

# WESTERN FLOORING, INC.

## WORKPLACE VIOLENCE PREVENTION PROGRAM

Western Flooring, Inc. (the "Company") is implementing this WORKPLACE VIOLENCE PREVENTION PLAN (WVPP), in compliance with California Senate Bill 553 (SB 553). This WVPP shall take effect no later than July 1, 2024. The WVPP addresses the hazards known to be associated with the four types of workplace violence as defined by California [Labor Code \("LC"\) section 6401.9](#).

**Date of Last Review: N/A-This is the initial plan**

**Date of Last Revision(s): N/A-this is the initial plan**

### DEFINITIONS

**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.

**Workplace violence** - Any act of violence or threat of violence that occurs in a place of employment.

**Workplace violence** includes, but is not limited to, the following:

- 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.
- 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.

This WVPP identifies four workplace violence types that need to be addressed through prevention efforts:

**Type 1 violence** - 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.

**Type 2 violence** - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.

**Type 3 violence** - Workplace violence against an employee by a present or former employee, supervisor, or manager.

**Type 4 violence** - 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.

Workplace violence does not include lawful acts of self-defense or defense of others.

**Work practice controls** - Procedures and rules which are used to effectively reduce workplace violence hazards.

## RESPONSIBILITY

The Company's WVPP Administrator(s) are listed below. The WVPP Administrator(s) have the authority and responsibility for implementing the provisions of this plan, including approval of the final plan and any major changes, organizing safety meetings, updating training materials, overseeing safety inspections, coordinating emergency response procedures, and handling any reports of workplace violence.

Name	Job Title/Position	WVPP Responsibilities	Phone #	Email
Gayle Johnson	Vice President	Overall responsibility for the plan <i>and any major changes.</i>	858-277-7988 619-993-9091	<a href="mailto:gaylej@western-flooring.com">gaylej@western-flooring.com</a>
Gayle Johnson	HR Manager	Responsible for employee involvement and training; <i>organizes safety meetings, updates training materials, and handles any reports of workplace violence.</i>	858-277-7988 619-993-9091	<a href="mailto:gaylej@western-flooring.com">gaylej@western-flooring.com</a>
Duane Johnson	President	Responsible for emergency response, hazard identification, and coordination with other employers; <i>conducts safety inspections, coordinates emergency response procedures, and communicates with other employers about the plan.</i>	858-560-5557  On Job Board	<a href="mailto:duane@western-flooring.com">duane@western-flooring.com</a>

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

## EMPLOYEE ACTIVE INVOLVEMENT

The Company will ensure the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan:

- Management will work with and allow employees and authorized employee representatives to participate in:
  - Identifying, evaluating, and determining corrective measures to prevent workplace violence.
  - Designing and implementing training.
  - Reporting and investigating workplace violence incidents.
- Management will ensure that the content of this WVPP is communicated to all employees and document same on a JHA form (Job Hazard Analysis Form). 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.
- The WVPP shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

## **EMPLOYEE COMPLIANCE**

The Company's objective in issuing this WVPP is to ensure that employees comply with the rules and work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace. To attain this objective, the Company will:

- Train employees, supervisors, and managers in the provisions of WVPP.
- Develop procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP.
- Provide retraining to employees whose safety performance is deficient.
- Recognize employees who demonstrate safe work practices that promote the WVPP in the workplace.

The Company reserves the right to discipline employees, up to and including employment termination, for failure to comply with the WVPP.

## **COMMUNICATION WITH EMPLOYEES**

The Company recognizes that open two-way communication between and among our management team, staff, and other employers, about workplace violence issues, is essential to a safe and productive workplace. The communication system will be designed to facilitate a continuous flow of workplace violence prevention information in a form that is readily understandable by all employees, and may consist of one or more of the following:

- New employee orientation that includes workplace violence prevention policies and procedures.
- Workplace violence prevention training programs.
- Regularly scheduled management and staff meetings that address security issues and potential workplace violence hazards.
- Posted or distributed workplace violence prevention information.
- Distribution of information with emergency contact information on how employees can report (even anonymously) a violent incident, threat, or other workplace violence concern to the Company or law enforcement, without fear of reprisal or adverse action.

