

WORKPLACE VIOLENCE PREVENTION PLAN

1 PURPOSE

This prevention plan complements the Workplace Violence Policy and establishes the requirements for managing potential internal and external threats of violence at SaskPower.

2 SCOPE

This prevention plan applies to all to all acts or threats of violence that involve SaskPower workers, stakeholders, customers, members of the public or other third persons a worker is reasonably likely to encounter.

This plan outlines the minimum requirements that shall be met or exceeded by SaskPower workers. Failure to comply may result in injuries, damage to equipment and property, performance management or any combination thereof.

The use of the word “shall” within this plan denotes a mandatory action, whereas the use of the word “should” or “may” denotes a recommended action.

3 DEFINITIONS

The following definitions apply to this standard:

Domestic Violence – any form of violence mistreatment, or neglect that an employee experiences from a family member, or from someone with whom they have an intimate relationship.

Violence – is the attempted, threatened or actual conduct of a person that causes or is likely to cause injury and includes any threatening statement or behaviour that gives a worker reasonable cause to believe that the worker is at risk of injury.

Worker – is a person, including a supervisor, who is engaged in the service of an employer. This includes SaskPower contracted individuals.

Workplace – a physical location, equipment, materials processed or used, and the kinds of operations performed in the course of an employee’s work, whether on or off the employer’s premises.

4 REQUIREMENTS

4.1 ROLES AND RESPONSIBILITIES

Any worker who witnesses or experiences violence is responsible for bringing it to the attention of their Manager/Supervisor and will participate in the investigation process as required. Refer to the Workplace Violence Policy for detailed information regarding responsibilities.

4.2 VIOLENCE RISK ASSESSMENT AND REDUCTION

All workers at any SaskPower workplace may be exposed to internal and/or external sources of violence and various risk factors throughout the course of their work.

To reduce the risk of exposure to violence, all hazard/aspect and risk assessments shall consider the following sources of violence and include the applicable risk factors and controls listed below where applicable.

Where a hazard/aspect and risk assessment identifies a new violence risk factor due to a new or change in positions, assignments and/or tasks, they shall be communicated for incorporation into this plan.

4.2.1 SOURCES OF VIOLENCE

Potential violence risk factors and applicable controls shall be continually assessed and identified with consideration of the following sources of internal and external violence behaviour:

Internal Sources of Violence:

- Worker to Worker – Any individual that has/had some type of job-related involvement with the workplace.

External Sources of Violence:

- Customer/Client – Individuals associated with the function of the workplace, stakeholders, customers, or contractors.
- Domestic – Individuals that have a personal relationship with a worker/employee.

- Perpetrator – Individuals unaffiliated with the organization or worker, such as members of the public or individuals with criminal intent.

4.2.2 VIOLENCE RISK FACTORS

There are several potential risk factors that can contribute to workplace violence at SaskPower with the majority divided into five general categories: interpersonal characteristics, physical work environment, time, work activity/culture, job factors and other external factors.

The following risk factors that could create or contribute to incidents of violence at SaskPower includes but are not limited to:

Risk Factor Category	Risk Factors
Interpersonal Characteristics	<ul style="list-style-type: none"> • Working with emotionally charged persons • Persons with a history of violence • Persons who may be under the influence • Persons who are unable to control their behavior because of mental health conditions • Threatening a worker either verbally or over the phone/email • Stalking the worker • Verbally abusing the worker • Destroying the worker or organization's property • Physically harming the worker
Physical Work Environment	<ul style="list-style-type: none"> • Working alone, isolation, or in small numbers • Working in close proximity to other employees • Working near buildings or businesses that are at high risk of violent crime • Physical layout of workplace
Time (of day/week/month or season)	<ul style="list-style-type: none"> • Working before/after normal working hours when it is dark outside or general traffic is reduced • During protest actions

Work Activity/Culture	<ul style="list-style-type: none"> • Working with or near members of the public • Handling/exchange of money • Travelling to and from work • Travelling in a vehicle or wearing clothing that identifies a worker as a SaskPower employee, may make a worker a target by customers or the public. • Working in an environment that tolerates discriminatory attitudes or behaviours • Working in an environment where power is misused or abused • Inadequate training on harassment and violence prevention
Job Factors – mental/physical demands	<ul style="list-style-type: none"> • Working in high stress environments • Working with inadequate resources

4.2.3 VIOLENCE CONTROL MEASURES

Where practical, violence risk factors/hazards shall be removed. When they cannot be removed, controls shall be implemented to reduce the probability of a violence incident occurring.

Where a task specific hazard/aspect and risk assessment identifies the potential for workplace violence:

- Appropriate controls shall be determined and reviewed with the worker's supervisor or manager;
- If controls are deemed insufficient, the task shall not be performed until a second hazard/aspect and risk assessment has been performed with the supervisor/manager and appropriate controls determined; and
- Where a worker(s) still feels the level of risk is too high the matter must be referred to the local Occupational Health Committee (OHC).

