harassment, or intimidation. It doesn't include acts of self-defense.

**Emergency** - Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

**Engineering controls** - An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.

**Log** - The violent incident log required by LC section 6401.9.

**Plan** - The workplace violence prevention plan required by LC section 6401.9.

**Serious injury or illness** - Any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.

**Threat of violence** - Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.

## Examples of Coworker Violence

There are many forms of workplace violence, not just homicides. Other incidents, while not fatal, can still cause trauma. Some common situations include:

* Using a weapon or threatening to use one
* Physically assaulting someone
* Damaging property
* Intimidating or scaring others
* Harassing or stalking someone
* Aggressive actions like shaking fists, kicking, or screaming
* Using offensive or vulgar language
* Making direct or indirect threats in person, letters, phone calls, or emails

## Types of Workplace Violence

There are different types of workplace violence:

* Type 1: Violence by someone who has no reason to be at the workplace, like a criminal.
* Type 2: Violence by customers, clients, patients, students, or visitors.
* Type 3: Violence by a current or former employee, supervisor, or manager.
* Type 4: Violence by someone who doesn't work there but has a personal connection to an employee.

# Scope

Effective Date

This plan starts on **[MM/DD/YYYY].**

## Purpose

This plan works together with our Injury & Illness Prevention Program. Its purpose is to:

* Identify workplace violence risks and fix them.
* Investigate and solve violent incidents properly.
* Keep a record of violent incidents in a Violent Incident Log.
* Train employees on preventing workplace violence.
* Let employees know when we find new risks and update the plan.
* Share records with employees, their representatives, and officials when needed.

Applicability This plan applies to all Company employees and workers we control, direct, or supervise. It helps prevent workplace violence.

## Overall Responsibility & Accountability

### PLAN ADMINISTRATOR(S)

The Workplace Violence Prevention Plan Administrator (WVPPA) is \_\_\_\_\_\_\_\_\_\_\_ \_.

The WVPPAAdministratorhas the authority and responsibility for implementing the provisions of this plan for the Company.If there are multiple persons responsible for the plan, their roles will be clearly described below.

**PLEASE CUSTOMIZE THIS SECTION FOR YOUR WORKPLACE AS NECESSARY**

### Additional Responsible Party Role

### Supervisors, Managers & Company Leadership

All managers and supervisors at the Company must:

* Follow this plan and workplace violence prevention strategies in their areas.
* Make sure all workers understand security policies and procedures.
* Enforce rules fairly and answer worker questions.

### Employees

Specifically, theCompany’s systems to ensure that workers comply with workplace violence prevention rules and maintain a secure work environment are:

* Informing workers about the provisions of this plan.
* Evaluating workers’ performance.
* Identifying and coaching workers who perform work that may increase their risk of workplace violence on how they can protect themselves.
* Providing employee training.
* Discipline up to and including employment termination for workers who fail to comply with workplace violence prevention practices.
* A reporting path either to their supervisor or anonymous submission for workers who observe worrisome behaviors or acts of workplace violence.
* Allowing workers to access communication means to seek emergency assistance, assess the safety of a situation, or communicate with someone to verify their safety.

## Employee Participation

Employees are encouraged to report concerns about workplace security, workplace violence, or any other job matters.

* Management will actively engage with employees and authorized representatives to:
	+ Identify, evaluate, and devise corrective actions to mitigate workplace violence. For instance, monthly safety meetings will be held where employees and their representatives can voice concerns, evaluate hazards, and propose corrective actions. These sessions may include brainstorming, incident reviews, and safety procedure discussions.
	+ Develop and implement training initiatives. Employees are encouraged to contribute to the design and execution of training programs, with their input integrated into the training materials. For instance, employees may suggest new training scenarios based on recent incidents.
	+ Report and investigate workplace violence incidents. Detailed procedures outlining reporting and investigation protocols will be provided to ensure incidents are appropriately addressed and resolved.
* Management will ensure that all aspects of the workplace violence prevention plan are effectively communicated to and understood by all employees. Managers and supervisors will consistently enforce the policies and procedures outlined in the plan.
* All employees are required to adhere to the directives, policies, and procedures outlined in the workplace violence prevention plan and actively contribute to maintaining a safe work environment. This includes following established protocols for identifying and addressing potential risks.
* The workplace violence prevention plan will remain in effect at all times and across all work areas. It will be tailored to address specific hazards and corrective measures relevant to each work area and operation.

## Coordination With Other Employers

If applicable, the Company will implement the following effective procedures to coordinate implementation of its plan with other employers such as temporary agency employees to ensure that those employers and employees understand their respective roles, as provided in the plan.

