

|                    |  |                        |
|--------------------|--|------------------------|
| DST Transportation | Workplace Violence Prevention Policy Statement | Date: October 14, 2014 |
|                    |  |                        |

## **DST Transportation Workplace Violence Prevention Policy**

*DST* is committed to providing a safe, health and violence-free workplace. The Company will dedicate sufficient attention, resources and time to address factors that might contribute to workplace violence.

*DST* recognizes that every person is entitled to a safe work environment that is free of violence and threatening behaviour.

*DST* will adhere to the spirit and intent of all applicable legislation governing workplace violence including, but not limited to, the *Canada Labour Code and regulations, as well as the Criminal Code*.

*DST* is committed to maintaining a workplace where all workers are treated with dignity and respect. There will be zero tolerance of any form of workplace violence or threatening behaviour toward its workers.

The associated Workplace Violence Program outlines the commitment, principles and procedures that *DST* will follow with respect to preventing and stopping violence in the workplace. Any violation of the program will be subject to disciplinary action up to, and including dismissal.

Daljit Singh

President  
October 14, 2014

|                       |  |
|-----------------------|--|
| DST<br>Transportation | <b>DST Transportation Workplace Violence Prevention Program</b><br><b>DST – HSM – 002</b><br><b>October 14, 2014</b> |
|-----------------------|--|

| Revision Number  | Date             | Summary of Changes made from previous revision |
|------------------|------------------|--|
| Initial Revision | October 14, 2014 | Initial Draft of Workplace Violence Program    |
|                  |                  |  |
|                  |                  |  |

## **1.0 Introduction**

This Workplace Violence Prevention Program (WVPP) is intended to comply with Sections 20.1 to 20.10 of the Canadian Occupational Health and Safety Regulations (COHSR).

## **2.0 Scope**

The program is applicable whenever a DST Transportation worker:

- carries out duties or conducts business on behalf of DST;
- represents on DST committees or at work related events/ conferences;
- attends work-related functions; and/or
- socializes with other workers.

Locations and situations covered by this procedure include, but are not limited to:

- DST offices and worksites;
- other buildings or premises under the jurisdiction of DST;
- company vehicles;
- social functions sanctioned by or under the jurisdiction of DST whether held at company offices or facilities or at other locations approved by the company;
- work-related travel outside of company facilities;
- incidents which occur outside the workplace but have negative repercussions at work or adversely affect working relationships;
- threats of violence which occur by electronic means (e-mail, telephone, voice mail, internet, or fax) or written communication; and
- any other locations or events where company business, operations, or social functions are carried out.

|                       |  |
|-----------------------|--|
| DST<br>Transportation | <b>DST Transportation Workplace Violence Prevention Program</b><br><b>DST – HSM – 002</b><br><b>October 14, 2014</b> |
|-----------------------|--|

### **3.0 DEFINITIONS**

#### **Worker:**

*As used in this procedure, the term “worker” includes any full-time, part-time, probationary, temporary and casual worker as well as volunteers and students. It also extends to senior management.*

#### **Reprisal**

Reprisal refers to a negative action or omission against a worker who:

- invokes this Procedure, whether on behalf of oneself or another individual;
- participates or co-operates in any inquiry under this procedure;
- associates with a person who has invoked this Procedure or participated in its procedures; and/or
- performs a legitimate role under this Procedure.

#### **Workplace Violence**

“workplace violence” means any action, conduct, threat or gesture of a person towards an employee in their workplace that can reasonably be expected to cause harm, injury or illness to that employee.

*Examples of workplace violence include but are not limited to:*

- *Hitting*
- *Throwing objects*
- *Pushing*
- *Kicking*
- *Stalking*
- *Physical restraint*
- *Arson*
- *Vandalism*
- *Sabotage of work or property*
- *Threatening gestures or remarks*
- *Physical bullying*

|                       |  |
|-----------------------|--|
| DST<br>Transportation | <b>DST Transportation Workplace Violence Prevention Program</b><br><b>DST – HSM – 002</b><br><b>October 14, 2014</b> |
|-----------------------|--|

## **4.0 ROLES, RESPONSIBILITIES AND ACCOUNTABILITIES**

DST will, in accordance with the COHSR:

1. appoint a Workplace Violence Prevention Coordinator;
2. assess the risk of workplace violence that may result from the nature of company worksites and the nature and conditions of work performed there;
3. advise the Health and Safety Representative (HSR) of the results of the risk assessment and provide a copy of any written report;
4. establish and maintain procedures to control the risks identified in the risk assessment;
5. review the WVPP and reassess the risk of workplace violence as often as is necessary, but not less than every 3 years;
6. take every reasonable precaution to protect workers from domestic violence that may occur in the workplace and expose workers to physical injury;
7. establish measures for summoning immediate assistance when workplace violence is threatened, occurs, or is likely to occur;
8. inform workers on when and how to seek medical assistance should a violent incident occur in the workplace;
9. establish a reporting procedure for incidents or threats of workplace violence;
10. establish an investigation procedure for dealing with incidents or allegations of workplace violence or threats of violence;
11. provide all workers with training and information regarding this procedure and associated procedures;
12. monitor the company's compliance with this procedure and established procedures;
13. ensure compliance with the provisions of this program.

