



WORKPLACE SAFETY AND SECURITY PROCEDURES

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1.0 INTRODUCTION

California State University Hayward is committed to preventing workplace violence, and ensuring a safe and healthful work environment for all members of the University community. Certain campus workplace situations are recognized as presenting significantly greater risks than others. Therefore, every campus office or department should perform a hazard assessment to identify its particular workplace security issues. If the initial assessment determines that University employees are at a significant risk for workplace violence, then the responsible manager or supervisor should review the material presented in this Workplace Safety and Security Plan.

2.0 COMPLIANCE STATEMENT

This Plan embraces a "Zero Tolerance Philosophy" towards threats of physical harm and intimidation, or acts of violence. This philosophy encourages campus employees to inform University management promptly about workplace security hazards or threats of violence. Active implementation of the University's Workplace Safety and Security Plan includes the following:

- 2.1 Educating employees, supervisors and managers of the provisions of California State University Hayward's "Zero Tolerance Philosophy" and Workplace Safety and Security Policy and Plan.
- 2.2 Providing training and/or counseling to managers, supervisor and employees whose performance is deficient in complying with work practices designed to ensure workplace security
- 2.3 Recommending to University Senior Officers corrective action for Department's having repeatedly failed to comply with workplace security practices.

3.0 REPORTING

- 3.1 Every employee and every person on University property is encouraged to report incidents of threats or acts of physical violence of which he/she is aware.
- 3.2 Report incidents to the University Police and the Department of Human Resources and/or Student Judicial Affairs.

4.0 RESPONSIBILITY

4.1 University Police

- 4.1.1 Review all previous incidents.
- 4.1.2 Visit the scene of an incident as soon as possible.
- 4.1.3 Interview threatened or injured employees and witnesses.
- 4.1.4 Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator, if appropriate.
- 4.1.5 Determine the cause of the incident.
- 4.1.6 Take corrective action to prevent the incident from recurring.
- 4.1.7 Record the findings and corrective actions taken.

4.2 Threat Assessment Team

- 4.2.1 Implement the provisions of this Workplace Safety and Security Plan.
- 4.2.2 Coordinate assessment and assistance to assure the principles of the plan are implemented.

4.3 Managers and Supervisors

- 4.3.1 Implement and maintain this Workplace Safety and Security Plan in their work areas.
- 4.3.2 Conduct initial assessment, as appropriate.
- 4.3.3 Conduct further evaluation of potential risk factors, as appropriate.
- 4.3.4 Ensure that work environments are maintained physically safe and secure by embracing the principles of the plan.
- 4.3.5 Report workplace violence.

4.4 Employees

4.4.1 Work within the principles of this plan by supporting a safe and secure work environment.

4.4.2 Report workplace violence.

5.0 WORKPLACE VIOLENCE CLASSIFICATION

5.1 Cal-OSHA has classified the circumstances associated with workplace violence into three major types. All three types exist to varying degrees in a typical campus environment. However, it is important to keep in mind that any University workplace, situation, activity or personnel classification may be subject to more than one type.

5.1.1 A **Type I** workplace violence event involves an assault or threat by an individual whom enters the workplace specifically to commit a criminal act. While the assailant may be the recipient of the object of goods or services provided by a workplace employee as a pretext to enter a campus building, office or department, he or she has no legitimate relationship to the workplace. University employees who have face-to-face contact and exchange money with the public, who work late at night and into the early morning hours, and who often work alone or in very small numbers are at greatest risk of a **Type I** incident.

5.1.2 A **Type II** workplace violence event involves an assault or threat by someone who is either the recipient or the object of goods or services provided by a workplace employee. University employees who provide goods or services to the public (i.e., students, community members, visitors) are at greatest risk of a **Type II** incident.

5.1.3 A **Type III** workplace violence event involves an assault or threat by someone who has some employment-related involvement with the workplace. University employees who are the direct or indirect subject of a personal dispute involving a current or former employee, supervisor or manager; a current or former spouse or lover; a relative or friend; or some other person directly or indirectly related to the workplace.

- 5.2 There are a number of factors that have been shown to contribute to the risk of violence in a University workplace. If one or more of the following situations or activities is present in your workplace, then you should consider your workplace to be at potential risk of violence:
 - 5.2.1 Exchange of money.
 - 5.2.2 Performing campus public safety functions.
 - 5.2.3 Working alone at night and during early morning hours.
 - 5.2.4 Working with patients, clients, customers or students known or suspected to have a history of violence.
 - 5.2.5 Availability of valued items, e.g., money and jewelry.
 - 5.2.6 Employees, including former employees, with a history of assaults or who exhibit belligerent, intimidating or threatening behavior to others.
 - 5.2.7 Availability of prescription drugs.
 - 5.2.8 Employees who have been the object of belligerent, intimidating or threatening behavior from family members or significant others.

