

Workplace Violence Awareness Program SOP

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This SOP provides guidance on managing workplace violence. It covers how to recognize, diffuse, and prevent potentially violent behavior, as well as how to report concerns about potential and actual workplace violence incidents.

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Overview

The Occupational Safety and Health Administration defines workplace violence as "Any act or threat of physical violence, harassment, intimidation or other threatening disruptive behavior that occurs at the worksite." Through our Violence-Free Workplace Policy, Best Buy strives to provide all employees, customers, and vendors a workplace environment that is safe, secure, and free of violence and threats of violence. As such, Best Buy prohibits violence and threats of violence by employees against other employees, customers, and vendors. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination.

The following are the four workplace violence types and are **used during the reporting process**.

1. **Type 1 - "No legitimate business at the workplace"** is committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
2. **Type 2 - "Customer/Client/Visitor"** is directed at employees by customers, clients or visitors.
3. **Type 3 - "Employee/Former Employee"** is against an employee by a present or former employee, supervisor or manager.
4. **Type 4 - "Violence by outsider linked to an employee"** is committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee.

This Workplace Violence Awareness SOP includes guidance for both leaders and employees to:

- Recognize workplace violence risks.
- Attempt to de-escalate and respond in the moment.
- Understand the proper reporting, documentation and follow up required if a workplace violence incident occurs.

Roles and Responsibilities

Leaders

All leaders are responsible for executing the Workplace Violence Awareness SOP and adhering to Best Buy's Violence-Free Workplace Policy including:

- Set expectations that workplace violence and harassment will not be tolerated.
- Understand the definition of workplace violence, including the four types of workplace violence indicated above.
- Foster an environment where employees act respectfully and responsibly toward others and do not engage in behavior or language that is threatening or violent.
- Promote an environment where employees feel comfortable and empowered to share concerns with leadership.
- Encourage and educate employees to report potential and actual threats of workplace violence, regardless of their nature or perceived threat level.
- Activate and provide necessary assistance for all workplace violence incidents including harassment or inappropriate conduct. This also includes reporting the incident to Crisis Management via the Emergency Hotline at (855) 229-4911, option 4, or only reporting through Survey Solutions plus contacting law enforcement or calling 911 if needed.
 - If the incident is of a sexual nature, contact Employee Relations at (866) 692-2947.
- Complete required Workplace Violence Awareness trainings.
- Validate employees complete required Workplace Violence Awareness trainings.
- Submit facility issues/concerns (i.e., broken or malfunctioning parking lot lights, alarms, emergency door exits) by following the Facilities Repair Request SOP.

- Support and post company and legally required reporting signage (i.e., Employee Relations, Open & Honest Ethics Line.).
- Encourage employees to seek assistance through the Employee Assistance Program (EAP) as needed.
- Build relationships with community partners to collaborate on reducing workplace violence within the local area.

Employees

All Employees are responsible for executing the Workplace Violence Awareness SOP and adhering to Best Buy's Violence-Free Workplace Policy including:

- Understand that workplace violence and harassment is not tolerated at Best Buy.
- Act respectfully and responsibly toward others and do not engage in behavior or language that is threatening or violent.
- Complete the required Workplace Violence Awareness trainings.
- Escalate to leadership any facility security concerns (i.e., broken, or malfunctioning parking lot lights, alarms, emergency door exits).
- Report to leadership all incidents related to workplace violence or harassment.
 - **Important Note:** If leadership is unavailable or an employee is working outside of a Best Buy facility and imminent danger is perceived, the employee should contact law enforcement for assistance.
- Understand the four workplace violence types as indicated above as well as how to report a workplace violence or harassment incident to Crisis Management via the Emergency Hotline at (855) 229-4911, option 4, or online reporting through Survey Solutions.
 - If the incident is of a sexual nature, contact Employee Relations at (866) 692-2947 or the Open & Honest Ethics Line.

Leaders and Employees - California Requirements

All leaders and employees working in California will follow the additional requirements listed in the Workplace Violence Prevention Plan - California Job Aid.

