

# ONroute

## Violence in the Workplace

<b>Policy#:</b>	003 – Health and Safety
<b>Date:</b>	May 01, 2020
<b>Approved by:</b>	CHRO, General Counsel, Director of Facilities Management
<b>Revision Date:</b>	

### Purpose:

This policy defines workplace violence and provides specific procedures to follow in various scenarios.

### Scope:

This policy applies to all employees of ONroute including hourly and salaried team members, managers, directors and executives.

Every team member is entitled to work in a safe environment, free of violence. ONroute will ensure, so far as reasonably practicable, that no team member is subjected to violence in the workplace. All team members will receive training on violence in the workplace so that everyone is aware of how to eliminate or minimize the risk of violence in the workplace.

We recognize that violence in the workplace is an occupational hazard in which there are risks and threats of violence from people inside and outside the Company. Workplace violence can be defined as any violent or potentially violent incident that includes:

- Attempted or actual assault
- Threatening statements or behaviour
- Behaviour or statements that give team members reasonable cause to believe that they are at risk of injury.

Whether the perpetrator is external (customer) or internal (team member/manager), the incident does not have to occur in the workplace to be considered an act of workplace violence. The defining factor is that the incident occurred due to a workplace interaction. For example, a customer is very angry about being denied a refund. The customer sees the team member outside of ONroute and assaults the team member.

All team members have the responsibility to follow all violence prevention procedures outlined and must report immediately to management all threats or actual incidents of violence.

### In the event of a violent situation or threat:

1. Use common sense and follow procedures as outlined. Do your best to minimize the impact of the situation.
2. Report any incident to a member of management and complete the appropriate incident report.
3. Inform your manager of the incident and of any injury or adverse symptoms resulting from an incident. Seek immediate medical attention if required.

### Investigation of Complaints and Rights

- All complaints will be investigated by a Company representative promptly, impartially and discreetly.
- All Violence in the Workplace incidents must be documented
- Upon completion of the investigation, the appropriate people will be notified of the findings.
- Any team member who has been found to have subjected another team member or customer to violence in the workplace will be subject to disciplinary action, up to and including termination of employment

The following procedures are to be followed in specific scenarios.

**If it appears that a customer/team member is following you observe the following safety tips:**

<b>DO</b>	<b>DO NOT</b>
Be observant and aware of your surroundings when leaving work	Do NOT go home
If safe to do so go back to the plaza, call 911 and do not leave while the individual is there	
If you notice the individual after leaving work proceed to call the police or go directly to a police station and report the incident	

**Verbal Abuse**

<b>DO</b>	<b>DO NOT</b>
Get assistance – call a manager	
Stay calm	Escalate situation by arguing
Keep a barrier between you & the customer (i.e.: counter)	Ignore threats of any kind
Validate the customer/team member, “I understand your concern, the manager is on his/her way”	
Afterwards document the incident with your manager	
Report all threats to management and HR	

**Verbal Abuse Becomes Physical**

<b>DO</b>	<b>DO NOT</b>
Seek medical attention of a first aid attendant. Your first aid attendant will determine if you need to go to the hospital.	Do not pursue the aggressor
If there is any kind of a physical injury or trauma, seek medical attention immediately	Do not reject first aid assistance
Make a note of identifiable characteristics such as height, age, weight, clothing, etc. that may help to identify the aggressor. Review camera system for assistance	
Any physical assault, call 911 and file a police report	
Complete a full report and gather any witness statements	
Notify Human Resources	

**Armed Robbery**

<b>DO</b>	<b>DO NOT</b>
Make personal safety a priority	DO NOT try to resist
Follow instructions – if you are instructed to empty contents of cash register, do so.	DO NOT provoke the suspect
Remain as calm as possible: Although this may sound easier than done it is critical if we are able to help police apprehend the suspect	
Observe detail – what does the suspect look like, any scars or identifying marks, what are they wearing, approximate height, weight, etc.	DO NOT stare at the suspect making direct eye contact unless the suspect instructs you to
If possible, identify the suspects mode of transportation and direction from safely inside the plaza. Are they on foot? If in a vehicle what make, model and colour	DO NOT endanger yourself, other team members/managers or customers to get this information
<b>Call 911 to report the incident. If medical attention is required for anyone, please advise the 911 operator</b>	<b>DO NOT GO AFTER THE INDIVIDUAL</b> Money and merchandise are replaceable... people are not!
Lock down the effected registers. Keep people away from the area to make sure any evidence is not tampered with.	
Notify District Director and Human Resources.	
Separate witnesses and have them write down all details of the event immediately after the suspect leaves the plaza.	