

## Bay City Boiler Workplace Violence Prevention Plan (WVPP)

PURPOSE: To prevent acts of aggressive, threatening behavior and violence in the workplace in compliance with Labor Code section 6401.9.

SCOPE: This plan applies to all Departments of **Bay City Boiler** employees in its entirety.

WORKPLACE VIOLENCE PREVENTION PLAN (WVPP) Completed on \_\_\_\_\_ 7.1.24 \_\_\_\_\_

Date of Last Review: \_\_\_\_\_ 7.1.24 \_\_\_\_\_

Date of Last Revision(s): \_\_\_\_\_ 7.1.24 \_\_\_\_\_

### Elements of the WVPP under Labor Code section 6401.9:

- (1) Names or job titles of the persons responsible for implementing the plan. If there are multiple persons responsible for the plan, their roles shall be clearly described.*
- (2) Effective procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan, including, but not limited to, through their participation in identifying, evaluating, and correcting workplace violence hazards, in designing and implementing training, and in reporting and investigating workplace violence incidents.*
- (3) Methods the employer will use to coordinate implementation of the plan with other employers, when applicable, to ensure that those employers and employees understand their respective roles, as provided in the plan. These methods shall ensure that all employees are provided with the training required and that workplace violence incidents involving any employee are reported, investigated, and recorded.*
- (4) Effective procedures for the employer to accept and respond to reports of workplace violence, and to prohibit retaliation against an employee who makes such a report.*
- (5) Effective procedures to ensure that supervisory and nonsupervisory employees comply with the plan in a manner consistent with Title 8 of the California Code of Regulations.*
- (6) Effective procedures to communicate with employees regarding workplace violence matters.*
- (7) Effective procedures to respond to actual or potential workplace violence emergencies.*
- (8) Procedures to develop and provide the training required.*
- (9) Procedures to identify and evaluate workplace violence hazards, including, but not limited to, scheduled periodic inspections to identify unsafe conditions and work practices and employee reports and concerns. Inspections shall be conducted when the plan is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.*
- (10) Procedures to correct workplace violence hazards identified and evaluated in a timely manner consistent with Title 8 of the California Code of Regulations.*
- (11) Procedures for post incident response and investigation.*
- (12) Procedures to review the effectiveness of the plan and revise the plan as needed, including, but not limited to, procedures to obtain the active involvement of employees and authorized employee representatives in reviewing the plan. The plan shall be reviewed at least annually, when a deficiency is observed or becomes apparent, and after a workplace violence incident.*

## RESPONSIBILITY

The WVPP administrator, Scott Bruland, has the authority and responsibility for implementing the provisions of this program for **Bay City Boiler**.

Responsible Persons	Job Title/Position	Plan Responsibilities	Phone #	Email
Scott Bruland	Director of Business Operations	WVPP Administrator	530-351-4748	sbruland@baycityboiler.com

All managers and supervisors are responsible for implementing and maintaining the WVPP in their work areas and for answering worker questions about the WVPP.

As per the Injury and Illness Prevention Program (IIPP), managers and supervisors are responsible for providing a secure work environment for their staff, including the identification of violence prevention risks, staff training needs, the development and management of departmental violence prevention policies and procedures, and incident reporting, investigation, and follow up.

All employees are responsible for reporting hazards and injury or illness incidents per the IIPP, including hazards and incidents related to workplace violence, without fear of retaliation.

## EMPLOYEE ACTIVE INVOLVEMENT

Active employee involvement includes allowing both employees and employee representatives to participate in the development and implementation of the plan through:

- Identifying, evaluating, and correcting workplace violence hazards.

E.g. Safety Meetings/Committee Meetings to review potential hazards and prevention

- Designing and implementing training.

E.g. Encourage employees to suggest training protocols and obtain feedback when training is conducted

- Reporting and investigating workplace violence incidents.

E.g. Follow reporting protocol, set up anonymous reporting procedures

## EMPLOYEE COMPLIANCE

Management will ensure that all workplace policies, procedures, and protocols are clearly communicated and understood by all affected employees. Managers and supervisors will enforce the rules fairly and uniformly.

All affected employees will follow all workplace violence protocols, policies, and procedures, and assist in maintaining a safe work environment.