6.0 COMMUNICATION

- 6.1 At California State University Hayward, we recognize that to maintain a safe, healthy and secure workplace we must have open, two-way communication between all employees, including managers and supervisors, on all workplace safety, health and security issues.
- 6.2 This plan is designed to encourage a continuous flow of safety, health and security information between University management and the campus community without fear of reprisal or ridicule and in a form that is readily understandable. Communication on matters pertaining to workplace safety and security includes the following processes:
 - 6.2.1 New employee orientation.
 - 6.2.2 Training programs designed to address specific aspects of workplace security unique to this campus.
 - 6.2.3 Regularly scheduled safety meetings, including workplace security discussions.

- 6.2.4 Posted or distributed workplace security information.
- 6.2.5 “Zero Tolerance Philosophy” encouraging campus employees to inform University management promptly about workplace security hazards or threats of violence.
- 6.2.6 Procedures for protecting members of the University community whom report physical violence or threats from retaliation by the person engaging in such conduct.

7.0 HAZARD ASSESSMENT

- 7.1 Hazard assessments are performed in the form of review of documentation and/or periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence.
- 7.2 Periodic inspections are performed according to the following schedule:
 - 7.2.1 Annually, review locations that are at high risk for Type I, II or II workplace violence incidents, based on documentation.
 - 7.2.2 When new, previously unidentified security hazards are recognized.
- 7.3 Review of documentation and/or periodic inspections to evaluate workplace security hazards consist of identification and evaluation and assessment for more than one type of workplace violence.

8.0 INCIDENT INVESTIGATION

- 8.1 The following principles have been established for investigating incidents of workplace violence, or threats of physical injury, which include:
 - 8.1.1 Review all previous incidents.
 - 8.1.2 Visit the scene of an incident as soon as possible.
 - 8.1.3 Interview threatened or injured employees and witnesses.
 - 8.1.4 Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator, as appropriate.
 - 8.1.5 Determine the cause of the incident.

- 8.1.6 Take corrective action to prevent the incident from recurring.
- 8.1.7 Record the findings and corrective actions taken.

9.0 HAZARD CORRECTION

Hazards which threaten the security of University employees will be corrected in a timely manner, based on severity when they are first observed or discovered.

10.0 TRAINING, INSTRUCTION AND INFORMATION

- 10.1 California State University Hayward has established the following principles on training, instruction and information for all University employees with respect to workplace safety and security.
 - 10.1.1 All University employees, including managers and supervisors, shall be provided training and instruction on general and job-specific campus workplace security practices. A record of the training should be recorded.
 - 10.1.2 Training and instruction shall be provided to all new employees and to other employees for whom training has not previously been provided.
 - 10.1.3 Information on workplace security and safe work practices, included in this Plan will be updated and provided as necessary.
- 10.2 General campus workplace security training and instruction includes, but is not limited to, the following:
 - 10.2.1 Explanation of the California State University Hayward Workplace Safety and Security Policy and Plan including measures for reporting any violent acts or threats of violence.
 - 10.2.2 Recognition of workplace security hazards, including the risk factors associated with the three types of workplace violence.
 - 10.2.3 Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats.
 - 10.2.4 Ways to defuse hostile or threatening situations.
 - 10.2.5 Measures to summon others for assistance.
 - 10.2.6 Employee routes of escape.

- 10.2.7 Emergency medical care provided in the event of any violent act upon a University employee and post-event trauma counseling for those employees desiring such assistance.
- 10.3 **Type I** - California State University Hayward has chosen the following items for training and instruction for managers, supervisors and employees:
 - 10.3.1 Crime awareness.
 - 10.3.2 Location and operation of campus alarm systems.
 - 10.3.3 Communications procedures.
 - 10.3.4 Proper work practices for specific campus workplace activities, occupations or assignments.
- 10.4 **Type II** - California State University Hayward has chosen the following items for training and instruction for managers, supervisors and employees:
 - 10.4.1 Self-protection.
 - 10.4.2 Dealing with angry, hostile or threatening individuals.
 - 10.4.3 Location and operation of campus alarm systems.
 - 10.4.4 Communications procedures.
 - 10.4.5 Determination of when to use assistance from co-employees.
 - 10.4.6 Awareness of indicators that lead to violent acts by persons receiving campus goods or services.
- 10.5 **Type III** - California State University Hayward has chosen the following items for training and instruction for managers, supervisors and employees:
 - 10.5.1 Employee Assistance Programs.
 - 10.5.2 Awareness of situational indicators that lead to violent acts.
 - 10.5.3 Awareness of state law prohibiting disruption on a CSU campus, or the possession of weapons on campus.
 - 10.5.4 Review of anti-violence policy and procedures.

11.0 RECORDKEEPING

- 11.1 Records of reported incidents will be maintained in the University Police Department and the Department of Human Resources and/or Student Judicial Affairs, as appropriate.
- 11.2 Records of workplace security inspections, including the person(s) conducting the inspection, the unsafe conditions and work practices that have been identified and the action taken to correct the identified unsafe conditions and work practices are maintained in the Environmental Health and Safety Department and/or the University Police Department.
- 11.3 Documentation of security training for each University employee, including the employee's name or other identifier, training dates, type(s) of training, and training providers, are maintained in the University Police Department.
- 11.4 Inspection records and training documentation are maintained for three years.