

[← Back](#)

# Workplace Violence Prevention Plan - California Job Aid

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This Workplace Violence Prevention Plan provides guidance to help protect employees from aggressive and violent behavior in the workplace. It supports the requirements of the California Occupational Safety and Health SB553 and is a supplement to Best Buy's overall Workplace Violence Prevention Program, which includes the Workplace Violence Awareness Program SOP, workplace violence trainings, workplace violence reporting and all workplace violence resources. This Plan is applicable to all employees working in California and accessible on the Best Buy Connect internal platform available on a Best Buy computer or the Best Buy Connect mobile app.

All leaders and employees in California must comply with this Plan and post it in an employee-facing area. Failure to comply with the Plan's elements could result in discipline in accordance with the Coaching and Corrective Action Guidelines, up to and including termination.

## Table of Contents

- Workplace Violence & Threats of Workplace Violence
- Implementation of the Plan
  - Leader Responsibilities
  - Employee Responsibilities
  - Market and Corporate Level Support
- Workplace Violence Hazards and Corrective Measures
- Workplace Violence Reporting
- Instructions to obtain information on the Plan
- Workplace Violence SOP

## Workplace Violence & Threats of Workplace Violence

Workplace violence means any act of violence or threat of violence that occurs in a place of employment. Workplace violence includes, but is not limited to, the following:

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.

- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.

## Implementation of the Plan

### Leader Responsibilities

Leaders listed below in the state of California are responsible for implementing the plan. Leadership by business type is listed below:

Retail	Supply Chain	In-Home
<ul style="list-style-type: none"> <li>• General Manager</li> <li>• Market Director</li> </ul> <p>Contact information varies and is noted in each location's Emergency Flip Chart.</p>	<ul style="list-style-type: none"> <li>• General Manager or Director</li> <li>• Human Resources Business Partner</li> </ul> <p>Contact information varies and is noted in each location's Emergency Flip Chart.</p>	<ul style="list-style-type: none"> <li>• Home/Custom Services Market Senior Manager or</li> <li>• Experience Manager or Assistant Manager</li> </ul> <p>Contact information varies and is located in the Field Leadership Contact Form.</p>

Each leader is responsible for implementing all components within this Workplace Violence Prevention Plan in partnership with the overall Best Buy Workplace Violence Awareness Program. This includes the following items:

- **Hazard Assessment and Employee Involvement**
  - Complete a CA Workplace Violence Assessment (link below) annually with participation and involvement from employees.
  - Resubmit a Workplace Violence Assessment if a new workplace hazard is identified, or after a significant workplace violence incident.
    - Survey Solutions → Start Activity → Crisis Ops and Asset Protection → Workplace Violence Assessment
  - Identify workplace violence hazards and implement corrective measures where appropriate, partnering with field leaders, CrisisOps@bestbuy.com or safety@bestbuy.com if necessary.
- **Communication**
  - Escalate employee concerns when appropriate.
  - Communicate this plan to other employer’s working on site including third party workers, temporary workers, and vendors. when applicable, to ensure that all employees are provided workplace violence prevention training and that workplace violence incidents involving anyone working on site are reported, investigated, and recorded. The coordination procedures vary by business type

but include employer agreements, joint committee meetings, site walks and weekly partner meetings.

- **Training**
  - Validate that all leaders and employees complete required workplace violence trainings and support training activities following completion.
- **Support**
  - Support employees who may request copies of the Workplace Violence Prevention Plan and/or the location's violent incident logs.

## **Employee Responsibilities**

Best Buy supports active employee involvement in developing and implementing this Plan and are involved in identification, evaluation, and correction of workplace violence hazards including soliciting involvement in designing training and in reporting and investigating workplace violence incidents.