* All employees from other employers working on our site will be trained on workplace violence prevention.
* Workplace violence incidents involving any employee are reported, investigated, and recorded.
* At a multiemployer worksite, the Company will ensure that if its employees experience workplace violence incident that they will record the information in a violent incident log and shall also provide a copy of that log to controlling employer.

# TRAINING AND INSTRUCTION

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, discussions, and practical exercises. Training and instruction will be provided as follows:

### When

* When the WVPP is first established.
* Annually to ensure all employees understand and comply with the plan.
* Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan. The additional training may be limited to addressing the new workplace violence hazard or changes to the plan.

### HOW

* Inclusion of workplace security policies and procedures in new employee orientation.
* Review of this plan at the time of hire.
* Participation in workplace security training programs.
* Regularly scheduled meetings.
* Encouraging effective communication between employees and supervisors regarding security and violence concerns, with translation provided where necessary.
* Posting or distributing workplace security information.
* Establishing a system for employees to report workplace security and violence concerns anonymously to management.
* Establishing a system for employees to report workplace security hazards or threats of violence to management without fear of retaliation.
* Addressing security issues during workplace security team meetings.

## Safety Communication Responsibility

The Company has established labor/management safety and health committee that:

**PLEASE US AS IS OR CUSTOMIZE THIS SECTION FOR YOUR WORKPLACE.**

* Meet regularly.
* Maintain written records of committee meetings.
* Review results of periodic inspections.
* Discuss workplace security concerns, investigation outcomes, and incidents.
* Provide recommendations to management for preventing future incidents.
* Review investigations of alleged hazardous workplace security conditions.
* Offer suggestions to evaluate workplace security.

## Non-Retaliation Policy

Employees who report workplace violence concerns or refuse to report to work due to safety concerns will not face adverse actions or retaliation from the Company.

## Training and Instruction

To ensure effective training, the Company will utilize materials that are suitable in content and language for employees' educational levels, literacy, and language proficiency. Employees have access to:

**CHOOSE THE ITEM THAT FITS YOUR PARTICULAR SITUATION**

* Workplace Violence Prevention Training Document
* Online Workplace Violence Prevention Training
* Additional workplace specific training

The Company's emergency response and anti-violence training will cover the following topics at a minimum:

* Overview of the Workplace Violence Prevention Program, including how to obtain a copy and participate in the plan.
* Definitions and requirements related to identifying workplace security hazards and the risk factors associated with various types of workplace violence.
* Reporting procedures for violent acts or threats without fear of retaliation.
* Job-specific workplace violence hazards, implemented corrective measures, seeking assistance, and strategies for avoiding physical harm.
* Usage of the violent incident log.
* Interactive Q&A session with knowledgeable personnel.
* De-escalation techniques for hostile situations.
* Recognizing emergency alerts and utilizing escape routes or sheltering locations.
* Procedures for summoning assistance.
* Employee escape routes.
* Notifying security and law enforcement authorities of criminal acts.
* Emergency medical care procedures for victims of violence.
* Availability of post-event trauma counseling services.

## Training Plan

All employees, including managers and supervisors, will receive training and instruction on general workplace security practices and violence prevention. Training will be conducted as follows:

* Initially when the Workplace Violence Prevention Program is established, and annually thereafter.
* For all new hires.
* For employees assigned new job roles without prior training.
* Whenever new workplace security concerns arise, introducing new hazards.
* Upon discovery of new or previously unrecognized workplace security hazards, with additional training focusing on addressing these hazards or plan changes.
* Supervisors will receive training to identify workplace security hazards relevant to their team members.
* All employees will receive training tailored to the specific workplace security hazards associated with their job roles.

USE THE EMPLOYEE TRAINING LOG TO TRACK EMPLOYEE TRAINING

# Hazard Detection

Our workplace contains the following potential risks for violence in the workplace:

**PLEASE USE AS IS OR CUSTOMIZE THIS SECTION FOR YOUR WORKPLACE.**

**Examples of factors that carry a higher risk for violence in the workplace:**

1. Exchange of money.
2. Employees working alone.
3. Employees working at night and during early morning hours and go their cars at night.
4. Availability and guarding of valued items, e.g., money and jewelry.
5. Provision, use, or distribution of alcohol or marijuana.
6. Perform public safety or social service functions in the community.
7. Work with patients (healthcare facilities not within the scope of CCR, Title 8, section 3342) clients, passengers, customers, or students known or suspected to have a history of violence.
8. Workers with a history of assaults or who have exhibited belligerent, intimidating, or threatening behavior to others.
9. The facility where employees work is not secure
10. Employees work in remote sites such as residential or commercial properties where we don; have security control

## Behavior Indicators

While workplace violence may occur without warning, there is often a **pattern of escalating incidents** that provide clues that things may be heading in a concerning direction.

