A Violence-Free Workplace . . .

… is everyone's right.

Workplace Violence Is a Growing Problem in America

- Workplace violence is the second leading cause of death in the workplace.

- Three people are murdered on the job in America every working day.

- Men are victims in three out of four workplace homicides.

- Even so, homicide is the leading cause of death for women in the workplace.

Although the rate of homicides has decreased in recent years, the rate of violent assaults has increased.

Our Record Is Good Compared With That of Private Industry

It's reassuring to know that the incidence of workplace assaults and homicides in the Postal Service is far below average.

> Postal work is one of the safest occupations in the job pool. Postal workers are not even a blip on the Department of Labor's scale of occupational fatalities, no matter how the statistics are compiled, by job-related accident or homicide.
>
> *U.S. Dept. of Labor*
> *Bureau of Labor Statistics 1996*

Even a Single Incident Is Too Much

However, even a single incident of violence — whether it be a threat, robbery, assault, or homicide — is too much. The Postal Service has a Zero Tolerance Policy regarding workplace violence. Zero Tolerance means that we will not ignore any incident of verbal or physical action on the part of any employee who could cause injury to another.

. . . and everyone's responsibility.

The Postal Service Is Committed to Providing a Safe Workplace

The Postal Service is committed to providing a safe work environment for all employees.

The Postal Service remains steadfast in its commitment to ensuring a safe workplace environment for all of its employees.

Workplace violence remains an urgent threat to employees in every company and organization in America. No responsible employer can ignore that reality.

The Postal Service will remain a leader in identifying best practices to prevent acts of violence in the workplace.

William J. Henderson
Postmaster General and CEO

We Have Strategies for Prevention

- **Selection:** Hire the right people for the right job in the first place.

- **Security:** Ensure appropriate safeguards for people and property.

- **Communication of Policy:** Consistently communicate and enforce postal policy regarding violent and inappropriate behavior.

- **Environment and Culture:** Create a work environment and maintain a climate that is perceived as fair and free of unlawful and inappropriate behaviors.

- **Employee Support:** Ensure that managers, supervisors, and employees are aware of the available resources to assist them in dealing with the problems of work and daily living.

- **Separation:** When separation is necessary, handle the process professionally, including assessing any inappropriate behavior and potentially violent circumstances.

Managers and Supervisors Are Being Trained

Over 61,000 Postal Service executives, postmasters, managers, supervisors, and union leaders have been challenged through the Workplace Violence Awareness Program to use skills and techniques that foster professional interactions with employees.

But You Must Help

Your role in creating a violence-free workplace is equally important.

What can you do?

- Choose to behave in a way that promotes a positive work environment — even when you are having a bad day. Treat everyone in a professional manner.

- Report all threats to management officials.

  - Your supervisor or manager should conduct a prompt, thorough inquiry of your concern, keep you informed, and take appropriate action to resolve the situation.

  - If unable to contact a management official, call the Inspection Service (1-800-654-8896).

The **Employee Assistance Program** is available on a 24-hour, 7-day-a-week basis for all Postal Service employees and their immediate family members.

The EAP provides assistance on a variety of issues, e.g., marital, financial, emotional, chemical dependency, and child and elder care issues.

The easiest access is the toll-free number:

1-800-EAP-4-You
(1-800-327-4968)

Resources That the Postal Service Provides

- **Employee and Workplace Intervention Analyst**
- **Human Resources**
- **Union Leadership**
- **Management Associations**
- **Threat Assessment Team**
- **Medical Units**
- **Inspection Service 24-Hour Number**
  1-800-654-8896
- **Employee Assistance Program**
  1-800-EAP-4-You
  (1-800-327-4968)

Policy and Regulations

- Code of Ethical Conduct – ELM 661
- USPS Standards of Conduct – ELM 666
- Joint Statement on Violence and Behavior in the Workplace – PB 21811 (03/19/92)
- Equal Employment Opportunity, Affirmative Action, and Diversity Policy Statement – PB 21893 (05/11/95)
- Policy Statement on Firearms in the Workplace – PB 21900 (08/17/95)
- Policy Statement on Sexual Orientation – PB 21901 (08/31/95)
- Sexual Harassment in the Workplace – Poster 21
- Possession of Firearms, Weapons, and Explosives – Poster 158
- Local and national safety rules and regulations