



Zero Tolerance of Workplace Violence Policy & Plan

I. Introduction

Freedom from Violence

The State of Minnesota hereby adopts a policy of zero tolerance of violence. It is state policy that every person in the state has a right to live free from violence.

Minn. Stat. § 15.86 mandates that each state agency adopt a goal of zero tolerance of violence in, and around, the workplace.

II. Goal Statement

It is the goal of IRRRB to achieve a work environment which is free from threats and acts of violence. The agency will not tolerate workplace violence of any type, from any source. This includes threatening or violent actions by employees directed against other employees, by agency employees directed against agency visitors, or by agency visitors against agency employees.

In conjunction with this policy, the IRRRB Eveleth office maintains a secure workplace. All doors remain locked during business hours and guest entry is controlled.

III. Policy

It is the policy of IRRRB and the responsibility of its managers and all of its employees to maintain a workplace free from threats and acts of violence. The agency will work to provide a safe workplace for employees, and for visitors to the workplace. Each employee, and everyone with whom we come into contact in our work, deserves to be treated with courtesy and respect.

IRRRB policy on work-related violence includes:

- Actively working to prevent and eliminate acts of workplace violence.
- Responding promptly, positively, and aggressively to deal with threats or acts of violence. This response includes timely involvement of law enforcement agencies, when appropriate.
- Adopting and enforcing a policy of prohibiting possession of firearms and other dangerous weapons in the workplace.

- Treating incidents of work-related threats or acts of violence very seriously. Reports of such acts will be promptly investigated, and management will take action, as necessary, to appropriately address each incident.
- Taking strong disciplinary action, up to and including discharge from State employment, against employees of the agency who are involved in the commission of work-related threats or acts of violence.
- Supporting criminal prosecution of those who threaten or commit work-related violence against employees, or against taxpayers and other visitors to its work environment.
- Pursuant to Minn. Stat. §15.86, this policy does not create any civil liability on the part of the State of Minnesota.
- Maintaining the IRRRB Eveleth office as a secure facility with only one, controlled public entrance. All employee's access the facility using an individually assigned key card.

IV. Plan for Implementing Zero Tolerance of Violence in the Workplace

1. IRRRB will provide a safe workplace.
2. IRRRB will attempt to limit violence from external sources by positively affecting the attitudes and the behavior of its customers. At the IRRRB Eveleth office guests will be admitted through one controlled entry way. Guests at all locations should identify themselves and who they are here to meet with.

Customer Service: IRRRB will continue to strive for customer service, will continue to achieve conformity with Minnesota laws, and will work toward a system that is fair and follows standard protocols. In doing so, and by treating customers with the respect and dignity they are entitled to, the potential for workplace violence from external sources will be greatly reduced.

- Front desk staff should notify their supervisor, or the facility coordinator if they need assistance dealing with a suspicious or unwelcome guest.

3. IRRRB will attempt to reduce the potential for internal workplace violence by positively affecting the attitudes and the behavior of its employees.

Creating a low-risk work environment: Agency managers are expected to promote positive behavior, and to lead by example, by treating employees with the respect and dignity each person deserves. Emphasis will be placed on creating a workplace where established standards of conduct are clear, are communicated, and are consistently enforced, and where discipline is used fairly and appropriately to deal with instances of unacceptable behavior.

Manager Training: Agency managers will be provided with training in how to deal with workplace-related threats and acts of violence. This training will focus on prevention and de-escalation of violence, will include suggestions for appropriate responses to threats and acts of violence, and will identify those resources that are available for use once a potential problem has been identified, or an incident has occurred.

Employee Training: Training programs will be developed and presented as appropriate.

Employee Counseling and Assistance: IRRRB will encourage use of the Employee Assistance Program (EAP).

Self-help: Informational brochures and other media will be used to make all employees familiar with the services offered by the EAP and by the department's Health and Wellness Coordinator, and will provide information on how to take advantage of those services.

Valuing and Respecting Diversity: It is the agency's policy and practice to value and respect individual differences among people.

4. IRRRB will address threats of violence and actual incidents of violence.

Management Responsibilities: Agency managers have primary responsibility for ensuring a safe work environment. Managers are specifically empowered to take immediate action to resolve or stabilize violent situations in the workplace, and to protect people from harm. Any violent or threatening situations are to be promptly reported to a manager.

5. Iron Range Resources will work to eliminate dangerous weapons from the workplace.

Dangerous Weapon Prohibition: The possession of any dangerous weapon, to include any firearm, in any IRRRB workplace by any person other than a law enforcement officer, or a person other than an employee who has a permit to carry firearms, is strictly prohibited. Agency personnel are prohibited from possessing any dangerous weapon, including any firearm, while on official duty.

V. Plan Implementation

Copies of this policy and plan will be distributed to all employees, and will be posted on employee bulletin boards. A copy of this plan will also be available at all IRRRB locations.