



May 14, 2008

SAN FRANCISCO DISTRICT
POSTMASTERS AND MANAGERS
CUSTOMER SERVICES
ALL PLANT MANAGERS
SMDOs, MDOs and MANAGERS
PROCESSING & DISTRIBUTION
STATION MANAGERS

SUBJECT: Action Plan for Threats and Assaults

A postal employee has a right to perform his or her assigned duties in an atmosphere free of threats and assaults. We are committed in the effort to ensure a safe working environment for all employees.

Due to the seriousness of these situations, threats or assaults made directly or indirectly toward any employee or postal customer, even in jest, will not be tolerated. This misconduct causes very real concern and apprehension on the part of employees and customers to whom this type of action is directed.

All threats and assaults are to be taken seriously and reported immediately to the appropriate postal management officials and to the Inspection Service. Also, all unusual situations that have the potential to cause workplace violence should be reported immediately to these officials.

All management personnel must recognize when these circumstances exist and take prompt, appropriate action when necessary to eliminate the possible causes of violence in the workplace. Failure to take the necessary appropriate action, as determined by a thorough investigation, may result in disciplinary action.

In light of the above, the attached Action Plan has been developed to aid you in dealing with potential situations of violence. This plan should be strictly adhered to by all management employees in all postal facilities.

A handwritten signature in black ink that reads "Winifred G. Groux".

Winifred G. Groux
San Francisco District Manager

A handwritten signature in black ink that reads "James L. Larkin".

James L. Larkin
Senior Plant Manager

Attachment

ACTION PLAN FOR THREATS AND ASSAULTS

San Francisco District

Checklist for Threats and Assaults

If you believe that a crime has been committed (persons have been injured or property has been damaged):

1. Seek first aid and medical treatment for all those injured.
2. Immediately call the local police and the Inspection Service (and/or postal police officers).
Inspection Service telephone number: 415-778-5911
Postal Police telephone number: 415-550-5608
Local Police telephone number:
Call the facility manager:
3. Preserve the scene; **do not** allow **anyone** to touch anything.
4. Identify witnesses, especially if they cannot or will not remain at the scene.
5. To the extent possible, ensure that information received remains confidential.
6. Seek additional assistance if needed.

Otherwise, immediately:

7. Restore order and safety to the work area.
8. Assign involved employees to separate rooms. Instruct or order involved employees to leave the workroom floor, if appropriate. If an employee refuses, call the police.
9. Advise your Manager of the incident and notify the Threat Assessment Team. Telephone number: 415-550-5609 or 5510.
10. Notify the Human Resources Manager (415-550-5543) and/or Labor Relations Manager (415-550-5609).
11. Notify the Inspection Service for guidance if necessary (415-778-5911).

Then:

12. Identify participants and witnesses and obtain statements from them (with concurrence of Inspection Service and/or local police if called).
13. Investigate all observed or reported altercations.
14. Obtain the telephone number and address of each participant.

15. If necessary, place the employee in a non-duty status. When placing an employee in this status, remember to obtain the most current address and telephone number before he or she leaves. Contact Labor Relations for assistance in preparing emergency off-duty placement letter.
16. Complete the investigation.
17. Notify the Human Resources Manager and the Labor Relations Manager as well as the appropriate management officials in the chain of command.
18. Normally within 72 hours, the employee's Supervisor renders a decision and notifies the employee of his or her duty status.
19. If additional discipline is to be issued, forward a properly completed request with all supporting documentation to Labor Relations within 72 hours.
20. Encourage the employee found responsible for a threat or assault on another employee or customer to make an appointment with the EAP. Offer the other affected party (or parties) the opportunity to have an on-the-clock appointment with an EAP Counselor.
EAP telephone number: 1-800-327-4968.

Remember, prompt and appropriate action is essential to reducing and/or eliminating employee altercations. Failure to conduct an immediate and thorough investigation can be detrimental to disciplinary proceedings.