




Workplace Violence Prevention Policy

 California ISO Shaping a Renewed Future	Human Resources	Adopted	6/2006
		Version No.	1.1
		Revision Date	3/3/2011
WORKPLACE VIOLENCE PREVENTION POLICY		Distribution Restriction: ISO INTERNAL USE ONLY	

REVISION HISTORY

VERSION NO.	DATE	DESCRIPTION
1.0	6/2006	Initial Release
1.1	3/3/11	Copyedited for clarity and readability and included instruction on how to report concerns.



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1. Overview

1.1 Purpose

This document defines the California Independent System Operator (the ISO) policy for Workplace Violence Prevention, including exceptions and changes to the policy. This policy is essential to providing a safe, secure and respectful environment for all employees, contractors, consultants and visitors at the ISO.

Workplace health and safety hazards commonly arise from unsafe work practices, hazardous conditions, or exposure to harmful chemical, biological or physical agents. Typically, such hazards do **not** result from intentional acts committed by other human beings.

However, as society has changed over the last several decades, so has the workplace. Violence is now a leading cause of death and injury at work.


Some episodes of workplace violence stem from larger societal problems, while others can be linked to specific workplace issues. While the ISO is not considered a high-risk workplace, it is reasonable and prudent to recognize the potential for violence, and prepare employees and managers to respond appropriately.

1.2 Scope

The *Workplace Violence Prevention Policy* applies to all employees, contractors, consultants, vendors, suppliers, temporary employees, or other individuals engaged in business activities with or on behalf of the ISO.

2. Policy

Company policy prohibits acts of intimidation, threatening behavior, attempts to instill fear in others, threats of any type, or any behavior that suggests a propensity towards violence. All such behavior is prohibited, unacceptable and will not be tolerated at the ISO. Additionally, the ISO will not tolerate any form of violence on the part of customers, vendors, suppliers, consultants, contractors, temporary employees, or other individuals engaged in business activities with or on behalf of the ISO. All ISO employees are responsible to help prevent violence in the workplace.

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Prohibited actions may include, but are not limited to, the following types of behaviors:

- Belligerent or profane speech, or excessive arguing;
- Throwing or kicking objects;
- Striking, punching, slapping or assaulting another person;
- Fighting or challenging another person to fight;
- Grabbing, pushing, pinching or touching another person or any unwanted physical contact engaged in for purposes of intimidation, threat or violence;
- Engaging in dangerous or threatening horseplay;
- Making intimidating or menacing gestures;
- Bringing a firearm, inappropriate knife or other weapon of any kind onto ISO property, including parking lots or other exterior premises, without written authorization from the Manager of Campus Operations, or his or her designee;
- Threatening to harm another individual, directly or indirectly, or via any telephonic, electronic or other communication device;
- Threatening to damage property; and,
- Inappropriate behavior, statements or actions that could otherwise be perceived as aggressive, threatening or violent.

2.1 Roles and Responsibilities

2.1.1 Employees

The ISO requires all employees or other persons subject to the ISO's Code of Conduct to report all threats or acts of aggression and violence in accordance with this

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policy. All reports of alleged workplace violence will be taken seriously and investigated.

To help keep the work environment safe, employees should:


- Avoid engaging in intimidating or threatening behavior;
- Be familiar with ISO's *Workplace Violence Prevention Policy*;
- Report any threats or violent acts against themselves, or which they have witnessed against someone else, or which they have knowledge of from another person;
- Report any behavior perceived as intimidating, threatening, or violent (even when no actual threat or violent act occurs) that is job-related, takes place at ISO-owned or controlled facilities, or is connected to ISO employment; and
- Report any such behavior, or violent act, regardless of the relationship between the individual who initiated it and the person or persons who were threatened, or subjected to the threatening behavior.

For information on how to report concerns related to this policy, please see *How to Report a Concern* in the Employee Handbook version 2.0 for instruction.

2.1.2 Managers

As representatives of the company, managers are expected to:

- Supervise all employees in a fair and impartial manner;
- Monitor the work environment and employee performance for indications of inappropriate behavior, intimidating or threatening behavior, or violent acts;
- Notify Physical Security, Human Resources or Executive Management as described in the [Guide to Reporting Illegal or Improper Conduct](#) available on eCurrent when such behavior is observed;

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- Receive and relay all reports of workplace threats and violent acts to Physical Security, Human Resources or Executive Management;
- Conduct a preliminary assessment of the type and level of the threat or violence, such as intimidation or a verbal threat, assault, shooting, or barricade or hostage situation, and immediately report the occurrence to the police, Physical Security, Human Resources, or Executive Management;
- Take immediate action to ensure the safety of employees, contractors and visitors when necessary and appropriate; and
- Help secure the workplace to the extent that it is practical and safe to do so.

2.2 Other Considerations


In keeping with the ISO’s objective to maintain a safe and secure environment, employees and managers should note that:

- Nothing in this policy precludes an employee, co-worker or representative of management from taking emergency action, e.g., calling 911 for police, fire, or emergency medical response, if deemed necessary to ensure the safety of employees, contractors or visitors of the ISO;
- No existing ISO policy takes priority over protection of life and limb; and
- Exceptions to this policy should be made if necessary to prevent a threat from being carried out, or a violent act from occurring.

2.3 Retaliation

ISO will not retaliate against anyone for filing a report, assisting in making a report, or cooperating in a related investigation, and will not tolerate or permit direct or indirect retaliation by management, employees or co-workers, or by anyone doing business with or associated with the ISO. Furthermore, managers should be alert for signs of retaliation and report them immediately if observed.

Appropriate consultation and disciplinary action may be taken if a claim of workplace violence is found to be malicious and untruthful, or if any person – whether a

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complainant, accused individual, or witness – is untruthful in any investigation undertaken by the ISO.

2.4 Disciplinary Action

Any person who makes a credible threat (i.e., any behavior with the intent and ability to harm someone else), exhibits threatening behavior or engages in violent acts on ISO property will be removed from the premises as quickly as possible, and will be prohibited from returning pending the outcome of an internal investigation.

Any person determined by ISO to be responsible for inappropriate behavior will be subject to appropriate disciplinary action, up to and including immediate termination of employment or business dealings with the company.

2.5 Policy Changes and Exceptions

No change to this policy or any referenced standard may be made without written approval from the Chief Executive Officer, or his or her authorized representative. A requested change must include a business case defining the change, the purpose of the change and alternative considerations.