

1.0 INTRODUCTION

NB Power is committed to providing a Respectful Workplace, as identified in the NB Power Corporate Policy, HR-14. A Respectful Workplace is a working environment that is free from harassment and workplace violence. The safety and security of our personnel and visitors is our top priority. Workplace violence includes: harassment, threatening behavior, verbal abuse or threats, psychological abuse, incivility, physical assault and acts of sabotage and terrorism. This standard describes workplace violence, the risk factors that precipitate workplace violence and the actions to take if you feel at risk.

2.0 SCOPE

This standard applies to any work carried out on behalf of NB Power at any location or worksite where work may be conducted and extends to employees, contractors, consultants, visitors and members of the public.

3.0 REFERENCES

General Regulation 91-191	Workplace Violence - Section 2
HR 14	Respectful Workplace Policy
Form #HS01	Risk Assessment for Violence and Harassment in the Workplace
Form # HS02	Code of Practice for Violence and Harassment in the Workplace

4.0 TERMS AND DEFINITIONS

Workplace Violence	Attempted or actual use of physical force against an employee, or any threatening statement or behaviour that gives an employee reasonable cause to believe that physical force will be used against the employee, and includes sexual violence, intimate partner violence and domestic violence. This also includes an act in which a person is threatened or is abused, threatened, intimidated or assaulted in the course of his or her employment and includes physical, psychological and emotional abuse.
Family Related Violence	Family violence in the workplace occurs when violence which originates from a home or within the community spills over into the workplace.
Respectful Workplace	A respectful workplace is free of offensive remarks, materials and behaviors that can embarrass, offend, humiliate, harass, or otherwise negatively affect others, whether intentional or not.
Harassment	Is the act of unwanted / unwarranted objectionable, offensive behaviour by one individual or group against another individual or group that is known or ought reasonably to be known to be unwelcome, including bullying, incivility and includes comments or displays, either in person or electronically.

5.0 ROLES AND RESPONSIBILITIES

5.1 Local Management

- Review and revise if required, a violence and harassment risk assessment and code of

practice annually for their work locations.

- model respectful behaviour at all times
- ensure their workplaces remain respectful,
- maintain a safe and secure place to work
- take corrective actions to remedy any concerns raised that could lead or potentially lead to violence and harassment in the workplace

5.2 Total Health & Safety

The professionals within Total Health & Safety provide support to the organization by:

- providing education and awareness of the issue of workplace violence
- supporting employees or supervisors dealing with workplace issues involving respect or conflict as required
- notifying Corporate Security and Human Resources if they become aware of threats or workplace violence

5.3 Corporate Security

- provide advice and technical support on workplace issues of violence prevention, mitigation and response.
- establish security practices that protect employees from incidents of workplace violence

5.4 Employees

- adhere to applicable code of practice
- remain vigilant of the situations or conditions that can progress to workplace violence and harassment
- take steps to protect their personal safety if they feel threatened
- report issues of conflict or harassment within their workplace
- report issues of internal harassment situation follow HR-14.
- external harassment incidents, complete an incident report (eForm 145)
- all workplace violence situations, complete a Health & Safety Incident Report (e-form 145).

6.0 STANDARD

6.1 Risk Assessment

The possibility of violence in the workplace is a reality. The first step in managing workplace violence is conducting a risk assessment. Legislation requires an assessment of the risks and hazards of violence in their workplace. Form HS01 Risk Assessment for Violence and Harassment in the Workplace must be completed for every work location in NB Power and filed on the Hard Hat Site. This must be reviewed annually.

6.2 Code of Practice

Based on the risks that were identified in the Risk Assessment, a code of practice must be written and communicated to all employees in that location.

To comply with the regulation, the workplace harassment code of practice must be:

- In writing
- Developed and maintained in consultation with the (JHSC) or H&S Representative
- Posted prominently in the workplace

Form HS02 Code of Practice for Violence and Harassment in the Workplace must be completed for every work location in NB Power and filed on the Hard Hat Site. This must be reviewed at least once a year.

6.3 Risk Factors and Hazards of Workplace Violence

Workplace violence is an unacceptable hazard and is a potential working condition that cannot be tolerated. Working alone, with customers, the public, and within the community are known risk factors, increasing the potential for workplace violence. Workplaces with internal conflict also pose a risk for internal acts of aggression between workers. An additional source of workplace violence is related to family violence, where a partner may follow an employee to their place of work with the intent of continuing the violence, such as harassment, verbal abuse or physical violence. In this situation, co-workers are at risk as well.

Threats to personal safety, real or perceived, have a significant impact on employees. Angered customers, who feel wronged, or who are stressed and frustrated, can create conflict between employees and customers or members of the public. Unresolved issues between employees can escalate if not resolved appropriately. These issues have the potential to elevate to the point of a violent altercation.