Our system to ensure that employees comply with the rules and maintain a secure work environment will include at a minimum:

- Inform employees through training of the provisions of our WVPP.
- Evaluate the violence prevention performance of all supervisory and nonsupervisory employees for compliance with our WVPP.

E.g. Through the periodic inspections and employee feedback.

- Recognize employees who perform secure work practices.
- Provide retraining to employees whose violence prevention performance is deficient.
- Discipline employees for failure to comply with WVPP practices.

Employees will not be retaliated against in any way if they refuse to report to or leave a workplace or worksite because they have a reasonable belief that the workplace or worksite is unsafe. Employees who retaliate against a coworker for reporting a workplace violence incident shall receive disciplinary action up to and including termination.

## COMMUNICATION

Open, two-way communication between upper management, supervisors, and employees about workplace violence issues is essential to a safe and productive workplace. The following system of communication is designed to facilitate a continuous flow of workplace violence prevention information between management, supervisors and employees in a form that is readily understandable by all affected employees, and consists of one or more of the following:

- New employee orientation including workplace violence prevention policies and procedures.
- Workplace violence prevention training programs.
- Review violence prevention (security issues and potential violence hazards) at regularly scheduled meetings.
- Effective communication between employees and supervisors about violence prevention and violence concerns ensuring that communication is in employees' native language.
- Posted or distributed workplace violence prevention information.
- A system for employees to anonymously inform management about workplace violence prevention and violence concerns.
- A system for employees to inform management about workplace violence prevention hazards or threats of violence without fear of reprisal or adverse action (*Incident Reporting Procedures*).

The WVPP elements and policies will be communicated with other employers, when applicable, to ensure that those employers and employees understand their respective roles, as provided in the plan. These methods shall ensure that all employees are provided with the training required and that workplace violence incidents involving any employee are reported, investigated, and recorded.

How will visitors, sub-contractors, etc. be informed of the WVPP elements?

**TRAINING**

All affected employees, including management, supervisors, and non-supervisory employees, will be provided with effective training in our WVPP with materials appropriate in content and vocabulary to the educational level, literacy, and language of employees. An opportunity for interactive questions and answers with a person knowledgeable about the plan will be available.

Training will be provided as follows:

- Initial training when the plan is first established, and annually thereafter, on the following:
  - The WVPP, how to obtain a copy of the plan at no cost, and how to participate in development and implementation of the plan.
  - The definitions and requirements of the plan.
  - How to report workplace violence incidents or concerns to **Bay City Boiler** or law enforcement without fear of reprisal.
  - Workplace violence hazards specific to the employees’ jobs, the corrective measures **Bay City Boiler** has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
  - The violent incident log and how to obtain copies of records.
  - [Site and Company Specific Policies](#)

**INCIDENT REPORTING PROCEDURES**

Employees can report a violent incident, threat, or other workplace violence concern to **Bay City Boiler** or law enforcement without fear of reprisal.

Employee concerns will be investigated, and employees will be informed of the results of the investigation and any corrective actions to be taken.

Each employee and every person on **Bay City Boiler** property is encouraged to report incidents of threats or acts of physical violence.

Reports shall be made to the reporting individual's immediate supervisor. If the immediate supervisor is not available, the report shall be made to the next level of management or to the WVPP administrator.

Reports can also be made anonymously via:

E.g. <a href="#">Employee hotline</a> , <a href="#">HR Department</a> , <a href="#">written notice</a> .

**RESPONSE TO REPORTS OF EMERGENCY WORKPLACE VIOLENCE**

Bay City Boiler has adopted the following protocols to accept and respond to all reports of workplace violence:

- Notification system to alert employees and visitors to a workplace of a violence incident (location and nature of the violence).

E.g. Communication methods; phone, cell phone, intercom, email, office alarm system, etc.

- Evacuation and staging/shelter locations.

E.g. Map of staging and shelter locations

- Emergency implementation of plan with assistance from employees and law enforcement personnel.

