

## 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

NB Regulation 2018-82 Occupational Health & Safety Act (o.C. 2018-300)General Regulation 91-191	Workplace Violence - Section 2
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## 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 Director of Health, Safety, Environment & Emergency Preparedness

It is the responsibility of the Director or HSE&EP to:

- maintain this safety standard,
- ensure it is communicated to the organization and
- revise the standard as required by changes to the risk of workplace violence or industry best practices
- support the implementation of the Workplace Violence Prevention standard by the company

### 5.2 NB Power Management

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NB Power management across the company is responsible to:

- 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 to violence or potential violence in the workplace

### 5.3 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 if they become aware of threats or workplace violence
- assisting with corrective actions related to investigation outcomes of workplace violence

### 5.4 Corporate Security

The specialists within the Corporate Security group will:

- 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

### 5.5 Employees

- remain vigilant of the situations or conditions that can progress to workplace violence
- take steps to protect their personal safety if they feel threatened
- report issues of conflict or harassment within their work place for the purpose of resolution
- report issues of Workplace Violence via the Health & Safety Incident Report (e-form 145).

## 6.0 **STANDARD**

### 6.1 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.

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- 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

6.2 Possible negative effects on worker's health include:

- Physical suffering or injury
- 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.

6.3 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,

6.4 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.

6.5 Training

Employees require Respectful Workplace Awareness Training in order to:

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- recognize risk factors and the cycle that may lead to workplace violence
- know the necessary steps to prevent escalation as well as protect their personal safety and,
- report incidents of violence in the workplace.

## 7.0 APPENDIX

N/A

### 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

*R. Condon*

Acting Director of  
Total Health & Safety

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