



## Workplace Violence Policy

Coral Beach Farms is committed to workplace health, safety and security for all employees. We will not tolerate any acts of violence and will take all reasonable and practical measures to prevent and protect employees from acts of violence. All employees of Coral Beach Farms share in the responsibility to ensure that our workplace is a safe and welcoming place to work. Employees are responsible for reporting any instances of violence, whether they were the target or they were the witness to the incident. In all cases, where a complaint of violence is made in good faith, the employee will not be disciplined or retaliated against.

### Definitions:

#### Workplace Violence:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, that could cause physical injury to the worker.

**Complainant** – The person who has made a complaint about another individual who they believe has committed an act of violence against them.

**Respondent** – The person whom another individual has accused of committing an act of violence.

The Workplace Violence Policy applies to all individuals working for the organization including front line employees, temporary employees, managers, supervisors, contractors, visitors and any person engaged in business with Coral Beach Farms or Jealous Fruits Ltd.

For the purposes of this policy, violence can occur:

- At the workplace;
- At employment related social functions;
- In the course of work assignments outside the workplace;
- During work-related travel;
- Over the telephone, if the conversation is work-related; or
- Elsewhere, if the person is there as a result of work-related responsibilities or a work-related relationship.

## **Responsibilities**

The Company Shall:

- Investigate all reported acts / incidents of violence, and:
- Consult with other parties as required (i.e. Legal Counsel, Health & Safety consultants, JHSCs, Human Rights office, Local Police Services)
- Take all reasonable measures to eliminate or mitigate risks identified by the incident;
- Document the incident, its investigation, and corrective action that was taken.
- Review this policy and hazard assessments annually, or as changes to job responsibilities or environments occur, and revise the assessment as needed.
- Review annually, in conjunction with a review of hazard assessments, the effectiveness of actions taken to minimize or eliminate workplace violence and make improvements to procedures, as required.

The Joint Health and Safety Committees/Safety Representative Will:

- Review the Workplace Violence Hazard Assessment results and provide recommendations to management to reduce or eliminate the risk of violence.
- Review all reports forwarded to the JHSC regarding workplace violence and other incident reports as appropriate pertaining to incidents of workplace violence that result in personal injury or threat of personal injury, property damage, or police involvement.
- Participate in the investigation of critical injuries (e.g., incidents that place life in jeopardy, result in substantial blood loss, fracture of leg or arm, etc.).
- Recommend corrective measures for the improvement of the health and safety of workers.
- Respond to employee concerns related to workplace violence and communicate these to management.
- Participate in the investigation of reported incidents that result in personal injury or have the potential to result in injury.

## Procedure

At Coral Beach Farms, we believe that employees have the right to work without fear of violence. As such, we are committed to doing everything possible to prevent such incidents from occurring and investigating incidents should they occur as outlined within this policy.

## Risk Assessment

Coral Beach Farms will conduct a risk assessment of the work environment to identify any issues related to potential violence that may impact the operation and will institute measures to control any identified risks to employee safety. This information will be provided to the Joint Health & Safety Committee or Safety Representative.

The risk assessment may include a review of records and reports (i.e. security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records or other related records). Specific areas that may contribute to the risk of violence may include: contact with

public, exchange of money, receiving doors, working alone or at night etc. Research may also include a review of similar workplaces with respect to their history of violence.

In an effort to provide support to all of our employees, Coral Beach Farms recognizes that domestic violence is a serious issue that our employees may face. Domestic violence that occurs outside of the workplace and beyond an employee's assigned work duties is not considered workplace violence; however, if domestic violence occurs within our workplace, we have a duty to respond. If we learn of an incident of domestic violence we are committed to assessing the risk that it may pose to our employees.

Coral Beach Farms will communicate information relating to a person with a history of violence where:

- Workers may reasonably be expected to come into contact with the person in the performance of their job duties; and
- There is a potential risk of workplace violence as a result of interactions with the person with a history of violence.

The Company will only disclose personal information that is deemed reasonably necessary to protect the worker from physical harm.

### Reporting Violence

In the event that you are either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all Coral Beach Farms employees that the incident is reported without delay. Reporting any violence or potentially violent situations should be done immediately to management, or the Human Resources department.

Workers reporting an injury or adverse symptom as a result of an incident of violence will be advised by a member of Coral Beach's Management team to consult a physician of their choice for treatment or referral. It should be noted, however, that consulting a physician is not a mandatory requirement when a report of violence is made. Coral Beach Farms will document that this advice has been given to the employee.