### Level I: Early Warning Signs

A person is being:

* Intimidating or bullying
* Discourteous or disrespectful
* Uncooperative
* Verbally Abusive

### Level II: Escalation

A person is:

* Arguing with customers, vendors, coworkers, or management
* Refusing to obey Company policies and procedures
* Sabotages equipment or stealing Company property
* Verbalizing a wish to hurt coworkers or management
* Sending threatening notes to coworkers or management
* Seeing themselves as victimized by management

### Level III: Emergency

A person is exhibiting or engaged in:

* Suicidal threats
* Physical fights
* Destruction of property
* Extreme rage that is possibly disproportionate to the situation
* Using weapons with the intent to harm themselves or others

## Workplace Hazard Detection & Documentation

The Company has a system for identifying and evaluating workplace hazards, including the potential for violence.

## Initial Inspection

The Company will take action by assessing fundamental aspects of the building’s physical security and business practices as described below to uncover simple, zero-cost, or low-cost changes that enhance worker safety.

UTILIZE THE INSPECTION FOR INITIAL AND ONGOING INSPECTIONS

## Periodic inspections

We will periodically perform inspections and reviews to identify and evaluate workplace security and violence hazards will be performed by competent observers in the following workplace areas.

1. Assessing the external and internal aspects of the workplace to minimize attractiveness to potential robbers.
2. Implementing surveillance measures, such as mirrors and cameras, to deter violence and monitor activities.
3. Establishing protocols for employee response during criminal acts, with a clear policy prohibiting non-security personnel from confronting violent individuals.
4. Establishing procedures for reporting suspicious activities or persons.
5. Ensuring the proper functioning and accessibility of emergency buttons and alarms.
6. Displaying emergency contact numbers for law enforcement, fire, and medical services.
7. Ensuring employees have access to telephones with outside lines for emergency communication.
8. Providing effective escape routes and designated safe areas in case of emergencies.
9. Evaluating the adequacy of security systems including door locks, entry codes, security windows, and physical barriers.
10. Monitoring the frequency and severity of situations that may lead to violent acts by customers or clients.
11. Training employees, including security guards, in safely handling threatening situations.
12. Assessing the effectiveness of systems that warn of potential violence and summon assistance, such as alarms and panic buttons.
13. Implementing work practices like the "buddy" system for designated emergency events.
14. Ensuring employees are aware of available escape routes.
15. Improving communication between management and staff within the establishment.
16. Regulating access to the workplace by non-employees, including recently terminated employees or individuals involved in disputes.
17. Addressing and investigating reports of threats or abuse by managers, supervisors, or fellow employees.
18. Documenting any prior incidents of violence, threats, or other signs of tension in the workplace.
19. Implementing additional procedures as needed to identify and evaluate workplace violence hazards.

UTILIZE THE INSPECTION FOR INITIAL AND ONGOING INSPECTIONS

### inspection Frequency

The above inspection will be completed:

* When Company first implemented this Workplace Violence Prevention Program.
* When new workplace security hazards arise.
* When previously unrecognized workplace security hazards are identified.
* After workplace security incidents.
* When the Company hires or reassigns workers to new tasks without prior security evaluation.
* Whenever workplace security conditions suggest an inspection is needed.
* Advanced Analysis & Inspection:
* As needed, the Company may collaborate with law enforcement or experts to assess:

### ADVANCED ANALYSIS & INSPECTION

* Access to and movement within the workplace, including non-workers or those in disputes with Company employees.
* Adequacy of security systems like locks, entry codes, and alarms.
* Threatening situations with service recipients.
* Workers’ ability to handle hostile individuals safely.
* Effectiveness of warning systems and emergency procedures.
* Communication of anti-violence policies.
* Communication between management and workers.
* Awareness of potential violence warning signs.
* Reports of threats or abuse from managers, supervisors, or coworkers.
* Previous incidents or signs of tension in the workplace.
* Disciplinary procedures.

