



Regional Transit Authority

Workplace Violence Prevention

(HC3)

POLICY STATEMENT

The New Orleans Regional Transit Authority (RTA) promotes a safe working environment for all of its employees; prohibiting acts or threats of violence in any form, by or against any RTA employee, vendor, contractor or visitor. With the exception of sworn officers or security personnel in the course of duty, RTA employees are prohibited from possessing weapons at any time on RTA property, in RTA vehicles, at any RTA-sponsored events or while otherwise engaged in RTA-related duties.

RTA requires employees to treat each other professionally, with civility and respect. Intimidating and bullying behavior will not be tolerated. Violations of this policy may lead to removal from the property, discipline up to and including termination, and/or referral to the proper authorities.

PURPOSE

The purpose of this policy is to provide a safe and secure working environment for all employees, to protect the safety of RTA passengers, contractors, vendors and the general public, and to ensure the smooth operation and delivery of service by RTA.

APPLICATION

This policy applies to all RTA employees, vendors, contractors and visitors while on RTA property, or when performing business with, or providing service for RTA. If a conflict occurs between this policy and a collective bargaining agreement, the collective bargaining agreement prevails.

APPROVED:

ADOPTED: Board Chair

Chief Executive Officer

Effective Date: _____

Date of Last Review: _____



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1.0 GENERAL

RTA employees are responsible for maintaining a safe work environment. Retaliation and/or harassment against an employee who reports real or implied threats of violence or violent behavior, is prohibited. Supervisors and managers who receive reports of threats will respond with serious attention to all incidents.

It is not considered harassment when managers and supervisors are counseling employees in a reasonable manner, about an employee's job performance.

2.0 PROCEDURES

2.1 Workplace Security Measures

In an effort to fulfill RTA's commitment to a safe work environment for employees, vendors, contractors and visitors, the following procedures have been created for access to non-public RTA property:

- Access is limited to those with legitimate business interest.
- Employees must display RTA identification on outermost garment and above the waist.
- Visitors must register and display identification when visiting any RTA facility.
- Employees separated from RTA will not be allowed access, except under prescribed and/or supervised circumstances.

2.2 General Reporting

Employees must immediately notify their manager or supervisor if they experience or witness threats, violence, bullying or intimidation, or other suspicious or disruptive behavior. This includes an individual's violent behavior toward him/herself. The manager or supervisor must take all notifications seriously, promptly investigate, and seek assistance from the Chief Security Officer or designee, if necessary. Employees should seek out the next level of management in their area, if they are uncomfortable talking to their direct supervisor, or if the supervisor is the individual posing the threat. If that is not possible, employees should contact the Human Capital at Department and the Chief Security Officer or designee.

2.3 Crisis Reporting

If an incident is an emergency or requires immediate attention: Secure personal safety. Call 9-1-1, and call RTA Security. Provide as many details as possible,



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including location, description of incident, name(s) of who to contact, telephone number and address. Notify the appropriate Department Head or Division Manager.

2.4 False Reports

Employees making intentionally false and malicious complaints of workplace violence will be subject to disciplinary action up to and including termination, and/or referral to authorities as appropriate. Good faith complaints will not be subject to disciplinary action, even if unintentionally erroneous.

2.5 Restraining Orders

Employees who have obtained legal restraining orders that could impact the workplace must report these to their immediate supervisor and RTA Security without delay. Copies must be provided to the Human Capital Office and Chief Security Officer or designee. Employees who secure restraining orders must abide by them.

2.6 Domestic Violence, Sexual Assault, Stalking

RTA will make every effort to assist employees involved in domestic violence, sexual assault, and/or stalking, and comply with legal mandates, upon notification. Assistance may include, but is not limited to: confidential means for seeking help; resource and referral information through the Employee Assistance Program (EAP); and special considerations at the workplace for employee safety. RTA will maintain confidentiality, respecting the employee's rights and privacy.

2.7 Threatening Communications

Threatening letters received by an employee are to be physically handled as little as possible, and employees should save any threatening communications (e-mail, text, voicemail, social media messages, etc.), and immediately inform RTA's Chief Security Officer or designee shall be notified without delay. This includes both on and off-duty communications that may reasonably be determined to impact the workplace.

2.8 Policy Violations

Violations of this policy may lead to removal from the property, discipline up to and including termination, and/or referral to the proper authorities, if classified as serious, and violence imminent, the employee(s) may be immediately suspended, removed from the premises and placed on administrative leave, pending a formal



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investigation and hearing to determine appropriate disciplinary action, up to and including termination.

During the risk assessment and disciplinary processes, employees may be referred to Employee Assistance Program (EAP) for an initial assessment or an RTA-contracted Health Care Provider for a Fitness-for-Duty evaluation, and employees must sign all necessary consents, and releases, if allowed to return to work, employees may also be required to sign an agreement stipulating the terms for continued employment. Failure to submit to the Fitness-for-Duty evaluation or sign all applicable documents may lead to disciplinary action, up to and including termination.