4.2.3.1 PRE-CONTACT CONTROLS

Pre-contact controls involve methods to avoid exposure to violence. They include:

- educating the public;

- removing the risk factor/hazard from the workplace; and/or
- creating a barrier between the worker and the hazard by manipulating the physical design of the work environment.

Specific pre-contact measures include:

- Distributing education materials, including specific job notification codes and safe work procedures for violence prevention and protection;
- Communicating the Workplace Violence Prevention Policy & Plan to service suppliers, contractors, clients and customers;
- Create and utilize posters that include the following or similar verbiage, “There is Zero tolerance for verbal abuse, threatening actions and physical attacks. Any such actions will not be tolerated and will be reported to appropriate authorities”;
- Controlling access to work areas by the use of full walls, locked doors, oversized counters;
- Appropriate lighting systems for all interior and exterior building areas, ground and parking areas;
- Arranging furniture to prevent workers from being trapped during a violent incident;
- Using video surveillance cameras, alarm systems, panic buttons or other systems which permit monitoring of high-risk areas and enable workers to get help in emergencies (alarm systems, cell phones, two-way radios, personal alarm devices);
- Use of “buddy systems” where workers assist each other either by working in pairs or by maintaining regular contact with each other; and/or
- The use of law enforcement agencies is encouraged when dealing with customers with a history of violence.

4.2.3.2 POST-CONTACT CONTROLS

Post-contact controls assist in reducing the impacts of and ensuring appropriate responses to violence incidents which can include:

- Processes to provide medical attention, counseling and/or debriefing as required to all workers involved in violent incidents;
- Processes and procedures to capture and record pertinent information concerning violent incidents and provide the information to business units and workers who may be exposed to similar circumstances in the future; and/or

- Processes to notify suppliers, contractors or clients if one of their employees' actions constitutes violence towards any SaskPower worker.

4.3 HAZARDS AND RISK COMMUNICATION

If additional situations of potential violence are recognized through a hazard/aspect and risk assessment or by other means:

- Workers and/or work groups that could be impacted shall be identified; and
- Pertinent details shall be communicated to the potentially affected workers.
 - Communication shall be completed according to the work group's communication process.

4.4 SUMMARY OF APPLICABLE WORKPLACE VIOLENCE PREVENTION PROCEDURES

The comprehensive SaskPower documentation referenced below aims to inform workers about the nature of potential violence and methods to mitigate associated risks. This includes, but is not limited to:

- Working Alone Standard
- Working Alone Protocol Standard Operating Procedure
- Local Emergency Response Plans which include:
 - Violence/Crime – Persons Causing Disturbance, Crime in Progress, Abusive or Threatening Call, Building Security/Access Control
 - Suspicious Packages
 - Bomb & Active Threat
- Management of Irate Customers
- Safe Entry into Customer Yard Process
- Workplace Visitor Protocol

4.5 INCIDENT REPORTING AND INVESTIGATION

Workplace violence incidents involving external sources of violence and SaskPower workers shall be reported and investigated according to the following applicable processes:

- Health & Safety Incident Investigation Process; and
- Enterprise Security's Security E-Report Process (Icon located on computer desktop). This portal is used to report all security-related occurrences (including theft, vandalism, threats, fraud, request for investigation, etc.); and/or

- Entry of appropriate codes per the Safe Entry into Customer Yards Process for Field Employees (located on Field Smart).

Incidents involving SaskPower employees (employee to employee violence) shall be reported to Employee Relations and managed through SaskPower Respectful Workplace Policy and the Code of Conduct Policy and Process.

4.6 TRAINING

All workers at SaskPower shall complete assigned training through the Learning Management System which includes:

- The nature and extent of risk associated with the anticipated violence;
- Ways to recognize and how to respond to potentially violent situations,
- How to obtain assistance; and
- Procedures for reporting violent behaviour and for documenting and investigating violence incidents.

Where work groups have identified the need for specialized training, this training will be assigned by the manager/supervisor or designate.

5 IMPLEMENTATION

The requirements of this standard take effect six months after the approval date.

6 RESOURCES

6.1 INTERNAL RESOURCES

Related Policies:	Code of Conduct Policy Corrective Discipline Policy Hazard/Aspect and Risk Assessment Policy Respectful Workplace Policy Workplace Violence Policy
References:	Incident Investigation Process Incident Reference Chart Process for Safe Entry into Customer Yard Security E-Report Safety Briefing #13 - Workplace Violence Prevention Standard
Related Standards:	Hazard/Aspect and Risk Assessment Standard

6.2 EXTERNAL RESOURCES

Related Legislation:	<i>The Saskatchewan Employment Act, 2013, Section 3-21</i> <i>The Occupational Health and Safety Regulations, 2020, Section 3-26</i>
-----------------------------	---

Ownership

Division:	People, Safety, Indigenous and Corporate Relations
Department:	Health and Safety
Review Frequency:	3 years
Approved by:	Health & Safety Council
Approval Date:	June 26, 2024

Document History

Revised by	Revision Purpose	Date
M Browatzke	Legislative Change	January 8, 2024
M. Podaima	Scheduled Review Cycle	March 18, 2020