### **Process**

- Speak with a supervisor/manager or with Human Resources or another member of Management where your supervisor/manager is the cause of concern and report the incident.
- Write out a statement detailing the incidents including:
  - The names of the parties involved
  - Any witnesses to the incident(s)
  - The location, date, and time of the incident(s)
  - Details about the incident (behaviour and/or words used)
  - Any additional details that would help with an investigation
- A fact-finding investigation will be instigated.
- Where it is determined that the person has contravened the law, the appropriate authorities will be contacted.
- All complaints shall be taken seriously and investigated fairly.

- Employees that submit a report or complaint of violence shall not be subject to any form of reprisal or retaliation as a result of the complaint.

### Seeking Immediate Assistance

Canada's Criminal Code deals with matters such as violent acts, threats and behaviours such as stalking. The police should be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence. If an employee feels threatened by a co-worker, volunteer, contractor, student, vendor, visitor or client/ customer then an immediate call to "911" is required.

### Investigating Reports of Violence

#### **Process**

Once a written complaint has been received, Coral Beach Farms will complete a thorough investigation. The investigation will begin immediately after receiving the complaint. Violence will not be ignored. Silence can, and often is, interpreted as acceptance. The investigation will be conducted in a timely manner.

The investigation will include:

- Informing the respondent of the complaint;
- Interviewing the complainant, any person involved in the incident, and any identified witnesses.
- Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents.

A copy of the complaint, detailing the complainant's allegations, will then be provided to the respondent(s).

- The respondent is invited to reply in writing to the complainant's allegations and the reply will be made known to the complainant before the case proceeds further.
- The Company will do its best to protect from unnecessary disclosure the details of the incident being investigated and the identities of the complaining party and that of the alleged respondent.
- During the investigation, the complainant, and the respondent will be interviewed as well as any possible witnesses. Statements from all parties involved will be taken and a decision will be made.
- Where it is determined that workplace violence has occurred, a written report of the remedial action will be given to the employees concerned.

All documents related to the formal investigation will be maintained in a sealed envelope within a locked cabinet. The documentation will be kept by Coral Beach Farms for a period of no less than two (2) years\* after the respondent terminates their employment.

Employees should be aware that Coral Beach Farms does not support any retaliatory actions where the complainant has not utilized any of the reporting mechanisms. It is important to realize that unfounded/frivolous allegations of violence may cause both the accused person and the Company significant damage. If it is determined by the company that any employee has knowingly made false statements regarding an allegation of violence, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

*\*Please Note: This is a best practice recommendation; there is no specific legislation regulating the length of time a company must maintain such files.*

#### Working Alone or in Isolation

Where there is a risk of violence to employees working alone, Coral Beach Farms will ensure that checks are made at reasonable intervals and that there are a means of emergency communication as per the Working Alone Policy.

#### Disciplinary Actions

If the findings of the investigation indicate that a violation of the Workplace Violence Policy has occurred, immediate and appropriate disciplinary action, up to and including dismissal, shall be administered. Other corrective actions may include an employee transfer (where the complainant desires the transfer, it shall be provided to them but in all other cases, the respondent will be transferred). As well Coral Beach Farms will monitor the situation between the employees to ensure that the action does not reoccur. Corrective actions shall be proportional to the seriousness or repetitiveness of the offense.

#### Appeal Process

If the complainant or respondent have worked with the process and feel that it has failed at some point, or that the corrective action is not consistent with the incident(s) that led to the original complaint, an appeal process is in place. The employee must complete a written complaint and submit it to Senior Management. The written appeal must include all of the reasons why the employee did not feel that the process was equitable. Where necessary, further investigation will be instigated.

#### Confidentiality

Coral Beach Farms will attempt, in all cases, to maintain the confidentiality of the complainant and respondent. While it is not always possible to do so when soliciting witness statements, Coral Beach Farms will not release any information to other employees which would jeopardize the confidentiality of the parties involved. Where it is determined that legislation/law was contravened, Coral Beach Farms will supply any and all evidence to the authorities as necessary, in accordance with the *Personal Information Protection Act (PIPA)*.

#### Providing Support

Coral Beach Farms is committed to the wellbeing of all of our employees, as such where there has been an incident of violence we will ensure that the necessary support is provided to employees. Employees who are feeling adverse symptoms as a result of an incident are encouraged to speak with Human Resources or another member of management so that the necessary support can be provided.

