

TOPNOTCH

EMPLOYMENT SERVICES INC.

COMMITTED TO EXCELLENCE

POLICY STATEMENT WORKPLACE VIOLENCE

The management of Topnotch Employment Services is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers. The Occupational Health and Safety Act defines workplace violence as:

- (a) the exercise of physical force against a worker, in a workplace, that causes or could cause physical injury to the worker;
- (b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
- (c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Examples of workplace violence include:

- verbally threatening to attack a worker;
- leaving threatening notes or sending threatening e-mails to a workplace;
- shaking a fist in a worker's face;
- wielding a weapon at work;
- hitting or trying to hit a worker
- sexual violence against a worker
- kicking an object the worker is standing on such as a ladder or
- trying to run down a worker using vehicle or equipment such as a forklift.

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to all Topnotch Employment staff, its temporary workers, clients and members of the public.

Topnotch Employment Services, as the employer, will ensure this policy and the supporting program are implemented and maintained. All workers and supervisors will receive appropriate information and instruction on the contents of the policy and program.

Supervisors will adhere to this policy and supporting program and are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about work place violence and to report any violent incidents or


threats. Temporary workers are advised to report violent incidents or threats to your immediate supervisor and to the office of Topnotch Employment Services @416-741-0066 or 416-741-2770. Topnotch staff are encouraged to report incidents of violence or violent behaviour to your operations manager, President of Topnotch Employment and or health and safety representative.

The management of Topnotch Employment Services pledges to investigate and deal appropriately with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Date created: October 24, 2016

Annual review date: October 23, 2017

Approved by



Terry Sawh, CSP
President

Created by



Kaisree Takechandra
Employment & Safety Coordinator

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Workplace Violence Program

The management of Topnotch Employment Services is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers. The purpose of this workplace violence program is to establish procedures through an internal responsibility system so that workers can be alerted to the possibility of workplace violence and initiate preventive action.

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- trying to run down a worker using vehicle or equipment such as a forklift.

Topnotch Employment Services has a policy on workplace violence and the policy has been posted in the office and on its website for the benefit of workers.

Management of Topnotch Employment conducted a reassessment of the possible risks of workplace violence specific to the workplace, as well as to similar workplaces. In terms of the internal staff of Topnotch Employment, the risk of workplace violence could result from:

- a) violent / threatening behaviour by a co-worker, supervisor or manager;
- b) violent /threatening behaviour by temporary workers;
- c) violent /threatening behaviour by members of the public.

1. Measures and procedures to control the risks of workplace violence:

- a) Management of Topnotch Employment has a responsibility to promote a work environment that is safe and free from workplace violence. Supervisors have a duty to inform workers about safe work practice, that workplace violence is prohibited and will not be tolerated. Any threat of workplace violence must be immediately reported to the supervisor or manager. The management of Topnotch Employment is committed to launching an immediate investigation into any report of workplace violence and will take disciplinary action against offenders as is considered necessary, including termination of employment.
- b) The risks of violent behaviour in the workplace can be considered as a workplace hazard and in as much as attention is given to the prevention of workplace accidents/injuries, equal attention should be given to the prevention of violence in the workplace. As workers, we need to be alert to any strange behavioural pattern demonstrated by a co-worker or management staff in the workplace that may have the potential of resulting in workplace violence. There could be various reasons for violent behaviour in the workplace – it could be issues external to the workplace or internal workplace issues that have built up over a period or it could be a case of the metal frame of mind of the worker.
- c) Immediate or early reporting of any perceived case of violent behaviour in the workplace must be done as a measure of prevention. Report to your supervisor or the next level of management so that an investigation can be conducted and appropriate action taken to ensure that the work environment is safe. All reports will be treated in confidence, except as necessary to protect workers, to investigate the report or incident, to take corrective action or as otherwise required by law.
- d) When relating directly with a member of the public or a temporary worker who appears to exhibit violent behaviour, be cool, calm and collective, do not engage in verbal exchanges. Quickly assess the situation and if efforts at de-escalation proves futile, move out of harms way and alert fellow workers and supervisor/ manager. External assistance can be sought if the situation gets out of control.

2. Measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur

- (i) The act of workplace violence could be spontaneous, where there is very little or no time for the victim (s) to take proper evasive action or to summon help; Workplace violence could evolve over a period or within a short time frame;
- (ii) In any incident of workplace violence, workers are advised to be calm and not to engage the perpetrator of the violence. It would be best to get out of harms way and summon assistance by pressing the buzzer, call 911 or contacting co-workers by e-mail. The gravity of the situation at the point in time will determine the type of response; Temporary workers must report any workplace violence incident to their supervisor/manager and to Topnotch Employment Services at 416-741-0066 or 416-741-2770.

(iii) When dealing with a difficult employee or member of the public and the situation appears to be getting violent, it is advisable inform the person that you will be asking your manager to intervene;

(iv) Always report incidents of workplace violence and inform co-workers of anyone who you have reason to believe has displayed or is displaying violent behaviour.

3. Measures and procedures for reporting incidents of workplace violence to the employer or supervisor:

(i) Any incident of workplace violence must be immediately reported to your supervisor or employer. If it was not possible to complete the incident report for at the time of the incident, the form must be completed soon after;

(ii) Incident report can be emailed, faxed or presented in person;

(ii) Topnotch Employment Services will investigate and deal with all incidents and complaints of workplace violence promptly; Management of Topnotch Employment will designate an internal or external person, as is necessary to investigate the incident or complaints and advise on appropriate actions. Topnotch Employment Services will take appropriate disciplinary action, including termination of employment against any of its employee (s) found guilty of workplace violence;

(iii) Topnotch Employment will debrief all employees affected by any incident of workplace violence;


(iv) Records of any workplace violence reports and investigations will be kept for at least one year;

(v) Topnotch Employment will conduct annual workplace risks assessment and will put in place any reasonable measures identified by workers to increase their safety in the workplace and reduce the risk of workplace violence. Risks assessment will also be conducted after any incident of workplace violence.

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