Employees involved in a physical altercation or battery at work will also be referred for Reasonable Suspicion Testing under RTA's Drug and Alcohol-Free Work Environment Policy (SEC1).

3.0 DEFINITION OF TERMS

Assault - Speaking or behaving in such a manner that another person is placed in fear of physical harm or personal jeopardy. The victim does not need to be afraid in the situation for an assault to occur, nor does contact need to be made, if the offender's outward gestures are menacing and the intent to do harm is present.

Battery - Intentional and offensive physical contact with a person without his/her consent. Examples include, but are not limited to: hitting, slapping, pushing, pulling, kicking, tripping or punching.

Bullying - Malicious, aggressive, hostile or hurtful treatment, generally psychologically or emotionally damaging; generally, a repeated behavior, but may consist of a single or few extreme actions.

Crisis - A situation where a person's life or physical wellbeing is perceived to be in immediate danger or after an act of violence that has resulted in physical injury or death.

Destructive Behavior - Any deliberate act of physical destruction or defacing of property, throwing of objects, vandalism or arson that is viewed as an act of violence. Property includes RTA property and vehicles as well as employee personal property.

Disruptive Behavior - Behavior intended to disturb, interfere with or prevent normal work activities such as yelling, using profanity, verbally abusing others, or waving arms and fists.

Domestic Violence - Abusive behavior between family or household members, or people in any other intimate relationship. It may include, but is not limited to: physical violence; sexual, emotional and psychological intimidation; verbal abuse and stalking.



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Harassment - Harassment includes, but is not limited to, the following types of behavior that are taken because of a person's actual or perceived protected classification:

Speech, such as epithets, derogatory comments or slurs, and propositioning on the basis of a protected classification. This includes inappropriate comments about appearance, dress, physical features, gender identification, or race - oriented stories and jokes.

Physical acts, such as assault, impeding or blocking movement, offensive touching, or physical interference with normal work or movement. This includes pinching, grabbing, patting, or making explicit or implied job threats or promises in return for submission to physical acts.

Visual acts, such as derogatory posters, cartoons, emails, pictures or drawings related to a protected classification.

Intimidation - Intentional behavior in the workplace that would cause a reasonable person to fear injury or harm, often for the purpose of domination.

Menacing Behavior - indicating an intention to inflict harm to another employee.

Stalking - Following, and/or harassing of another employee with the intent of placing an employee in reasonable fear for his or her safety or the safety of immediate family members.

Suspicious Behavior - Questionable behavior that raises feelings of wariness or distrust because it is out of the ordinary for the norm. This behavior may not be intentional, nor does it necessarily rise to the level of disruptive behavior.

Threat - Verbal, gestured, written or otherwise communicated intent of injury or harm to people or property. Threats may include, but are not limited to: verbal and/or physical intimidation, menacing, or excessively aggressive behavior.

Violence - Any single behavior or series of behaviors that constitutes actual or potential assault or battery, whether or not it results in bodily harm. Violence also includes intimidation, harassment, stalking, terrorism, bullying, menacing, disruptive or destructive behavior, and willful damage to personal or RTA property or vehicles.

Weapons - Firearms, imitation firearms, knives, explosives, dangerous chemicals, or other objects intended for use in harming anyone or damaging property.

- Exceptions: knives or knife-like tools required for employee duties; and pen-knives with blades less than 2 inches.
- Note: Weapons, or weapon-like objects, carried as part of a religious obligation are not exempt from this policy.



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4.0 RESPONSIBILITIES

The Chief Security Officer or designee will consult with and advise and managers/supervisors, with regard to administrative and criminal investigations and securing restraining orders.

Employee and Labor Relations will consult with and advise The Chief Security Officer or designee, and managers, supervisors, with regard to disciplinary actions as needed.

Employees are responsible for complying with this policy and treating each other professionally at all times. Employees subject to or witnessing any threats, violence, bullying or intimidation, or other disruptive behavior must report the incident(s) in accordance with General Reporting.

Human Capital administers and communicates this policy, and other violence prevention. The department monitors events and changes in the environment that may trigger violence. Primary responsibility will be with the Human Capital Department and the Chief Security Officer or designee.

Managers/Supervisors enforce this policy, monitoring work sites and personnel to maintain a violence-free environment. They must investigate and document all incidents of workplace threats, violence, bullying, intimidation, or other disruptive behavior, and notify the Human Capital Department and the Chief Security Officer or designee. Disciplinary action will be conducted according to the Discipline policy (HC). Exigent circumstances require that managers and supervisors act in accordance with Crisis Reporting.

RTA Chief Security Officer and/or designed without delay will provide support and assistance to the all and take appropriate action in response to a report of violence or a threat of violence.

5.0 FLOWCHART

N/A

6.0 REFERENCES

- Employee Assistance Program (HC24)
- Progressive Discipline (HC25)
- Drug and Alcohol-Free Work Environment (SAF1)
- Employee Code of Conduct

7.0 ATTACHMENTS

Workplace Violence Prevention (HC3)



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N/A

8.0 PROCEDURE HISTORY

N/A

9.0 SPONSOR DEPARTMENT

Human Capital