Warning Signs of workplace violence:

The presence of warning signs can alert employees to an increased risk towards their personal safety. *It's important to note that not everyone who exhibits warning signs will become violent.* Statistically, very few people pursue targeted violence.

- Swearing or emotional language
- Making inappropriate statements
- Inability to focus
- Crying, sulking or temper tantrums
- Pushing the limits of acceptable conduct or disregarding the health and safety of others
- Disrespect for authority
- Faulty decision making
- Testing the limits to see what they can get away with
- Forgetfulness, confusion and/or distraction
- Complaints of unfair personal treatment
- Misinterpretation of communications
- Overt change in behaviour towards co-workers

6.4 Possible negative effects on worker's health include:

- Physical suffering or injury
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- Reduced psychological well-being and increased risk of psychological problems
- Cognitive effects, such as concentration problems
- Lack of job satisfaction and motivation
- Feelings of fear
- General anxiety
- Impacts on mood

In certain situations, the effects may result in the employee taking extended sick time or ultimately leaving their job.

6.5 Controls

Within the Workplace:

If you encounter a member of the public or a customer who feels unfairly treated or appears frustrated, listen with empathy and only communicate factual information. Guard against a defensive posture and demonstrate through words and actions that you sympathize with the situation in order to avoid any escalation.

If you encounter or feel you are the focus of harassment, threatening behavior, verbal abuse or threats, back away from the situation, protect your personal safety and report the incident to your immediate supervisor.

If a threat poses an immediate danger to your personal safety, contact 911 for immediate assistance or, if you are in a generating station or an NB Power building, observe your local protocol for immediate emergency assistance. Notify Corporate Security of the incident, once you have observed your emergency procedure and you are in a safe space,

6.6 Reporting

If an incident occurs with a member of the public or customer, the incident must be reported to your immediate supervisor and documented. Use the Health and Safety Incident Report (E-form 145) to ensure the information has been captured, investigated and any corrective actions implemented to prevent re-occurrence.

In the case of internal unresolved conflict or internal threats, the process for dealing with harassment is found in the Respectful Workplace Policy HR- 14 and must be followed to resolve issues to prevent escalation toward threats or violence.

If you encounter a threat which poses an immediate danger to your personal safety, call 911 or observe your local protocol for immediate assistance.

7.0 TRAINING

Respectful Workplace eLearning (5 years expiry)

front Line communication ----

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8.0 APPENDIX

Appendix A - Form HS01 Risk Assessment for Violence and Harassment in the Workplace

Appendix B – Form HS02 Code of Practice for Violence and Harassment in the Workplace

DOCUMENT APPROVAL/REVISION RECORD

Revision #	Date yyyy/mm/dd	Revision Summary	Author	Reviewed By	Approved By
New	2018/09/01	New Standard	Nancy Allen	Shelley Parker	Robin Condon
01	2023-12-01	Added information on the Risk Assessment and Code of Practice including the Forms.	Nancy Legere	H&S Team	Roland Roy

Appendix A - Form HS01 Risk Assessment for Violence and Harassment in the Workplace



Énergie NB Power

the power of possibility
débordant d'énergie

Form/Formulaire #: H501
Revision: 01
2023-10-03

Workplace Violence and Harassment Risk Assessment

NB Power is committed to providing a safe and secure environment for its employees and visitors.

A Respectful Workplace is a working environment that is free from harassment and workplace violence which include: harassment, threatening behaviors, verbal or physical abuse, incivility, psychological abuse, sexual violence, intimate partner violence and / or domestic violence occurring at the place of employment.

Site: _____ Workplace Address: _____
Site Representative: _____ Phone: _____
Date: _____ (yyyy/mm/dd) Email: _____

History of past violent incidents		Yes	No	N/A
Has the workplace reported any incidents during this period?				
Have the local police department called to respond to the incidents?				
Inspection of facilities should include areas inside and outside of the building		Yes	No	N/A
Parking lots	Are the entrances and exits clearly marked?			
	Are they well lit?			
	Is access controlled?			
	Are company vehicles parked overnight?			
	Have vehicles been broken into or stolen from the parking lot?			
	Other: Specify:			
Building perimeter	Are high violence risk businesses (banks, bars) nearby?			
	Is the workplace located in a densely populated area?			
	Is the building isolated from other buildings?			
	Is the entrance area well-lit?			
	Is the building shared by other businesses?			
	Is the building controlled by security, key or access card?			
Other: Specify:				
Security systems	Is there a security system?			
	Is it tested regularly (at least monthly)?			
	Is the system adequate?			
	Is there signage stating that there is a security system?			
	Does the security system include mirrors or cameras?			
	Other: Specify:			
Reception Area	Is it visible and easily accessible?			
	Is reception area staffed at all times?			
	Does the receptionist ever work alone?			
	Are visitors identifiable (given and wearing a visitor tag)?			
	Can visitors pass by reception when no one is at reception?			
	Other: Specify:			