## Training

Coral Beach Farms will provide training on the Workplace Violence Policy ensuring that:

- a) Employees understand the contents of the policy;
- b) Employees and Supervisors/Managers recognize violence in the workplace;
- c) Employees know how they can respond to and report incidents of violence;
- d) Employees understand how the Company will respond to and investigate reports of violence;
- e) Supervisors/Managers are adequately trained on how to respond to and investigate reports violence; and,
- f) Supervisors/Managers are adequately trained on how to provide support for employees who may suffer from adverse symptoms as a result of violence.

## Policy Review

Coral Beach Farms will review the contents of this policy annually, or sooner, in the event of any incident occurring or when there are legislative changes related to violence in the workplace.

## Legislation

This policy is written in compliance with the [Workers Compensation Act, Occupational Health and Safety Regulation](#) of British Columbia.

Date Created: November 2017

Reviewed: January 2019

I, \_\_\_\_\_, understand that Coral Beach maintains a Workplace Violence Policy entitling all employees to work in a violence free environment.

I have received and read a copy of this policy. If I did not understand the policy, I have asked for and have received an explanation. I understand that any breach of the policy may result in administrative and/or disciplinary measures, up to and including dismissal for cause.

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PRINT NAME

## Violence in the Workplace

There may come a time when must deal with angry, hostile, or noncompliant behavior. This behaviour is not tolerated at Coral Beach Farms and we endeavour to ensure the environment is not conducive to this type of risk developing.

Your response to defensive behavior is often the key to avoiding a physical confrontation with someone who has lost control of their behavior. A response plan will be in place for this type of encounter. Here are some tips that will help you if such an encounter arises.

### Reference: CRISIS PREVENTION INSTITUTE’S TOP 10 DE-ESCALATION TIPS

Tip	Explanation
1.	<b>BE EMPATHIC AND NON-JUDGMENTAL.</b>
	<ul style="list-style-type: none"> <li>• When someone says or does something you perceive as weird or irrational, try not to judge or discount their feelings.</li> <li>• Whether or not you think those feelings are justified, they’re real to the other person. Pay attention to them.</li> <li>• Keep in mind that whatever the person is going through, it may be the most important thing in their life at the moment.</li> </ul>
2.	<b>RESPECT PERSONAL SPACE.</b>
	<ul style="list-style-type: none"> <li>• If possible, stand 1.5 to three feet away from a person who’s escalating.</li> <li>• Allowing personal space tends to decrease a person’s anxiety and can help you prevent acting-out behavior.</li> <li>• If you must enter someone’s personal space to provide care, explain your actions so the person feels less confused and frightened.</li> </ul>
3.	<b>USE NONTHREATENING NONVERBALS</b>
	<ul style="list-style-type: none"> <li>• The more a person loses control, the less they hear your words—and the more they react to your nonverbal communication.</li> <li>• Be mindful of your gestures, facial expressions, movements, and tone of voice.</li> <li>• <b>Keeping your tone and body language neutral will go a long way toward defusing a situation.</b></li> </ul>
4.	<b>AVOID OVERREACTING.</b>
	<ul style="list-style-type: none"> <li>• Remain calm, rational, and professional.</li> <li>• While you can’t control the person’s behavior, how you respond to their behavior will have a direct effect on whether the situation escalates or defuses.</li> <li>• Positive thoughts like “I can handle this” and “I know what to do” will help you maintain your own rationality and calm the person down.</li> </ul>
5.	<b>FOCUS ON FEELINGS.</b>
	<ul style="list-style-type: none"> <li>• Facts are important, but how a person feels is the heart of the matter. Yet some people have trouble identifying how they feel about what’s happening to them.</li> <li>• Watch and listen carefully for the person’s real message.</li> </ul>
6.	<b>IGNORE CHALLENGING QUESTIONS.</b>
	<ul style="list-style-type: none"> <li>• Answering challenging questions often results in a power struggle. When a person challenges your authority, redirect their attention to the issue at hand.</li> <li>• Ignore the challenge, but not the person.</li> <li>• <b>Bring their focus back to how you can work together to solve the problem</b></li> </ul>
7.	<b>SET LIMITS.</b>