E.g. Emergency contact names and contact numbers (company and law enforcement)

Responsible Persons	Job Title/Position	Response Responsibilities	Phone #	Email
Scott Bruland	Director of Business Operations	Notification to Business Owners Notification to our HR company	530-351-4748	sbruland@baycityboiler.com

**WORKPLACE VIOLENCE HAZARD ASSESSMENT**

The following procedures are established to identify and evaluate workplace violence hazards, including, but not limited to, scheduled periodic inspections to identify unsafe conditions and work practices and to review employee reports and concerns.

Inspections will be conducted:

- When the plan is first established
- Periodically
- After violent incidents
- Whenever a new hazard becomes known.

Employee reports and concerns will be reviewed:

E.g. Weekly or daily.
E.g. Reports can be made online, by phone or direct to supervisor

## Periodic Inspections

Inspections for potential violence hazards consist of identifying and evaluation of unsafe conditions and work practices that could lead to a violence incident.

Periodic inspections will be conducted by the following personnel and department:

Name/Job Title	Department/Location
Jon Bruland / General Manager	Hayward Division
Mike Kaczmarczyk / General Manager	Stockton Division
Mike Hawkins / General Manager	Fresno Division
Scott Bruland / Director of Business Operations	Corporate Division

**Bay City Boiler** performs inspections based on the different types of workplace violence:

(I) **“Type 1 violence,”** which means workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.

(II) **“Type 2 violence,”** which means workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.

(III) **“Type 3 violence,”** which means workplace violence against an employee by a present or former employee, supervisor, or manager.

(IV) **“Type 4 violence,”** which means workplace violence committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee.

Inspections for workplace violence include assessing the following:

### *Examples:*

- The exterior and interior of the workplace for its attractiveness to robbers.
- The need for violence surveillance measures, such as mirrors and cameras.
- Procedures for employee response during a robbery or other criminal act, including our policy prohibiting employees, who are not violence prevention guards, from confronting violent persons or persons committing a criminal act.
- Procedures for reporting suspicious persons or activities.
- Effective location and functioning of emergency buttons and alarms.
- Posting of emergency telephone numbers for law enforcement, fire, and medical services.
- Whether employees have access to a telephone with an outside line.
- Whether employees have effective escape routes from the workplace.
- Whether employees have a designated safe area where they can go to in an emergency.
- Adequacy of workplace violence prevention systems, such as door locks, entry codes or badge readers, violence prevention 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.
- Employees' skill in safely handling threatening or hostile service recipients (example: violence prevention guards).
- Effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance, e.g., alarms or panic buttons.
- The use of work practices, such as the "buddy" system, for specified emergency events.
- The availability of employee escape routes.
- How well our establishment's management and employees communicate with each other.
- Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.
- Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage, or other signs of strain or pressure in the workplace.

**VIOLENCE PREVENTION HAZARD CORRECTION**

Hazard correction will be done in accordance with the hazard level, based on the severity of the hazards (with the higher risk situations having higher priority). Hazards will be corrected in a timely manner according to the following procedures:

- When first observed or discovered.
- If an imminent hazard exists that cannot be immediately abated without endangering worker(s) and/or property, all exposed employees will be removed from the situation except those necessary to correct the existing condition. Employees essential to correct the hazardous condition will be provided with the necessary protection.

Names of employees responsible for correcting the hazardous condition, why and how they will be protected.

- All corrective actions taken and dates they are completed will be documented on the appropriate forms (*Violent Incident Report, Violent Incident Investigation and Log*).

The following policies and procedures are established to ensure workers and worker representatives participate in identifying, evaluating, and determining corrective measures to prevent workplace violence:

***Examples of corrective measures:***

- Make the workplace unattractive to robbers by:
  - Improve lighting both outside and inside the workplace.
  - Posting of signs notifying the public that limited cash is kept on the premises and that cameras are monitoring the facility.
  - Utilize surveillance measures, such as cameras and mirrors, to provide information as to what is going on outside and inside the workplace and to dissuade criminal activity.
  - Hire security guards and have them patrol the workplace interior and perimeter.
  - Install security surveillance cameras in and around the workplace.
- Provide workplace violence systems, such as door locks, violence windows, physical barriers, emergency alarms and restraint systems.
- Ensure the adequacy of workplace violence systems.
- Post emergency telephone numbers for law enforcement, fire, and medical services.
- Control access to, and freedom of movement within, the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.
- Install effective systems to warn others of a violence danger or to summon assistance, e.g., alarms or panic buttons.
- Ensure employees have access to a telephone with an outside line.
- Provide employee training/re-training (refreshers) on the WVPP, which could include, but is not limited to, the following:
  - Recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
  - 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.
  - Improve how well our establishment's management and employees communicate with each other.
  - Procedures for reporting suspicious persons, activities, and packages.
  - Provide/review employee, supervisor, and management training on emergency action procedures.
  - Ensure adequate employee escape routes.
  - Increase awareness by employees, supervisors, and managers of the warning signs of potential workplace violence. [Provide procedures on how this will be accomplished]
  - Ensure that employee disciplinary and discharge procedures address the potential for workplace violence. [Provide procedures on how this will be accomplished]
  - Establish a policy for prohibited practices [describe what those are, such as a no-weapons policy].
- Limit the amount of cash on hand and use time access safes for large bills.
- Provide procedures for a "buddy" system for specified emergency events.



## **POST INCIDENT RESPONSE AND INVESTIGATION**

The post incident response and investigation will be led by the WVPP administrator and/or assigned management staff.

Procedures for investigating workplace violence prevention incidents include the following:

- Visit the incident scene as soon as possible.
- Interview threatened and injured employees and witnesses.
- Examine the workplace for factors associated with workplace security, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the type of workplace violence (1,2,3 and/or 4), and possible causes of the incident.
- Take corrective action to prevent the incident from reoccurring.
- Record the findings and corrective actions taken (*Violent Incident Report, Violent Incident Investigation and Log*).

The written incident report will include the date, time, location, and description of the type of event and the circumstances leading up to it. Personal information will be omitted from the incident report and the log.

## **WVPP RECORDKEEPING**

- Records of workplace violence hazard identification, evaluation, and correction will be created and maintained for a minimum of five (5) years.
- Training records will be created and maintained for a minimum of one (1) year and include training dates, contents or a summary of the training sessions, names and qualifications of persons conducting the training, and names and job titles of all persons attending the training sessions.
- Violent incident logs will be maintained for a minimum of five (5) years.
- Records of workplace violence incident investigations conducted will be maintained for a minimum of five (5) years.

## **EMPLOYEE ACCESS**

- All records will be made available to employees and their representatives, upon request and without cost, for examination and copying within 15 calendar days of a request.

## **WVPP REVIEW**

**Bay City Boiler** has established and implemented a system to review the effectiveness of the WVPP in conjunction with employees and their representatives regarding the employees' respective work areas, services, and operations. The review includes:

- Sufficiency of violence prevention systems, including alarms, emergency response, and violence prevention personnel availability (if applicable).
- Job design, equipment, and facilities to ensure they are optimized to prevent workplace violence incidents.
- Violence prevention risks are being properly identified, evaluated, and corrected.

The plan will be reviewed as follows:

- At least annually
- When a deficiency is observed or becomes apparent
- After a workplace violence incident

**DEFINITIONS Labor Code section 6401.9**

- (1) "Emergency" means unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.
- (2) "Engineering controls" mean an aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the worker and the hazard.
- (3) "Log" means the violent incident log required by this section.
- (4) "Plan" means the workplace violence prevention plan required by this section.
- (5) "Threat of violence" means 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.
- (6) (A) "Workplace violence" means any act of violence or threat of violence that occurs in a place of employment.
- (B) "Workplace violence" includes, but is not limited to, the following:
  - (i) The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
  - (ii) An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.
  - (iii) The following four workplace violence types:
    - (I) "Type 1 violence," which means workplace violence committed by a person who has no legitimate business at the worksite, and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
    - (II) "Type 2 violence," which means workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
    - (III) "Type 3 violence," which means workplace violence against an employee by a present or former employee, supervisor, or manager.
    - (IV) "Type 4 violence," which means workplace violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee.
- (C) "Workplace violence" does not include lawful acts of self-defense or defense of others.
- (7) "Work practice controls" means procedures and rules which are used to effectively reduce workplace violence hazards.

Authorization and approval of the WVPP for **Bay City Boiler** by:

Name/Title      Scott Bruland Director of Business Operations

Signature        Scott Bruland

Date              7/1/2024