### correction

Workplace violence hazards will be evaluated and corrected in a timely manner. The Company will implement the following effective procedures to correct workplace violence hazards that are identified:

**PLEASE use as is CUSTOMIZE THIS SECTION FOR YOUR WORKPLACE as necessary.**

**Examples of methods to correct workplace hazards:**

1. Enhance the workplace's security to deter potential robbers by:
	1. Improving lighting in and around the workplace premises.
	2. Displaying signs indicating limited cash on site and the presence of surveillance cameras.
	3. Implementing surveillance measures like cameras and mirrors to monitor both interior and exterior areas, discouraging criminal activity.
	4. Employing security guards to patrol the workplace perimeter and interior.
	5. Installing security surveillance cameras strategically within and around the workplace.
2. Implement workplace violence prevention systems, including door locks, secure windows, physical barriers, emergency alarms, and restraint systems by:
3. Ensuring the effectiveness and adequacy of these violence prevention systems.
4. Posting emergency contact numbers for law enforcement, fire, and medical services.
5. Regulating access and movement within the workplace by non-employees, including those recently discharged or involved in disputes.
6. Installing efficient warning systems such as alarms or panic buttons to alert others of potential violence or summon assistance.
7. Providing employees with access to telephones with outside lines.
8. Conduct employee training and refresher sessions on the Workplace Violence Prevention Program (WVPP), covering topics such as:
	1. Recognizing and managing threatening or hostile situations involving service recipients.
	2. Handling reports of violent incidents, threats, or other workplace tensions effectively to prevent retaliation.
	3. Enhancing communication between management and employees.
	4. Reporting suspicious persons, activities, or packages.
	5. Conducting emergency action procedure training for employees, supervisors, and managers.
9. Ensure clear and accessible employee escape routes.
10. Increase awareness among employees, supervisors, and managers about warning signs indicating potential workplace violence, with detailed procedures on how to accomplish this.
11. Establish employee disciplinary and discharge procedures that address the potential for workplace violence, with clear guidelines on implementation.
12. Implement policies prohibiting certain practices, such as a no-weapons policy, to maintain a safe workplace environment.
13. Manage cash on hand by limiting amounts and using time access safes for large bills.
14. Implement procedures for a "buddy" system during specified emergency events.
15. Include any other necessary procedures for addressing workplace violence hazards effectively.

# Hazard Correction

The Company has a zero-tolerance policy for harassment or violence towards employees, customers, clients, vendors, or suppliers. Any behavior that violates federal, state, or local laws will result in disciplinary action, including termination. Harassment includes offensive remarks, jokes, slurs, or any other verbal, graphic, or physical misconduct.

## Investigation Procedures

After a workplace violence concern is reported or a non-emergency incident occurs, the Company will assign at least two individuals to perform the following tasks. Please refer to the Workplace Violence Emergencies section of this plan for guidance on responding to life-threatening incidents. Safety is our top priority, and involving law enforcement may be necessary.

1. Visit the incident scene promptly.
2. Interview threatened and injured workers and witnesses.
3. Inspect the workplace for factors related to workplace security, including any past reports of inappropriate behavior by the perpetrator.
4. Determine the cause of the incident.
5. Implement corrective measures to prevent future incidents.
6. Document the findings and actions taken. Inform involved employees of the investigation outcomes.
7. Prepare a written incident report containing the date, time, location, event description, circumstances leading up to it, and identities of involved individuals.

## Prioritization of Risks

Hazards with a higher risk of workplace violence will be addressed promptly, depending on the severity of the risks. The Company will prioritize correcting hazards based on the level of violence risk. Hazards will be addressed according to the following steps:

1. Upon initial observation or discovery.
2. If an immediate hazard exists that cannot be resolved without risking worker(s) and/or property safety, all affected workers will be removed from the situation except those needed to address the hazard. In escalating or emergency situations, law enforcement will intervene.
3. All corrective actions and completion dates will be documented.

# Workplace Violence Emergency Response

The Company has in place the following specific measures to handle actual or potential workplace violence emergencies:

Please use as is or customize this section for your workplace AS NECESSARY:

If anyone witnesses violent or threatening behavior that puts themselves, others, or Company property in immediate danger, they should:

* Dial 911 or other relevant emergency contacts for the facility, especially if immediate medical or law enforcement assistance is needed.
* Stay composed and inform their supervisor.
* Prioritize personal safety.
* Exit the area if safety is compromised.
* Cooperate with responding law enforcement personnel.

## Notification System

To indicate an evacuation, the facility employs an evacuation notification alarm. This alarm system is introduced to employees upon their hiring and is reviewed during re-training sessions. The alarm is designed to be distinctive and clear to avoid confusion with other forms of communication.

The Company employs the following methods to signal the need for evacuation:

PLEASE use as is or CUSTOMIZE THIS SECTION FOR YOUR WORKPLACE AS NECESSARY:

**Examples of Alert Notifications:**

1. Verbal communication
2. Audible alarm
3. Facility telephone or announcement system
4. Visual alarm
5. Pull box alarm system
6. Mass electronic device communication (text)
7. When this notification is activated, all facility employees are required to cease work and proceed to their designated evacuation assembly points.

