



**Associated Students Incorporated  
Cal Poly Pomona  
WORKPLACE VIOLENCE PREVENTION PLAN  
Last Updated July 19, 2024**

ASI's Workplace Violence Prevention Plan addresses the hazards known to be associated with four major types of workplace violence:

- **Type 1:** A violent act committed by an assailant with no legitimate relationship to the workplace who enters the workplace to commit a robbery or other criminal act.
- **Type 2:** A violent act or threat of violence committed by a recipient of a service provided by our establishment, such as a client, patient, customer, student, passenger, visitor, or a criminal suspect or prisoner.
- **Type 3:** A violent act or threat of violence committed by a current or former worker, supervisor or manager, with one of our employees.
- **Type 4:** A violent act committed by lover, a worker's relative, friend, or another person who has some employment-related involvement with our establishment and has a dispute with one of our employees.

Or a combination of one or more types of workplace violence may exist in our workplace.

## RESPONSIBILITY

The WVPP administrator for the Bronco Student Center will be the BSC Operations Manager, for the Children's Center the Associate Director of the Children's Center and for the Bronco Recreation Intramural Complex it will be the BRIC Operations Manager. They have the authority and responsibility for implementing the provisions of this program for the Bronco Student Center.

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

## COMPLIANCE

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

All employees will follow all WVPP directives, 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 which will include at a minimum:

- Informing employees of the provisions of our WVPP.
- Evaluate the security performance of all employees.
- Recognize employees who perform secure work practices.
- Provide training to employees whose security performance is deficient.
- Discipline employees for failure to comply with secure workplace practices.

ASI ensures the following:

- Employees will not be threatened with adverse action or 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 will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety.

# COMMUNICATION

We recognize that open, two-way communication between management and staff about workplace security issues is essential to a safe and productive workplace. The following system of communication is designed to facilitate a continuous flow of workplace security information between management and staff in a form that is readily understandable by all affected employees, and consists of the following:

- New worker orientation including workplace security policies and procedures.
- Review of our WVPP.
- Workplace security training.
- Regularly scheduled meetings.
- Effective communication between employees and supervisors about security and violence concerns, including translation where appropriate.
- Posted or distributed workplace security information.
- Employees can [submit anonymous reports](#) about workplace security and violence concerns.
- Employees can inform management about workplace security hazards or threats of violence without fear of reprisal or adverse action
  - Report security hazards [via FMX](#)
  - Report threats of violence to the Building Manager on shift. All reports will be reviewed and forwarded to [asiconcerns@cpp.edu](mailto:asiconcerns@cpp.edu)
- Employees can use this link to [report a workplace violence incident](#)
- Address security issues at our workplace security team meetings.
- Management and 1 or 2 other employees will:
  - Meets regularly to discuss facility safety.
  - Review Emergency Response Plans
  - Prepare written records of the safety and health committees' meetings.
  - Reviews results of the periodic and scheduled inspections.
  - Reviews investigations of workplace security incidents and concerns.
  - Discuss ideas on how to prevent future incidents.
  - Reviews investigations of alleged hazardous workplace security conditions.
- You can find all links needed to submit reports via the [CPP Workplace Violence Prevention Plan](#) web page under the ASI Employees tab.

# WORKPLACE SECURITY HAZARD ASSESSMENT

Periodic inspections and reviews to identify and evaluate workplace security and violence hazards will be performed by the following competent observer(s) in the following areas of our workplace:

<b>Competent Observer</b>	<b>Area</b>
BSC Operations Manager	Bronco Student Center
Associate Director of the Children's Center	Children's Center

Competent Observer	Area
BRIC Operations Manager	Bronco Recreation & Intramural Complex
Managers/Supervisors	Respective areas

The following policies and procedures are established to ensure employees and worker representatives participate in designing and conducting periodic inspections to identify and evaluate workplace violence hazards:

Periodic inspections of security hazards consist of identifying and evaluating workplace violence hazards and changes in employees' work practices. This may require assessment for more than one type of workplace violence. Our establishment performs inspections for each type of workplace violence by using the methods specified below.

