



Achieving a Violence-Free Workplace Together

Workplace Violence
Prevention Program

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Postmaster General's Foreword

The Postal Service's Workplace Violence Prevention Program provides employees with resources and awareness of prevention and response measures. Everyone, every day, must do their part in maintaining a safe work environment by reporting all perceived acts of aggression, violence, or threats.

John E. Potter
Postmaster General

Workplace Violence Zero Tolerance Policy

Zero tolerance means that every act or threat of violence, regardless of the initiator, elicits an immediate and firm response. The response could result in corrective action, up to and including, removal of the offender from employment with the Postal Service.

The concept of zero tolerance is based on the belief that no employee should have to work in an atmosphere of fear and intimidation. Every threat and every act of inappropriate behavior must be addressed.

The zero tolerance policy provides the foundation for prevention, but that is only part of our prevention efforts and strategies.

Workplace Violence Prevention

There are six organizational strategies for reducing workplace violence.

- **Selection.** Hire the right individual for the right job in the first place.
- **Security.** Ensure appropriate safeguards for employees, customers, and property.
- **Communication of policy.** Consistently communicate and enforce Postal Service policy regarding violent and inappropriate behavior.
- **Environment and culture.** Create a work setting and maintain an atmosphere that is perceived to be fair and free from unlawful and inappropriate behavior.
- **Employee support.** Ensure that managers, supervisors, and employees are aware of the resources available to assist them in dealing with the problems at work and at home.
- **Separation.** When separation is necessary, handle the process professionally, including assessing inappropriate behavior and potentially violent circumstances. See Publication 106, *Guide to Professional Parting*, for details on handling separations.



Training and Development

The Postal Service offers a number of training courses and developmental initiatives designed to improve violence prevention efforts.

- **Workplace violence awareness training.** This course assists managers and supervisors in identifying behavioral warning signs of at-risk employees and potentially threatening situations.
- **Threat Assessment Teams (TATs).** Each district has a TAT, a cross-functional, multidisciplinary team, that assesses threatening situations and develops risk abatement plans to prevent violence.
- **TAT member training course.** This course is mandatory for TAT members, and it provides information on the threat assessment process and workplace violence prevention strategies. Updates are also provided to team members on workplace violence prevention statistics, research issues, and trends.
- **National Committee on Workplace Violence Prevention.** The committee brings field experts to provide oversight and recommendations on the maintenance, development, and enhancement of policies and procedures that guide the Workplace Violence Prevention Program.

Postal Inspection Service

Callers can reach the appropriate Postal Inspection Service office by dialing 1-877-876-2455 from 8 a.m. to 4:30 p.m. in all time zones. After business hours, press Option No. 2, for Emergency situations, and your call is automatically routed to a special operator for assistance.

Know Your Resources

- Human Resources
- Union Leadership
- Management Associations
- Threat Assessment Teams
- Medical Units
- Inspection Service
877-876-2455 (24 Hours)
- Employee Assistance Program
800-EAP-4YOU
800-327-4968 (24 Hours)
877-492-7341 TTY

Your role in creating and maintaining a violence-free workplace is critical to our success.

What can you do?

Choose to behave in a way that promotes a positive work environment. Act in a professional manner, even when you are having a bad day.

Report all threats to management officials, your Threat Assessment Team (TAT) or the Postal Inspection Service.

Remember that the Employee Assistance Program is available 24 hours a day for all postal employees and their families. The EAP provides crisis counseling, referral, and short-term counseling for all of life's challenges. Call for yourself or a family member.



Workplace Violence Statistics

- Workplace violence is a problem worldwide and the third leading cause of death in the workplace.
- Most workplace violence is not reported.
- Men are statistically more likely to be victims of violence at work; however, homicide is the leading cause of work-related death for women.
- Domestic violence victims who are actively trying to leave the relationship are at an increased risk of being assaulted or stalked in the workplace.
- Workplace-related psychological aggression is far more prevalent than work-related physical violence.
- Employees in professional and service occupations reported the highest level of physical violence at work.

References:

E. Kelloway, J. Barling, and J. Hurrell, Jr. *Handbook of Workplace Violence*. Thousand Oaks, CA: Sage Publications, 2006.
National Institute of Occupational Safety and Health, 2007.