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. Employees' concerns will be investigated in a timely manner and they will be informed of the results of the investigation and any corrective actions to be taken.

## **COORDINATION WITH OTHER EMPLOYERS**

The Company will implement procedures to coordinate implementation of this WVPP with other employers the Company interacts with, as is appropriate. If employees experience workplace violence incidents at multiemployer worksites, the Company will seek to record the information in a violent incident log and shall also provide a copy of that log to controlling employer.

## **WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE**

The Company will implement procedures to ensure that:

All threats or acts of workplace violence are reported directly to the WVPP Administrator or to an employee's supervisor or manager, who will inform the WVPP Administrator.

Employees can report incidents to their supervisor, HR, or through an anonymous form in the company warehouse or on the website.

- Workplace Violence Reporting form: [western-flooring.com](http://western-flooring.com) see: employment resources

The Company will maintain a non-retaliation policy covering workplace violence incident reporting.

## EMERGENCY RESPONSE PROCEDURES

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

- Effective means to alert employees of the presence, location, and nature of workplace violence emergencies, that can include electronic communications (emails, texts), and alarm systems.
- Evacuation or sheltering plans that could include maps of evacuation routes, locations of emergency exit, and instructions for sheltering in place.
- How to obtain help from staff, security personnel, or law enforcement.

In the event of an emergency, including a Workplace Violence Emergency, contact the following: 911 if there is immediate threat to life. Duane Johnson, President, 858-560-5557, [duane@western-flooring.com](mailto:duane@western-flooring.com) OR Gayle Johnson, Safety Coordinator, 619-993-9091, [gaylej@western-flooring.com](mailto:gaylej@western-flooring.com).

## WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

The following policies and procedures are established and required to be conducted to ensure that workplace violence hazards are identified and evaluated:

- Inspections may be conducted when this WVPP is first implemented, after each workplace violence incident, and whenever the Company is made aware of a new or previously unrecognized hazard.
- The Company will review submitted/reported concerns of potential hazards.
- The Company may conduct periodic inspections of workplace violence hazards to identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence.

Inspections for workplace violence hazards include assessing:

- The exterior and interior of the workplace for its attractiveness to robbers.
- Lighting within the workplace, path of travel to and from work place and to vehicle
- 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 security guards, from confronting violent persons or persons committing a criminal act.-See See Unauthorized persons procedure at end of this document.
- Procedures for reporting suspicious persons or activities-See Unauthorized persons procedure at end of this document.
- 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 security systems, such as door locks, entry codes or badge readers, and physical barriers.
- 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.
- The use of work practices such as the "buddy" system for specified emergency events.
- How well 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.

## **WORKPLACE VIOLENCE HAZARD CORRECTION**

Workplace violence hazards will be evaluated and corrected in a timely manner. The Company will implement procedures to correct workplace violence hazards that are identified, which may include:

- If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employees, all exposed employees will be removed from the situation except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition will be provided with the necessary protection.
- All corrective actions taken should be documented and dated on the appropriate forms.
- Corrective measures for workplace violence hazards will be specific to a given work area, and may include:
  - Make the workplace unattractive to robbers by methods which may include improved lighting and other additional security measures.
  - Installing workplace violence systems, such as door locks, alarms and/or other physical barriers.
  - Posting emergency telephone numbers for law enforcement, fire, and medical services.
  - 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.
  - Installing effective systems to warn others of a violence danger or to summon assistance.
  - Providing employee training/re-training on the WVPP, which could include but 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.
    - Ensuring 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.

- Improving how well management and employees communicate with each other.
- Procedures for reporting suspicious persons, activities, and packages. See Unauthorized persons procedure at end of this document.
- Reviewing 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.
- Ensure that employee disciplinary and discharge procedures address the potential for workplace violence.
- Establishing a policy for prohibited practices, such as a no-weapons policy.
- Provide procedures for a "buddy" system for specified emergency events.

## **PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION**

After a workplace incident, the WVPP administrator or designee will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Record the findings and ensuring corrective actions are taken.
- Obtain any reports completed by law enforcement.
- Reviewing all previous incidents.
- Reviewing whether support and resources, such as counseling services, are needed and can be provided to affected employees

A Violence Incident Log will be used for every workplace violence incident and will include information, such as:

- The date, time, and location of the incident.
- The workplace violence type or types involved in the incident.
- A detailed description of the incident.
- A classification of who may have committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker,

supervisor or manager, partner or spouse, parent or relative, or other perpetrator.

- A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
- A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
- The type of incident, including, but not limited to, whether it involved any of the following:
  - Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
  - Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.
  - Threat of physical force or threat of the use of a weapon or other object.
  - Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
  - Animal attack.
- Consequences of the incident, including, but not limited to:
  - Whether security or law enforcement was contacted and their response.
  - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.

## **TRAINING AND INSTRUCTION**

All employees, including managers and supervisors, should receive 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, or soon after 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.

The Company will provide its employees with training and instruction on:

- Definitions section of this WVPP.
- How to obtain a copy of this WVPP at no cost, and how to participate in implementation of the WVPP.
- How to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.
- 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 pertaining to hazard identification, evaluation and correction, training records, and violent incident logs.

- Opportunities at the Company for interactive questions and answers with a person knowledgeable about the WVPP.
- Strategies to avoid/prevent workplace violence and physical harm, such as:
  - How to recognize workplace violence hazards including the risk factors associated with the four types of workplace violence.
  - 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.
- Employee routes of escape.
- Emergency medical care provided in the event of any violent act upon an employee.
- Post-event trauma counseling for employees desiring such assistance.

## **EMPLOYEE ACCESS TO THE WVPP**

This WVPP shall be available and accessible to employees, authorized employee representatives, and representatives of Cal/OSHA. Whenever an employee or designated representative requests a copy of the WVPP, the Company will provide the requester with a printed copy of the WVPP, unless the employee or designated representative agrees to receive an electronic copy. If feasible, the Company will provide access through a Company server or website, which allows an employee to review, print, and email the current version of the WVPP.

## **RECORDKEEPING**

The Company will:

- Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
- Create and maintain training records for a minimum of one (1) year and include the following:
  - Training dates.
  - Contents or a summary of the training sessions.
  - Names and qualifications of persons conducting the training.
  - Names and job titles of all persons attending the training sessions.
- Maintain violent incident logs for minimum of five (5) years.
- Maintain records of workplace violence incident investigations for a minimum of five (5) years.
  - The records shall not contain medical information per subdivision (j) of section 56.05 of the California Civil Code.

All records of workplace violence hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by [Labor Code section 6401.9\(f\)](#), shall be made available to Cal/OSHA upon request for examination and copying.

## **EMPLOYEE ACCESS TO RECORDS**

The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within **15 calendar days of a request**:

- Records of workplace violence hazard identification, evaluation, and correction.



- Workplace violence training records.
- Violent incident logs.

## REVIEW AND REVISION OF THE WVPP

The WVPP should be reviewed for effectiveness:

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

Review and revision of the WVPP will include:

- The procedures listed in the Employee Active Involvement section of this WVPP, including procedures to obtain the active involvement of employees and authorized employee representatives (if any) in reviewing the WVPP's effectiveness.
- Review of incident investigations and the violent incident log.
- Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).
- Review that violence risks are being properly identified, evaluated, and corrected.

Any revisions should be communicated to all employees.

## COMPANY'S REPORTING RESPONSIBILITIES

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.

## VIOLENCE INCIDENT LOG

This log can be used to record every workplace violence incident that occurs in the Company's workplace. At a minimum, it will include the information required by California Labor Code section 6401.9(d).