Health & Safety Standards



Document
Number:
HSEE-03-43

Date Effective:
2023-12-01

Revision No:
01

Page 7 of 9


Title:
Workplace Violence Prevention

Inspection of facilities should include areas inside and outside of the building		Yes	No	N/A
Stairwells / Elevators	Are stairways and exits identified?			
	Can lights be turned off in the stairwell?			
	Is there an emergency phone or button in the elevators?			
	Is there a response procedure for emergencies in elevators?			
	Other: Specify:			
Offices / Meeting Rooms	Do the rooms have good visibility from other areas?			
	Do staff meet one on one with clients / customers?			
	Is the furniture arranged to allow for a quick exit?			
	Are employee offices separate from public spaces?			
	Do staff have easy access to phones?			
	Other: Specify:			
Sexual, domestic and intimate partner violence	Is there potential for employees to be exposed to sexual physical violence of any type?			
	Is it possible for intimate partner violence or domestic violence to spill over into your workplace?			
	Other: (Specify):			
Interaction with the public	Are you aware of the procedures to follow?			
	Do you work alone?			
	Do you interact with members of the public?			
	Do you have the means to call for help immediately?			
	Are you aware that you can terminate the call in such a case?			
	Has a customer or member of the public threatened or intimidated you at a work site?			
	Has a customer or member of the public used profanity during a call?			
	Has a customer or member of the public threatened violence during a call?			
	Other: Specify:			

Completed by: _____ Date: _____

Approved by: _____ Date: _____

Appendix B - Form HS02 Code of Practice for Violence and Harassment in the Workplace

 <p>Énergie NB Power the power of possibility débordant d'énergie</p>	<p>CODE OF PRACTICE Managing Workplace Violence and Harassment</p>	<p>Form/Formulaire #: HS02 Revision: 01 2023-10-03</p>
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Statute: NB REGULATION 91-191. PART XXII.I VIOLENCE AND HARASSMENT

Section: 374

Administrator: **Phone:** **Email:**

Date Issued:

PURPOSE

The purpose of this procedure is to provide a code of practice regarding Violence and Harassment at the workplace.

(LOCATION) is committed to providing a work environment where all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including customers, clients, other employers, supervisors, co-workers and member of the public.

DEFINITION

Harassment in a place of employment, means any objectionable or offensive behavior that is known or ought reasonably to be known to be unwelcome, including bullying or any other conduct, comment or display made on either a one-time or repeated basis that threatens the health or safety of any employee, and includes sexual harassment, but does not include reasonable conduct of an employer in respect of the management and direction of employees at the place of employment.

Violence in a place of employment, means the attempted or actual use of physical force against an employee, or any threatening statement or behaviors that gives an employee reasonable cause to believe that physical force will be used against the employee, and includes sexual violence, intimate partner violence and domestic violence.

SCOPE

This procedure applies to all employees, contractor or visitor onsite at **(location)**. The following will not be tolerated; offensive or intimidating comments or jokes, bullying or aggressive behavior, displaying or circulating offensive pictures or materials, inappropriate staring, workplace sexual harassment and/or isolating or making fun of a worker because of gender identity or other personal characteristics.

PROCEDURE

1. General

If you encounter or feel you are the focus of harassment, threatening behavior, verbal abuse or threats, back away from the situation, protect your personal safety and report the incident to your immediate supervisor. If a threat poses an immediate danger to your personal safety, contact **(person or control room)** at **(phone number)** for immediate assistance. Notify Corporate Security of the incident once you have followed your emergency procedure and you are in a safe place.

2. Review Schedule

Code of practice procedures will be reviewed by the employer at orientation and then annually.

3. Safe Work Practice

If an incident occurs with a member of the public or customer, the incident must be reported to your immediate supervisor and documented. Using the Health and Safety Incident Report (E-form 145).

4. In the case of internal unresolved conflict or internal threats, the process for dealing with harassment is found in the **HR-14 Respectful Workplace** policy which must be followed to resolve issues to prevent escalation toward threats or violence.

5. Safety Precautions/Hazard Control:

All incidents are to be reported immediately to **(who or where)** or your immediate Supervisor. For additional support you may contact the Employee & Family Assistance Program as well as the Human Resources Department.

6. Emergency Response

All involved will follow **(location)** emergency response plan.

7. Training

All employees will review and signoff that they understand the code of practice. Additional information will be given to contractors during the orientation process.

8. References:

- HR-14 – Respectful Workplace
- HSEE-03-43 – Workplace Violence Prevention