



October 1, 2009

ALL EMPLOYEES  
SAN FRANCISCO DISTRICT

Zero Tolerance Policy for Acts or Threats of Violence

The leadership of the San Francisco District has reaffirmed its position on violence and inappropriate behavior in the workplace. The policy states that there will be zero tolerance for acts or threats of violence in our workplace by anyone, craft and management alike.

In February of 1992, the Postal Service, with many of the employee organizations, initiated a joint statement on violence and behavior in the workplace. "We openly acknowledge that in some places or units an unacceptable level of stress exists in the workplace; that there is no excuse for and will be no tolerance of violence or any threats of violence by anyone at any level of the Postal Service; and that there is no excuse for and will be no tolerance of harassment, intimidation, threats, or bullying by anyone."

**We will not tolerate acts or threats of violence in our workplace**

The zero tolerance policy means that each and every act or threat of violence, regardless of the persons involved and/or circumstances, will elicit a prompt investigation of facts and appropriate response to those findings. While certain behaviors can lead to discipline or removal, our emphasis is on providing a safe and healthful workplace environment.

Acts and threats of violence as well as inappropriate behavior in the workplace are some of the most serious and frustrating problems facing the Postal Service today. The incidents of workplace violence in the past have seriously affected the reputation, morale, and credibility of the Postal Service and our employees.

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.

The zero tolerance policy places all employees on notice that threats, assaults, or other acts of violence committed against other postal employees or customers will result in severe disciplinary action, up to and including removal from the Postal Service. Any employee who has been subjected to a threat or assault is by this policy instructed to immediately report the incident to a manager or supervisor and to the Inspection Service. Employees are also encouraged to report any unusual situation that has the potential to cause workplace violence. Threats of suicide are considered acts of violence. Reports to the Inspection Service, at the request of the employee who reports the incident, will be handled anonymously.

No one should have to work in an atmosphere of fear and intimidation. We intend to make our work locations a place where inappropriate behavior will not be tolerated.

Below are definitions to help you understand and clarify when a threat, assault, or other acts of workplace violence have occurred:

Threat (broadly defined) – A statement or act that carries the intention to inflict harm or injury on any person, or on his or her property. Threats also include words or actions intended to intimidate another person or to interfere with the performance of his or her official duties (e.g., standing in front of a corridor with a menacing posture and not permitting another person access to load a postal vehicle).

Assault (broadly defined) – Any willful attempt to inflict injury upon the person of another, when coupled with an apparent ability to do so, or any intentional display of force that would give the victim reason to fear or expect immediate bodily harm. Note: An assault may be committed without touching, striking, or doing bodily harm to another person (e.g., throwing a brick at a person that does not actually strike the person).

Violence is not limited to fatalities or physical injuries. We recognize that any intentional words, acts, or actions meant to provoke another can escalate and result in injury if they are not immediate and appropriately addressed by management.

  
Winifred G. Groux