	<ul style="list-style-type: none"> <li>• If a person’s behavior is belligerent, defensive, or disruptive, give them clear, simple, and enforceable limits.</li> <li>• Offer concise and respectful choices and consequences.</li> <li>• A person who’s upset may not be able to focus on everything you say.</li> <li>• Be clear, speak simply, and offer the positive choice first.</li> </ul>
8.	<b>CHOOSE WISELY WHAT YOU INSIST UPON.</b>
	<ul style="list-style-type: none"> <li>• It’s important to be thoughtful in deciding which rules are negotiable and which are not.</li> <li>• If you can offer a person options and flexibility, you may be able to avoid unnecessary altercations.</li> </ul>
9.	<b>ALLOW SILENCE FOR REFLECTION.</b>
	<ul style="list-style-type: none"> <li>• We’ve all experienced awkward silences. While it may seem counterintuitive to let moments of silence occur, sometimes.</li> <li>• It’s the best choice. It can give a person a chance to reflect on what’s happening, and how he or she needs to proceed.</li> <li>• Believe it or not, silence can be a powerful communication tool</li> </ul>
10.	<b>ALLOW TIME FOR DECISIONS.</b>
	<ul style="list-style-type: none"> <li>• When a person is upset, they may not be able to think clearly.</li> <li>• Give them a few moments to think through what you’ve said.</li> <li>• A person’s stress rises when they feel rushed.</li> <li>• Allowing time brings calm.</li> </ul>

#### **EMERGENCY RESPONSE CHECKLIST**

- Activate alarms, where appropriate
- Take Personal Protective Measures
- Ensure all employees, visitors, etc. have evacuated, are accounted and are in a safe place (i.e. muster station or as directed by your supervisor).
- Determine the nature and extent of the emergency. For example, if there is a power outage, what is the cause or if there is a bomb threat, where is the location?
- Call 911, if necessary.
- Ensure any injured employees/visitors receive the appropriate medical attention.
- Notify Company personnel.
- Contact the Supervisors of all other locations of Coral Beach Farms, if necessary.
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#### **COPING WITH THREATS AND VIOLENCE**

For An Angry or Hostile Encounter (Employee or Non-Employee):

- Notify designated Supervisor or close co-worker.
- Get co-worker to call 911. (pre-planned)
- Ensure you have an escape route.
- Stay calm by taking deep, slow breaths.
- Listen attentively.
- Maintain eye contact.
- Be courteous and patient.
- Keep the situation in your control.

- Maintain a calm, quiet tone of voice.
- Attempt to avoid arguing or making statements that might intensify the individual's angry/hostile demeanor.

#### **For A Person Shouting, Swearing, and Threatening:**

- Signal a co-worker or supervisor that you need help.
- Get co-worker to call 911. (pre-planned)
- Ensure you have an escape route.
- Have someone call for extra personnel.
- Do not make any calls yourself.
- Avoid statements and/or behaviors that could escalate the individual's threatening statements/behavior

#### **For Someone with a Weapon;**

- Notify designated Supervisor or close co-worker.
- Get co-worker to call 911. (pre-planned)
- Ensure you have an escape route.
- Watch for a safe chance to escape, then contact security personnel or local police if they have not already been contacted
- Stay calm
- Maintain eye contact
- Stall for time
- Keep talking...but follow instructions of the person with the weapon
- Don't risk harm to yourself and others
- Don't ever try to be a hero
- Never try to grab a weapon

#### **Bomb Threats**

- Notify designated Supervisor or close co-worker.
- Signal a co-worker or supervisor to call 911. (pre-planned)
- Initiate evacuation of all other personnel
- Stay calm. Keep talking
- Do not hang up
- Ask the caller to repeat the message; write it down
- For a bomb threat, ask where it is and when it will go off; repeat these questions if necessary
- Listen for background noises; write down what you hear
- Write down whether it is a man or a woman; pitch or tone of voice or accent; anything you notice
- Try to get the caller's name, location, and phone number.

There may be occasions when a Coral Beach Farms' staff member receives an abusive telephone call.

- Interrupt the conversation firmly, but politely.
- Remind the caller that you will not accept abusive treatment or language.

- Advise the caller that you will end the call if the caller does not stop using abusive language. Be clear about the behavior that must be stopped.
- Record the call or use a speaker phone, so that others can hear and help identify the caller.
- If you have call display, note the number and/or person identified.
- If the abusive call is left in the form of a voice message, save the voice message and advise manager.
- If the caller calls back, interrupt the conversation firmly, but politely. Advise the caller that you will transfer the call to your manager/supervisor or patient representative, if necessary.
- Put the caller on hold and contact your manager or supervisor and transfer the call to them. The manager supervisor should take appropriate action to resolve any misunderstanding and reinforce with the caller that abusive language or behaviour toward employees will not be tolerated and consequences could occur.
- Report any incidents to your manager/supervisor.

If you receive an abusive or threatening communication via email or social media:

- Save and print the email or message.
- Provide a copy of the email or report the incident to your supervisor/manager