



Workplace Violence Prevention Plan (WVPP)

JUNE 2024



1. Purpose

The purpose of the Workplace Violence Prevention Plan (WVPP) is to provide guidelines to mitigate the risk of Workplace Violence in support of Amtrak's Workplace Violence Protection policy (7.56.1) to identify and respond to allegations of Workplace violence when they occur, and to ensure Amtrak employees are involved in the procedures for the effective prevention of workplace violence without fear of retaliation.

2. Definitions

- 2.1 Emergency. Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.
- 2.2 Engineering controls. An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.
- 2.3 Log. The violent incident log required by California Labor Code (LC) section 6401.9.
- 1.4 Plan. The workplace violence prevention plan required by LC section 6401.9.
- 1.5 Threat of Violence. Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.
- 1.6 Workplace Violence. Workplace Violence is any act or threat of physical violence, harassment, intimidation or other threatening disruptive behavior that effects the workplace. Workplace violence could include conduct between two more employees in connection with Amtrak operations and conduct between an Amtrak employee and a contractor, patron, or other person in connection with the workplace.
- 1.7 Work practice controls. Procedures and rules which are used to effectively prevent incidents of workplace violence. Such controls include training about workplace violence prevention and de-escalation strategies and training.

3. Employee Compliance

Our system to ensure employees comply with the rules and work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, include at a minimum:

- Training employees, supervisors, and managers in the provisions of the Amtrak Workplace Violence Prevention Plan (WVPP) and the relevant Amtrak Policy contained in APIM 7.56.1.

- Effective procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP.
- Provide retraining to employees whose safety performance is deficient with the WVPP.
- Recognizing employees who demonstrate safe work practices that promote the WVPP in the workplace through positive recognition in employee bulletins, communications, and awards (including, but not limited to, the President’s Safety and Security Awards).
- Discipline employees for failure to comply with the WVPP. Disciplinary procedures will be consistent with Amtrak policies and the Amtrak Standards of Excellence and Employee Code of Ethics and Business Conduct “The Code.”

4. Indicators of Potential Workplace Violence Incidents

Employees need to recognize potential indicators of workplace violence and be cognizant of activities that could lead to incidents in the workplace. Indicators of workplace violence may include the following:

- Increased aggression or hostility in interactions
- Threatening behavior, including verbal threats or gestures
- Unexplained or sudden changes in behavior
- Persistent complaining about unfair treatment
- Excessive tardiness or unexplained absences
- Displays of extreme anger or resentment
- Intimidating or harassing coworkers
- Excessive interest in weapons or violent incidents
- Social withdrawal or isolation from colleagues
- Substance abuse issues
- History of violent behavior outside of work
- Fixation on personal grievances or perceived injustices
- Unstable mental health or emotional distress

5. Emergency Workplace Violence Response Procedures

Amtrak has in place the following specific measures to handle actual or potential workplace violence emergencies:

6.1 **Emergency Situations:** In the event of an emergency situation involving violence or a threat of violence, employees should call the Amtrak Police Department (APD) at (800) 331-0008, or if the APD is not available in or near the vicinity of the incident, the employee should contact local police by dialing 911. In the event local police are called to respond to an emergency incident, supervisors and managers must follow up with the APD so that the APD can properly investigate and document the incident in the APD Records Management System (RMS).

Callers should provide the following information to the best of their ability:

- What is the emergency you are reporting?
- What is the location of the emergency/occurrence?

- What is the caller's name, address and call back phone number?
- Is the incident/emergency in progress?
- Is anyone injured?
- If so, what is the nature and extent of those injuries?
- Is the subject still on location?
- Are any weapons involved?
- Are you (caller) in a safe location to speak with the dispatcher?
- What does the subject look like? Gender, race, approximate age, height, weight, and build.
- What is the subject wearing? Head to toe descriptions.
- Are any vehicles involved?
- If the subject fled the scene, how did the subject leave? What is the subject's mode of travel, foot, vehicle, etc.?
- What is the subject's last known direction of travel.