Inspections for Type 1 workplace security hazards include assessing:

- The exterior and interior of the workplace for its attractiveness to robbers.
- The need for security surveillance measures, such as mirrors and cameras.
- Adequate lighting outside of and within facilities.
- Signage notifying the public that limited cash is kept on the premises and that cameras are recording all activities.
- Procedures for worker response during a robbery or other criminal act, including our policy prohibiting employees, who are not security 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.
- The amount of cash on hand and use of time access safes for large bills.
- Whether employees have effective escape routes from the workplace.
- Whether doors to offices and rooms can be locked.
- Whether employees have a designated safe area where they can go to in an emergency.

Inspections for Type 2 workplace security hazards include assessing:

- Access to and freedom of movement within the workplace.
- Adequacy of workplace security systems, such as door locks, entry codes or badge readers, 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.
- Employees' skill in safely handling threatening or hostile service recipients.
- Effectiveness of systems and procedures that warn others of a security 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 worker escape routes.

Inspections for Type 3 & 4 workplace security hazards include assessing:

- How well our establishment's anti-violence policy has been communicated to employees, supervisors, or managers.
- How well our establishment's management and employees communicate with each other.

- Our employees', supervisors,' and managers' knowledge of the warning signs of potential workplace violence.
- 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.
- Worker disciplinary and discharge procedures.

Periodic inspections and reviews are performed according to the following schedule:

1. Annually.
2. When we initially established our WVPP.
3. When new workplace security hazards are introduced into our workplace.
4. When new, previously unidentified workplace security hazards are recognized.
5. When workplace security incidents occur.
6. When we hire and/or reassign permanent or intermittent employees to processes, operations, or tasks for which a workplace security evaluation has not yet been conducted.
7. Whenever workplace security conditions warrant an inspection.

## **WORKPLACE SECURITY INCIDENT INVESTIGATIONS**

Procedures for investigating workplace security incidents include the following:

1. Visit the incident scene as soon as possible.
2. Interview threatened and injured employees and witnesses.
3. Examine the workplace for factors associated with workplace security, including any previous reports of inappropriate behavior by the perpetrator.
4. Determine the cause of the incident.
5. Take corrective action to prevent the incident from reoccurring.
6. Record the findings and corrective actions taken.

The written incident report will include the date, time, location, description of the type of the event and circumstances leading up to it, as well as the identity of the persons involved.

## **WORKPLACE SECURITY HAZARD CORRECTION**

Hazards that pose a higher risk for violence in our workplace will be corrected in a timely manner, based on the severity of the hazards (with the higher risk situations having higher priority). Hazards will be corrected according to the following procedures:

1. When first observed or discovered.
2. 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 needed to correct the hazardous condition will be provided with the necessary protection.
3. All corrective actions taken, and dates completed, will be documented on the appropriate forms. The

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

**Corrective measures for Type 1 workplace security hazards include the following:**

- Make the workplace unattractive to robbers.
- Improve lighting around and at the workplace.
- Provide emergency buttons to employees and install emergency alarms at the workplace.
- Establish a safe room with a lockable door.
- 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.
- Procedures for reporting suspicious persons, activities, and packages.
- Post emergency telephone numbers for law enforcement, fire, and medical services.
- Ensure employees have access to a telephone with an outside line.
- Post of signs notifying the public that limited cash is kept on the premises and that cameras are monitoring the facility.
- Limit the amount of cash on hand and use time access safes for large bills.
- Worker, supervisor, and management training on emergency action procedures.

**Corrective measures for Type 2 workplace security hazards include the following:**

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

**Corrective measures for Type 3 & 4 workplace security hazards include the following:**

- Effectively communicate our establishment's anti-violence policy to all employees, supervisors, or managers.
- Improve how well our establishment's management and employees communicate with each other.
- Increase awareness by employees, supervisors, and managers of the warning signs of potential workplace violence.
- Control, access to, and freedom of movement within, the workplace by non-employees, include recently discharged employees or persons with whom one of our employees is having a dispute.
- Provide counseling to employees, supervisors or managers who exhibit behavior that represents strain or pressure which may lead to physical or verbal abuse of co-employees.
- 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.