Market and Corporate Level Support

Additional support may be needed if an issue of workplace violence occurs. Field Level Asset Protection and Safety Senior Managers (MAPSSMs/SCAPSSMs) refer to the Workplace Violence Case Management Job Aid for details on proper support and follow-up for the location.

Workplace Violence Awareness SOP Details

Best Buy's Workplace Violence Awareness SOP aligns with the US Department of Labor's four components of a workplace violence program.

1. Addressing Workplace Violence
2. Workplace Violence Warning Signs
3. Recognizing the Levels of Violence and Response
4. When a Violent Event Happens — Follow Up, Report, and Support.

Addressing Workplace Violence

Per the Society for Human Resource Management website, workplace violence awareness strategies fall into three categories: Environmental, Administrative and Behavioral.

Environmental strategies include those factors that may physically reduce the potential for violence to occur at the workplace. Facets of environmental strategies could include, where available:

- A clean, well-lit parking lot and yard
- Clear path to all exits.
- Physical separation or distance between workers and customers if possible (e.g., customer service counters)
- Panic buttons in retail or lockdown buttons in supply chain, and camera and alarm systems.
- Secure areas where only employees are allowed to enter (e.g., badge access in supply chain).
- On-site guard services and metal detectors in supply chain.
- Emergency call feature via the Everbridge App for In-Home employees.
- Utilizing puck locks and locking vehicles for In-Home employees.

Administrative strategies are a proactive approach to workplace violence awareness. Examples of administrative strategies could include:

- Best Buy's Violence Free Workplace Policy.
- Workplace Violence Awareness training for all employees as well as resource tools including eLearning's)
- Having support programs for employees (e.g., EAP)
- Establishing Workplace Violence Awareness processes (e.g., AWARE program for in-home).
- Identification and reporting workplace violence incidents or events.
- Facilitating open door communications.
- Building relationships and becoming involved with local community leaders and governmental agencies (e.g., fire marshal, mayor, city council, sheriff, police chief).

Behavioral strategies refer to the actions individuals take related to workplace violence, as well as applying the knowledge of what they have learned. Examples of behavioral strategies could include:

- Supporting employees who need to complete required workplace violence awareness trainings by allowing them proper time and space to complete.
- Following up and validating that any workplace violence awareness trainings are completed timely.
- Continued communication and dialogue between leaders and employees around the topic of workplace violence awareness (e.g., concerns within the building, customer issues, etc.)
- Heightened awareness of your surroundings (e.g., when handling cash and high dollar items, in a customer home, walking in a parking lot, driving in a vehicle, etc.)
- Increasing physical/personal space between individuals, when appropriate.
- Checking for location of exits in facility, store, or customer home.
- Understanding of how and when to use safety apps (e.g., Emergency call feature via the Everbridge App for In-Home employees).
- Recognizing and addressing early workplace violence warning signs.

Workplace Violence Warning Signs, Levels of Violence, and Response

Using de-escalation techniques does not guarantee that all individuals will walk away feeling 100% satisfied with the resolution. All situations are unique, and there will be times when an individual's request cannot be accommodated. However, applying the C.A.L.M. approach offers a constructive way to move through the conflict while treating people with dignity and respect.

C.A.L.M.

- **C.** - Clarify
- **A.** - Ask Questions
- **L.** - Listen Actively
- **M.** - Move Forward

NOTE: Refer to the De-escalation Basics course for examples of Level 1-3 responses, as well as the C.A.L.M. Infographic (English) /C.A.L.M. Method Infographic (Spanish).

LEVEL 1

Emotions you may see: Confusion, anger, frustration.

Verbal cues you may hear: Blaming, bullying, aggressive tone, disrespectful, uncooperative, swearing, shouting, inappropriate or expletive statements, absolute silence.

Behaviors you may witness: Change in posture, facial tension, finger pointing, clenched fists.

Actions you may take: Use the C.A.L.M. de-escalation approach. If C.A.L.M. techniques do not result in a resolution and you notice the situation continues, escalate to your leader.