### **Responsibilities of Workers**

Workers are responsible to:

1. familiarize themselves with this procedure;
2. attend any training related to this procedure;
3. ask their supervisor for clarification on this procedure if they have questions;
4. help promote a violence-free workplace;
5. refrain from workplace violence as defined in this procedure; and
6. immediately report to (appropriate management staff) incidents of, threats of, or potential for workplace violence, whether directly experienced or witnessed.

|                       |  |
|-----------------------|--|
| DST<br>Transportation | <b>DST Transportation Workplace Violence Prevention Program</b><br><b>DST – HSM – 002</b><br><b>October 14, 2014</b> |
|-----------------------|--|

## **Responsibilities of Management**

Management is responsible to:

1. foster a violence-free workplace;
2. ensure that workers under their supervision receive adequate information and training on this program;
3. report any incidents or potential for workplace violence to the President or designate.
4. collaborate with the President, or designate, to investigate all aspects of any reported instances of workplace violence in conjunction with in a timely manner;
5. maintain confidentiality in the investigation process.
6. if a member of management becomes aware or receives knowledge that domestic violence may occur in the workplace that would likely expose any worker to physical injury, they will immediately advise the President or designate, who will take all reasonable precautions to see that workers are protected.
7. if a member of management becomes aware that a worker may, in the course of their duties, encounter another worker or other person who has a history of violent behaviour, and there is a risk of workplace violence that is likely to expose the worker to physical injury, they will immediately advise the President or designate, who will provide information, including personal information, to the worker sufficient to protect them from physical injury.
8. The President or designate, will not provide any more personal information than is reasonably necessary to protect the worker from physical injury.

## **5.0 EMPLOYEES - DEALING WITH AND REPORTING VIOLENCE INCIDENTS**

If warranted, employees should summon assistance either verbally, via telephone, via cell phone, or other direct means as soon as possible.

Any person who feels that he/she has experienced workplace violence or threats of such violence may request assistance or file a complaint under this procedure without prejudice or fear of reprisal. If they believe that they have been threatened with or subjected to workplace violence, the following actions should be taken:

### **Step 1 – Report the Incident**

- If you believe that a worker or other person with whom you interact during your work (for example, a customer, supplier, etc.) has subjected you to violence or threats of violence, report the incident to your supervisor or the President or designate, immediately.

|                       |  |
|-----------------------|--|
| DST<br>Transportation | <b>DST Transportation Workplace Violence Prevention Program</b><br><b>DST – HSM – 002</b><br><b>October 14, 2014</b> |
|-----------------------|--|

### Step 2 – Record the Incident

- Keep a record of the incident(s) including dates, location, witnesses, your response to the individual and any other pertinent information.
- If allegations of workplace violence are made against you, keep a record of your version of the alleged incident. If you believe the complaint is unfounded or made in bad faith, discuss the matter with your immediate supervisor or the President or designate.

### Step 3 – Formal Complaint

- If the offensive behaviour does not stop, file a formal written complaint with the President or designate. Any formal written complaint filed by a worker must contain:
  - name(s) of the respondent(s);
  - the date or dates of the incident(s);
  - location(s) of the alleged incident(s);
  - details of the incident(s); and
  - names of any witnesses.
- The President, or designate, will then address the issue with the alleged offender in accordance with this program.

## **6.0 COMPANY INVESTIGATION AND CONSEQUENCES OF VIOLENT INCIDENTS**

The President, or designate, will review the written complaint and may determine that an investigation is warranted if evidence indicates that violence, as defined by the procedure and applicable legislation, has occurred. The report will be provided to the HSR with all pertinent information, except that prohibited by law.

Measures will be implemented immediately to protect the victim from further harm. Confidentiality will be maintained at all times except when the disclosure of names is necessary for the purpose of investigating the complaint, when taking any action in relation to the complaint, or where disclosure is required by law.

If criminal actions are alleged, witnessed, or found to have occurred, the responding member of management will contact the Police.

Suspected criminal actions may include, but are not limited to, the following behaviours:

- the displaying of hate-based graffiti or pornography;
- the transmission or storing of electronic telecommunications that incite hatred and violence or that constitute pornography;

|                       |  |
|-----------------------|--|
| DST<br>Transportation | <b>DST Transportation Workplace Violence Prevention Program</b><br><b>DST – HSM – 002</b><br><b>October 14, 2014</b> |
|-----------------------|--|

- the displaying of symbols or emblems (including clothing) that suggest racial supremacy and incite hatred and violence;
- stalking (persistently pursuing a particular individual although the advances are clearly unwelcome)
- sexual assault or threat of sexual assault;
- threats against an individual or their loved ones or family;
- extortion; and/ or
- physical assault or threats of physical assault

*Whether or not a formal complaint is filed, the President, or designate, may be obligated to proceed with an investigation if it appears that applicable legislation and/or the program has been violated.*

### **Steps to Be Taken**

1. The *President* or a designated investigator will undertake an investigation immediately and all necessary steps will be taken to resolve the problem.
2. Individual interviews with the complainant, the respondent and any witnesses will be held. If a worker is interviewed, they may have a co-worker or other support person present as an observer at the meeting.
3. If the investigation reveals evidence to support the complaint of workplace violence, appropriate measures will be taken. These may include disciplinary action up to and including discharge.
4. If the respondent is disciplined, the incident will be documented and filed in his/her employment file in accordance with Company documentation procedures.
5. If the investigation fails to find evidence to support the complaint, there will be no documentation filed placed in the parties' personal human resources files.
6. Workers who make legitimate, complaints of workplace violence in good faith will not have their career affected in any adverse manner.
7. Where the complaint is determined to be abusive, frivolous, vindictive, or made in bad faith, the company will take appropriate action towards the complainant, which may include discipline.
8. Reprisal against an individual who has filed a complaint in good faith or who has been named as a witness or respondent in a complaint may result in disciplinary action being taken by DST. This discipline may occur whether or not the complaint was substantiated and whether or not the complaint was resolved through any of the procedures set out in this procedure,
9. This procedure is subject to amendment and/or revocation at the Company's sole discretion, without prior notice to workers.