

Post



SAN FRANCISCO PERFORMANCE CLUSTER
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.


Winifred G. Groux
San Francisco District Manager


James L. Larkin
Senior Plant Manager

Attachment

San Francisco Performance Cluster

Protocol for Threats and Acts of Violence

The San Francisco Performance Cluster has a Zero Tolerance Policy for threats and acts of violence. Employees who violate this policy are subject to disciplinary action up to and including termination.

When Threatened or Assaulted

- IMMEDIATE REPORT to supervisor or manager by employee

Supervisor Responsibilities:

- CALL 911 if an employee is armed or if an injury requiring medical attention has occurred
- STABILIZE the situation: separate employees, safeguard other employees, assist injured employees, ordering offending employee off premises, etc.)
- NOTIFY Postal Inspectors (415-778-5911)
- NOTIFY your Facility Manager
- NOTIFY the Manager of Human Resources (415-550-5543)
- NOTIFY the Manager of Labor Relations (415-550-5510)
- CONDUCT investigation
 - Determine the nature of the incident including context, participants, triggering remarks, etc.
 - Identify the impacts of the incident
 - Take photos of injuries with the employee's permission
 - Assess the incident according to the Priority Risk Scale (see reverse side)
 - Interview participants and witnesses; direct employees not to discuss their statements with others
- PLACE any employee found to be responsible for a threat or assault in non-duty, non-pay status pending further investigation. Consult with Labor Relations for applicable articles in national agreements.
- IDENTIFY what actions must be taken within 72 hours
- FOLLOW UP with Human Resources, Labor Relations, Postal Inspectors to ensure actions are appropriate.
- ISSUE appropriate discipline to involved individuals.
- For questions regarding resources available through EAP, call the 24-hour EAP Hotline, if needed, at 1-800-327-4968.

San Francisco Performance Cluster

Priority Risk Scale For Threats

Priority 1 – Extreme Risk

Clear and immediate threat of violence to identifiable target(s)

- Directly stated threat of violence
- Clearly identified target (person, work site, organization)
- Specific description of the intended violent act

Priority 2 – High Risk

A threat of violence, usually to an identifiable target, but currently lacking immediacy and/or a specific plan; or a specific plan of violence but currently lacking a specific target.

Priority 3 – Low or Moderate Risk

A relatively nonspecific threat of violence from a person expressing concerns with personal and/or organizational issues. Such threats frequently arise from a volatile work site climate, or deterioration of an employee's personal appearance and workplace relationships.

- Threatener does not indicate a clear and immediate threat of violence to an identifiable target
- Threatener appears to be insufficiently influenced by current circumstances to engage in a dangerous act

Priority 4 – No Risk

No threat of violence indicated

- No implication of current danger
- Possibility of verbal or other inappropriate communications, which include derogatory comments without specific or implied threats of violence.

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