Reporting and Follow Up

- Level 1 scenarios, if properly de-escalated and resolved, do not need to be reported beyond local leader. Follow up should occur between the leader and the employee involved to ensure the well-being of the employee and determine whether there are any key learnings or takeaways from the interaction.
- If you do not notice a marked change in the person's behavior as described above, and the situation escalates further, it may be escalating toward the next level. Follow the response tactics in level 2.

LEVEL 2

Emotions you may see: Increased anger and frustration.

Verbal cues you may hear: Increased shouting, outburst, arguing, harassing, threatening to hurt others or oneself, stating they have weapon.

Behaviors you may witness: Damaging product or displays, making physical sexual advances indicating they have a weapon.

Actions you may take: Continue applying C.A.L.M. and escalate to a leader. If needed, create physical distance between you and the individual or secure your own safety by leaving the area. Call 911 if your immediate safety or the safety of others is at risk.

Reporting and Follow Up

- Report the incident to the immediate leadership of the employee involved and notify Crisis Management. During intake, you will be asked to describe the incident in detail, for purposes of further support. Reports can also be completed electronically using Survey Solutions following directions below.
- Field Asset Protection & Safety Sr. Managers (MAPSSM's/SCAPSSMs) should follow the Workplace Violence Case Management Job Aid for additional support and required actions.

LEVEL 3

Emotions you may see: Intense anger, extreme rage.

Verbal cues you may hear: Violent threats of any kind such as suicide, bomb, shooting.

Behaviors you may witness: Physical fighting, destruction of property, throwing items, use of weapons, locking a door to prevent you from leaving, inappropriate touching.

Actions you may take: Secure your safety. Create a greater distance between you and the aggressor. Leave the area immediately. Call 911 if your immediate safety or the safety of others is at risk.

Reporting and Follow Up

- Report the incident to the immediate leadership of the employee involved and notify Crisis Management via the Emergency Hotline at (855) 229-4911, option 4. During intake you will be asked to describe the incident in detail, for purposes of further support. Reports can also be completed electronically using Survey Solutions following directions below.
- Field Asset Protection & Safety Sr. Managers (MAPSSM's/SCAPSSMs) follow the Workplace Violence Case Management Job Aid on additional support and actions needed.

When a Workplace Violence Incident Happens

Follow Up, Report, and Support.

Below are resources for employees and leaders on reporting Workplace Violence Incidents, getting support, and next steps for resolution.

Reporting

If you believe you, another employee, or a Best Buy customer or vendor have been subject to violent conduct or threats you should promptly report the Workplace Violence Incident to your manager or Crisis Management immediately following the process below. During intake via phone or electronic reporting, you will be asked to describe the incident in detail for purposes of further support.

When reporting a workplace violence incident, the workplace violence incident type (as listed above) is a required field.

- **Type 1:** No legitimate business at the workplace
- **Type 2:** Customer/Client/Visitor
- **Type 3:** Employee/Former Employee
- **Type 4:** Violence by outside linked to an employee

Report all workplace violence incidents by:

- Calling the Emergency Hotline (855) 229-4911, Option 4
- Electronically reporting via Survey Solutions.

- Start Activity > Crisis Ops & Asset Protection > Workplace Violence Incident Intake. Then follow prompts and "submit" when complete.
- If case requires Employee Relations support, leaders can open a case by calling (866) 692-2947.

Employee Relations

Escalation to Employee Relations may be necessary to investigate the matter further.

Incidents of a sexual nature should be reported to the Employee Relations or Open & Honest Ethics Line.

- **Employee Relations:** (8am - 7pm CST)
 - (866) MYBBY-HR / (866) 692-2947
 - Use our online form
 - Email us at EmployeeRelations@bestbuy.com
- **Open and Honest Ethics Line:** (24/7 support)
 - (833) BBY-OPEN / (833) 229-6736
 - Online form at www.bestbuyethics.com

Employee Support Resources

- Employee Assistance Program: (800) 807-1530
- Life Solutions: Employee Assistance Program on Best Buy Connect
- C.A.L.M. Infographic (English)
- C.A.L.M. Infographic (Spanish)
- Workplace Violence Awareness HUB
- Workplace Violence Case Management Job Aid

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