## **TRAINING AND INSTRUCTION**

All affected employees, including managers and supervisors, will have training and instruction on general and job-specific safe workplace security practices. Training and instruction will be provided as follows:

- When the WVPP is first established.
- To all new employees.
- To all employees given new job assignments for which training has not been provided.
- Whenever new workplace security concerns are introduced to the workplace and represent a new hazard.
- Whenever we are made aware of a new or previously unrecognized workplace security hazard.
- To supervisors so that they can recognize the workplace security hazards to which employees under their immediate direction and control may be exposed.
- To all employees with respect to workplace security hazards specific to each worker's job assignment.

General workplace security training and instruction include, but are not limited to the following:

- Explanation of the IIPP 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.
- How to recognize alerts, alarms, or other warnings about emergency conditions and how to use identified escape routes or locations for sheltering.
- Use of Emergency Response Plans
- Measures to summon others for assistance.
- Worker routes of escape.
- Notification of security and law enforcement authorities when a criminal act may have occurred.
- Emergency medical care provided in the event of any violent act upon a worker; and
- Post-event trauma counseling for employees desiring such assistance.

In addition, we provide specific instructions to all employees regarding workplace security hazards unique to their job assignment, to the extent that such information was not already covered in other training.

We have chosen the following items for Type 1 training and instruction for managers, supervisors, and employees:

- Crime awareness.
- Location and operation of alarm systems.
- Communication procedures.
- Emergency Response Plans

We have chosen the following checked items for Type 2 training and instruction for managers, supervisors, and employees:

- 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-employees.
- Awareness of indicators that lead to violent acts by visitors.
- Emergency Response Plans

We have chosen the following checked items for Type 3 & 4 training and instruction for managers, supervisors, and employees:

- Preemployment screening practices.
- Employee Assistance Programs.

- Awareness of situational indicators that lead to violent acts.
- Managing with respect and consideration for worker well-being.
- Domestic abuse awareness.
- Review of anti-violence policy and procedures.
- Emergency Response Plan

## Employee Access to the WVPP

Our employees – or their designated representatives - have the right to examine and receive a copy of our WVPP. This will be accomplished by:

1. We will provide access in a reasonable time, place, and manner, but in no event later than five (5) business days after the request for access is received from an employee or designated representative. This can be requested by emailing [asiconcerns@cpp.edu](mailto:asiconcerns@cpp.edu) with title “Workplace Violence Prevention Plan Request.”
  - a. Whenever an employee or designated representative requests a copy of the WVPP, we will provide the requester with a printed copy of the WVPP, unless the employee or designated representative agrees to receive an electronic copy.

Any copy provided to an employee, or their designated representative need not include any of the records of the steps taken to implement and maintain the written WVPP.

Where we have distinctly different and separate operations with distinctly separate and different WVPPs, we may limit access to the WVPP applicable to the employee requesting it.

An employee must provide written authorization to make someone their “designated representative.”. The written authorization must include the following information:

- The name and signature of the employee authorizing the designated representative.
- The date of the request.
- The name of the designated representative.
- The date upon which the written authorization will expire (if less than 1 year).

## RECORDKEEPING

1. Records of workplace security hazard assessment inspections, including the person(s) or persons conducting the inspection, the workplace security concerns that have been identified and the action taken to correct the identified concerns, are recorded on a hazard assessment and correction form; and

Documentation of safety and health training for each worker, including the worker's name or other identifier, training dates, type(s) of training, and training providers are recorded via CPP Learning on SumTotal. Managers can see the progress of completion for staff in their areas by accessing the form in the ASI Staff MS Teams SharePoint.

Inspection records and training documentation will be maintained according to the following checked schedule:

For one year, except for training records of employees who have worked for less than one year that are provided to the worker upon termination of employment.



## Review of the WVPP

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

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

The WVPP is to be updated whenever deficiencies are found during the review and employees will be trained on any changes.

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