## Evacuation vs. Sheltering in Place

Certain situations, like instances of workplace violence or active shooter incidents, may require evacuating the facility. Employees have the right to evacuate if their safety is at immediate risk.

However, if it's too perilous to evacuate or if encountering the perpetrator is likely, sheltering in place may be safer. Sheltering in place means finding a secure location within the facility and remaining there until cleared by law enforcement. The Company has designated shelter-in-place areas, but if reaching one without endangering yourself is not feasible:

PLEASE use as is or CUSTOMIZE THIS SECTION FOR YOUR WORKPLACE AS NECESSARY:

* Head to the nearest lockable office and lock the door or barricade the door if necessary
* Exit the building using the nearest outer doorway
* If it is not possible to retreat to either of these options, find shelter under a desk or other object

## Workplace Violence Reporting Procedure

The Company is committed to maintaining a safe and secure work environment for all employees. To facilitate prompt reporting and resolution of any threats or acts of workplace violence, the following procedures will be implemented:

* As required by California Code of Regulations (CCR), Title 8, Section 342(a). Reporting Work-Connected Fatalities and Serious Injuries, the Company will immediately report to Cal/OSHA any serious injury or illness (as defined by CCR, Title 8, Section 330(h)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.
* Employees are required to report any threats or acts of workplace violence to their immediate supervisor or manager. The supervisor or manager will then notify the Workplace Violence Prevention Program (WVPP) administrator. This reporting process can be facilitated through [describe the method, such as in-person communication, email, or a designated reporting form]. In cases where direct reporting to a supervisor or manager is not feasible, employees are encouraged to report incidents directly to the WVPP administrator.
* In addition to reporting to supervisors or managers, employees may utilize alternative reporting channels to report incidents, threats, hazards, or concerns related to workplace violence. These channels may include reporting to HR personnel, utilizing an anonymous hotline, or submitting reports through designated online forms. For example:
* It is important to note that the Company maintains a strict non-retaliation policy regarding the reporting of workplace violence incidents. Any instances of retaliation against employees who report incidents will be promptly investigated and addressed. Consequences for retaliation may include disciplinary action or termination of employment. This ensures that all employees feel empowered to report workplace violence without fear of reprisal.

USE THE VIOLENCE INCIDENT LOG AND VIOLENCE INCIDENT DETAIL TO RECORD INCIDENTS OF VIOLENCE

# Recordkeeping

In compliance with laws and best practices, the Company maintains records of workplace violence hazard identification, evaluation, and correction for at least 5 years.

Additional Record-Keeping Practices:

* Inspections of workplace security hazards are documented on a hazard assessment and correction form, including details such as the inspectors involved, identified concerns, and corrective actions taken.
* Training records are maintained for at least 1 year, encompassing training dates, session contents or summaries, trainers' names and qualifications, and attendees' names and job titles.
* Violent incident logs are retained for a minimum of 5 years.
* Records from workplace violence incident investigations are kept for at least 5 years, excluding any medical information.
* All required records are accessible to authorities upon request for examination and copying.
* Employees and their representatives can request access to these records at no cost, and they must be provided within 15 calendar days of the request.

## Plan Availability

Access to the written plan will be available to employees, authorized employee representatives, and government representatives at all times. This includes providing both hard copies and electronic access through systems like an employee internet portal. Employees can also request a copy of the plan from the company’s Administrator.

## Plan Review

The Company will review this plan at least once a year, involving employees and representatives. We'll update the plan if we notice any issues, after a violence incident, or if laws change.

The review and revision process will involve active involvement of employees and authorized employee representatives, as outlined in the EMPLOYEE PARTICIPATION section of this WVPP. Additionally, the following procedures will be implemented to ensure active participation:

As part of the review process, the Company will also review the following:

Incident Investigations and Violent Incident Log

Regular review of incident investigations and the violent incident log will be conducted to identify patterns or trends that may necessitate changes to the WVPP.

Evaluation of Security Systems

The effectiveness of security systems, including alarms, emergency response procedures, and the availability of security personnel (if applicable), will be assessed to ensure adequate protection against workplace violence.

### Proper Identification and Correction of Violence Risks

A thorough review will be conducted to ensure that violence risks are properly identified, evaluated, and corrected. Any necessary revisions to procedures or protocols will be promptly implemented and communicated to all employees.

By consistently reviewing and revising the WVPP in accordance with these procedures, the Company aims to maintain a safe and secure work environment for all employees.