6.2 Non-Emergency Situation: If an employee becomes aware of a non-emergency situation, involving a possible workplace violence incident or if the employee reasonably believes another employee is exhibiting signs that could lead to a workplace violence incident, the employee should report their observations to the APD, their direct manager and/or Human Resources by calling the Amtrak Helpline at (800) 908-7231.

6. Workplace Hazard Identification and Evaluation:

The following policies and procedures are established and required to be conducted by Amtrak to ensure that workplace violence hazards are identified and evaluated:

- Consistent with the Workplace Violence Prevention policy, the APD will investigate reported allegations of workplace violence and document the information received in an APD Incident Report. The APD RMS will serve as Amtrak's system of records for the purpose of maintaining any incident logs as required by law. The APD will refer the matter to the Human Resources if the APD assesses there is insufficient evidence supporting a criminal prosecution.
- Upon receiving information of a Workplace Violence incident, the manager may remove the involved employees from service and the worksite as quickly and safely as possible. The Human Resources Business Partner (HRBP), Labor Relations (if agreement employees are involved), Law Department, and other departments as needed may consult one another to determine the next steps of any follow up investigation and/or disciplinary action.

7. Periodic Reviews

Amtrak and the Amtrak Office of Inspector General (OIG) may periodically review workplace violence risks that could identify best practices for mitigating potential unsafe conditions. Such assessments may include:

- A review of physical security measures that guard against trespassers
- A review of video surveillance monitoring measures that may assist in the mitigation of

workplace violence

- Procedures for reporting suspicious persons or activities
- The installation of emergency buttons and alarms
- Posting of emergency telephone numbers for law enforcement, fire, and medical services
- Whether employees have access to a telephone with an outside line
- Whether employees have effective escape routes from the workplace
- Whether employees have a designated safe area where they can go in an emergency
- Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems
- Effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance, e.g., alarms or panic buttons
- The use of work practices such as the "buddy" system for specified emergency events
- Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute
- Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees
- Background investigations conducted for prospective employees to determine if a new employee applicant has a criminal conviction history poses an unreasonable risk to Amtrak employees, passengers, property, and/or the general public.

8. Additional Resources

- Ethics and Compliance Hotline: 866-908-7231
- Employee Assistance Program: The Employee Assistance Program, available 24/7, offers free resources to manage emotional wellbeing including, counseling, financial, legal, childcare and eldercare resources. Call the Amtrak Employee Assistance Line at 1-844-AMTRAK1 (844-268-7251) to speak confidentially about your situation and get help prior to an incident of potential Workplace Violence.
- PIER Program: The PIER Program is Amtrak's drug and alcohol prevention program. It operates under the principal that prevention is an essential tool in helping to maintain a safe, and drug- and alcohol-free workplace. PIER stands for Prevention, Intervention, Education and Resources. PIER Program facilitators understand the workplace culture and are trained to assist coworkers in accessing resources that can help. PIER Program representative are available by calling 800-447-2562.
- National Suicide Prevention Hotline: 800-273-8255
- National Domestic Violence Hotline: 800-799-7233

9. Recordkeeping

Amtrak will:

- Create and maintain records of workplace violence incidents for a minimum of seven (7) years.
- Maintain records of workplace violence incident investigations for a minimum of seven (7) years). Depending on the severity of the incident records will be maintained either by Human Resources or the Amtrak Police Department.
- Create and maintain training records for a minimum of one (1) year and include the following:

- Training dates
- Contents or a summary of the training sessions
- Names and qualifications of persons conducting the training
- Names and job titles of all persons attending the training sessions

10. Employer Reporting Responsibilities

As required by California Code of Regulations (CCR), Title 8, Section 342(a), Reporting Work-Connected Fatalities and Serious Injuries, Amtrak will immediately report to Cal/OSHA any serious injury or illness (as defined by CCR, Title 9, Section 330(h)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.

11. Responsibility

Responsible Persons	Job Title / Position	WVPP Responsibilities
D. Samuel Dotson	Vice President, Chief of Police and Corporate Security	Overall responsibility for the plan and allegations of potential criminal conduct.
Robert Grasty	Executive Vice President and Chief Human Resources Officer	Responsible for training, and non-criminal conduct.

Version History:

#	Date	Change Description	Authorized by
1	JUN 2024	Implementation	James Cook