Employees are involved through methods such as:

- Safety Committee Meetings (where applicable)
- Location Safety & Health and Security walks
- Employee daily meetings such as dock talks, start up, etc.
- One on one employee and leader interactions
- Providing feedback on SOP's and training via links within each document/platform.
- Reporting concerns using the Best Buy Open & Honest Ethics Hotline

Employees are required to follow all requirements in this job aid and the Best Buy Workplace Violence Awareness Program including:

- Complete required workplace violence trainings and activities (link)
- Understand and follow all existing corrective measures in place for workplace violence awareness.
- Participate in identifying workplace violence hazards and corrective measures by submitting concerns to their leader. Concerns can also be documented in the Workplace Hazard assessment in Survey Solutions
- Following the Violence-Free Workplace Policy

## **Market and Corporate Level Support**

Corporate teams including Crisis Operations, Asset Protection, Safety and Facilities teams are required to follow all components of this job aid including supporting hazard identification and corrective measures, assessing the plan annually, and supporting locations and employees when workplace violence incidents occur.

# Workplace Violence Hazards and Corrective Measures

Unaddressed hazards can sometimes lead to potential workplace violence incidents. Best Buy identifies workplace violence hazards through several means:

- Employees and Leaders sharing concerns
- Each location completing an annual Workplace Violence assessment (or more frequently as needed)
- Review of a workplace violence incident

Below are some examples of previously identified workplace hazards and corrective measures put in place.

Retail		
Hazard	Corrective Measure	Reference
Methods to safely deter theft and address shoplifting.	5 steps required for prosecution, non-physical deterrence techniques.	Theft Deterrence and Prosecution SOP
Steps and procedures to safely open and secure the building at close.	Interior and Exterior checks, alarm processes, removal and securing of cash, high risk location protocols.	Keyholder Open and Closing Procedures SOP
Robbery or Active Shooter within the building.	Location of panic buttons to immediately unlock exit doors to support escape.	Retail Panic Button SOP
Escalated customer scenarios with potential to become violent	How to implement the CALM method and process for handling scenarios.	De-escalation Basics Training

Supply Chain		
Hazard	Corrective Measure	Reference

Risk of bad actor entering the building or active shooter on site	Key Control and accountability, security of all access points, lockdown Button	Key Accountability – Security Access Control – Perimeter Door & Badge Access SOP Access Control Lock Down System SOP
Weapon on site	Metal detectors & entry/exit process for all employees & visitors	Front Desk – Metal Detector Procedure
Workplace violence incident risk taking place in yard/parking lot	Secured/fenced yard at all locations, 24-hour guard shack staffing, exterior cameras.	Yard Security SOP
Identification of who is in building	All visitors must show proper identification and sign in prior to entering the building. Visitors must be escorted by Best Buy leadership at all times.	Front Desk Visitor & Employee Registration

<b>In-Home</b>		
<b>Hazard</b>	<b>Corrective Measure</b>	<b>Reference</b>
Hoarding/Hazardous unsafe work environment	Utilizing the CALM method to address with client level setting expectations of a safe path to and from location of service	In-Home Safe Work Environment SOP
Aggressive dogs (client using dog to threaten employee, or unsecured pets)	Reminding clients to secure pets during the pre-call process and stated in service term agreement	In-Home Pet Safety SOP

Escalated client scenarios of physical violence or threat of violence	Utilize the CALM method to de-escalate, or follow the AWARE program to leave the clients home, or call 911 utilizing Everbridge	In-Home Everbridge App SOP In-Home Situational Safety E-learning Everbridge e-learning De-escalation Basics e-learning
Client preventing employee (s) from leaving the home	Utilize CALM method to de-escalate, or call 911 utilizing Everbridge	CALM Method Infographic

## Workplace Violence Reporting

As noted in the Workplace Violence Awareness SOP, 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.

## Instructions to obtain information on the Plan

Employees can obtain copies of this document and the records of hazard identification as well as the Workplace Violence SOP at any time by visiting BBY Connect. They may also request copies of the violent incident logs by emailing [safety@bestbuy.com](mailto:safety@bestbuy.com)

# Workplace Violence SOP

Best Buy's Workplace Violence SOP can be found here.

[Back to Top](#)

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