The information that is recorded will be based on:

- Information provided by the employees who experienced the incident of violence.
- Witness statements.
- All other investigation findings.

Discretion should be used on whether to exclude or redact from this log information that personally identifies any of the individuals involved, such as:

- Names
- Addresses – physical and electronic
- Telephone numbers
- Social security number

## **VIOLENCE INCIDENT LOG**

<b>Date/time incident occurred</b>	
<b>Location(s) of Incident (e.g. workplace, parking lot or other area outside the workplace)</b>	
<b>Workplace Violence Type (Type 1,2,3,4)</b>	
<b>Describe the Incident (e.g. physical attack, attack or threat with a weapon, sexual assault or threat, unwanted verbal or physical display or sexual contact)</b>	
<b>Who committed the violence, including, e.g. whether coworker/supervisor, client/customer, family or friend, outsider, or manager, domestic partner</b>	
<b>Whether security or law enforcement was contacted and their response.</b>	
<b>If there were any injuries, provide description of the injuries.</b>	
<b>What were consequences of the incident, including actions taken to protect employees from a continuing threat or from any other hazards identified.</b>	
<b>If the severity of the injuries required</b>	

reporting to Cal/OSHA, provide the date and time, with name of Cal/OSHA rep contacted	
Were emergency medical responders other than law enforcement contacted, such as a Fire Department, Paramedics, On-site First-aid certified personnel?	
Provide any additional information.	

Completed by:

Signature: \_\_\_\_\_

By: Name/title \_\_\_\_\_ Date: \_\_\_\_\_

## APPROVAL OF WVPP

I hereby authorize the Company's implementation and maintenance of this WVPP.

Signature: \_\_\_\_\_

By: Name/title of person authorizing this WVPP \_\_\_\_\_ Date: \_\_\_\_\_

### Policy when encountering an unauthorized person or homeless person on a jobsite.

Purpose: The purpose of this policy is to ensure the safety of our employees while respecting and following our clients' building rules and regulations.

- 1)
- 2) Encountering an unauthorized person on the jobsite.
  - A. Verify that the person is indeed unauthorized by asking their name and relationship to the jobsite.

- B. If the person is not able to or unwilling to provide the information that they are authorized to be on the jobsite, politely ask them to leave and let them know this is an active jobsite and for liability purposes they are not allowed on the jobsite.
  - C. If they leave, contact our customer to let them know what happened, with a follow up email including a brief description of the incident, copying our HR Dept, within 1hour.
  - D. An unauthorized person (non-violent) refuses to leave.
    - 1. Regular hours:
      - a. Instruct all jobsite personnel to leave the jobsite until the incident is over.
      - b. Contact our customer to explain the situation so they can contact the proper authorities. Explain we cannot return to work until the unauthorized person is no longer on the premises. Within 1 hour, Follow up with an email to our customer with a brief description of the incident, including any effect on the schedule or the jobsite. Copy our HR Department.
    - 2. Non-Regular Hours:
      - a. Instruct all jobsite personnel to leave the jobsite until the incident is over.
      - b. Contact the local police/sheriff on the non-emergency number.
      - c. Within 1 hour, Follow up with an email to our customer with a brief description of the incident including any delay to the schedule or damage to the jobsite. Copy our HR Department.
  - E. Unauthorized person does not leave and becomes aggressive and/or violent (regular or non-regular hours):
    - a. Instruct all jobsite personnel to leave the jobsite.
    - b. Call 911
    - c. Follow up with an email to our customer within 1 hour of the incident with a brief description of the incident, the resolution and any effect to the schedule or damage to the jobsite. Copy our HR Department.
- 3) Encountering an aggressive or violent person in the common areas or parking area:
- A. Do not engage with the person and immediately leave the area.
  - B. Call 911.
  - C. Inform everyone on our jobsite about the issue, either in person (if safe to do so), or by phone.
  - D. After the incident is over, but not longer than 1 hour afterwards, email our customer about the incident with a brief description and copy our HR Department.