

Policy Template for Workplace Violence

For Hospitality/Hotels/Restaurants

1. Introduction

- All associates of (this company) are to treat all people with respect whether they be coworkers, visitors, clients, guests, employees, or managers. (This company) has a zero-tolerance policy on violence of any kind including, but not limited to, threats, coercion, intimidation, physical acts, harassment, and disruptive behavior.
- **Purpose:** This policy aims to ensure a safe and respectful environment for both employees and guests by preventing workplace violence within (restaurants and hospitality establishments). Plus, employees and management will find in this policy guidance on maintaining a violent-free workplace and how to mitigate workplace violence if and when it should arrive.
- **Scope:** This policy applies to all employees, contractors, vendors, and guests within the premises.

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.
- **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.

The following four workplace violence types:

- **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.

2. Definition of Workplace Violence

All acts of workplace violence will not be tolerated. Workplace violence is any behavior in which an employee, client, visitor, or contractor inflicts or threatens to inflict damage to property or harm a person in the workplace.

- **Physical Violence:**
 - Any intentional act causing physical injury or harm, including hitting, shoving, pushing, kicking, punching, or using any object as a weapon.
 - Examples: A customer throwing a plate at a server, an employee shoving a colleague during a disagreement, or a contractor punching a staff member.

- **Verbal Threats:**

- Any threat or gesture meant to intimidate, coerce, or cause fear, whether direct or indirect.
- Examples: A guest threatening a receptionist with physical harm, an employee making threatening remarks towards a colleague, or a manager using intimidating language to coerce staff.

- **Harassment:**

- Unwanted behaviors that create a hostile or intimidating environment, including sexual harassment, bullying, or discriminatory actions.
- **Sexual Harassment:** Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature.
 - Examples: Inappropriate comments about an employee's appearance, unwanted touching or groping, or pressuring an employee for a date.
- **Bullying:** Repeated and unreasonable behavior that creates a risk to health and safety, including verbal abuse, exclusion, or spreading malicious rumors.
 - Examples: A supervisor belittling an employee in front of guests, spreading false rumors about a colleague, or intentionally excluding someone from team activities.
- **Discriminatory Actions:** Any conduct that targets individuals based on their race, gender, religion, nationality, or other protected characteristics.
 - Examples: Making derogatory remarks about an employee's ethnicity, assigning undesirable tasks based on gender, or refusing service to a guest based on their religion.

- **Disruptive Behavior:**

- Actions that interfere with the normal operations of the establishment or cause fear or anxiety among staff or guests.
- Examples: A customer creating a scene and refusing to leave, an employee displaying aggressive behavior towards guests, or a vendor causing a disturbance in a public area.

3. Prohibited Behavior:

Violence in the workplace may include but is not limited to the following list of prohibited behavior:

- Direct threats or physical intimidation
- Implications or suggestions of violence
- Stalking
- Possessions of weapons of any kind while on company property including parking lots, or while at company sponsored events
- Assault of any form
- Dangerous or threatening horseplay
- Loud, disruptive, or angry behavior and language that is clearly not a part of the typical work environment
- Blatant or intentional disregard for the safety of self and others

4. Responsibilities

- **Management:**
 - Implement and enforce this policy.
 - Conduct regular training sessions focused on the hospitality industry.
 - Support employees in reporting incidents and ensure thorough investigations.
- **Employees:**
 - Adhere to the policy and participate in training.
 - Report any incidents of violence or suspicious behaviors immediately.
 - Cooperate with investigations and support affected colleagues.

5. Prevention Strategies

- **Risk Assessments:**

- Regularly assess risks specific to hospitality settings, such as late-night operations, alcohol service, and guest interactions.
- Implement measures to reduce identified risks, such as improved lighting, security personnel, and surveillance cameras.

- **Training:**

- Provide training tailored to the hospitality industry, including how to de-escalate confrontational situations with guests on an annual basis.
- Ensure all employees understand their roles in maintaining a safe and respectful environment.

- **Reporting System:**

- Establish a clear, confidential, and accessible system for reporting incidents of violence. (Detail your organization's specific reporting guidelines)
- All employees are required to report any act or potential of workplace violence
- Ensure employees know how and where to report incidents, including anonymous reporting options.

- **Law Enforcement**

- Employees should not hesitate to contact local police concerning serious issues of violence at work.
- (The company) will in no way retaliate if police are contacted due to a workplace violence incident

6. Mitigation Practices

- In the event of a workplace violence incident, the following actions should be taken as applicable:
 - Notify building security and law enforcement authorities immediately
 - Provide emergency medical care if applicable
 - Offer post-event trauma counseling (if necessary)
 - Notify (insert company) the attorney for legal assistance in the following applicable areas: lawsuits, restraining orders, etc.

7. Reporting Procedures

- **Immediate Reporting:**
 - Employees are mandated to report all acts of workplace violence whether they are the victim or a witness to the incident.
 - Encourage employees to report any acts of violence or threats immediately to their supervisor or designated safety officer.
 - Provide multiple reporting channels, such as hotlines, email, or anonymous reporting systems.
- **Confidentiality:**
 - Maintain confidentiality of all reports to protect the privacy and safety of individuals involved.
 - Ensure information is only shared with those directly involved in the investigation and resolution of the incident.

8. Investigation and Response

- **Investigation Process:**
 - Outline steps for a thorough investigation, including gathering evidence, interviewing witnesses, and documenting findings.
 - Ensure investigations are conducted impartially and promptly.

- **Disciplinary Actions:**

- Specify potential disciplinary actions for perpetrators of workplace violence, which may include warnings, suspension, or termination.
- Implement measures to prevent retaliation against individuals who report incidents.

9. Support and Resources

- **Employee Assistance Program (EAP):**

- Offer confidential counseling and support services for employees affected by workplace violence.
- Provide resources and referrals to external support services, such as mental health professionals and legal assistance.

- **Victim Support:**

- Provide immediate support to victims of workplace violence, including medical care, time off, and temporary work adjustments if necessary.

10. Communication and Awareness

- **Policy Communication:**

- Ensure all employees are aware of the workplace violence prevention policy and understand its importance.
- Communicate the policy during onboarding, training sessions, and through regular reminders.

- **Awareness Campaigns:**

- Conduct ongoing awareness campaigns to reinforce the importance of preventing workplace violence and promoting a respectful work environment.

11. Policy Review

- **Review:**
 - Regularly review and update the policy to ensure its effectiveness and relevance.
 - Solicit feedback from employees and stakeholders to identify areas for improvement.
 - Last policy review date: