



ANTI-VIOLENCE POLICY

PURPOSE

All employees of Skyline have the right to a safe, secure and violence-free work environment. Skyline recognizes this right and acknowledges that nothing is more important than the safety and security of its employees. Skyline prohibition against violent, threatening, or intimidating behaviour applies to all people involved in its operations. As such Skyline shall protect its employees, clients, associates, and colleagues against acts of violent, threatening or intimidating behaviour that may occur in the work environment.

POLICY

Skyline is committed to providing a workplace that is free from acts of violence or threats of violence. In keeping with this commitment, Skyline has established a policy that provides “zero tolerance” for actual or threatened violence against co-workers, pedestrians, clients, associates, and colleagues, or any other persons who are either at our workplace or have contact with employees in the course of their duties. We define workplace violence as actions or words that endanger or harm another employee or result in other employees having a reasonable belief that they are in danger. Such Actions include:

- Verbal or physical harassment
- Verbal or physical threats
- Assaults or other violence
- Any other behaviour that causes others to feel unsafe (e.g. bullying, sexual harassment). Skyline policy requires an immediate response to all reports of violence. All threatening incidents will be investigated and documented by the Health and Safety Representative. Skyline may recommend and provide counselling services or referrals for employees.

The following disciplinary actions may also be taken:

- Oral reprimand
- Written reprimand
- Suspension
- Termination of employment

It is the responsibility of all employees to report all threatening behaviour to their immediate supervisor.

GUIDELINES

Intimidation, threats, harassment, and assaults are prohibited and distract from a positive work environment. Furthermore, intimidation, threats and harassment can be precursors to workplace violence. Ignoring an individual who exhibits these behaviours sends the message that such behaviours are acceptable; consequently, the behaviours are likely to continue and may even increase. Therefore, it is incumbent on all employees to identify and report these behaviours immediately so that appropriate action may be taken.

Our system of ensuring that all employees, including supervisors and managers, comply with 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:

- Informing all employees of the provisions of our Workplace Anti-Violence Policy
- Evaluating the performance of all employees in complying with our workplace security measures.
- Recognizing employees who perform work practices which promote security in the workplace.
- Providing training and/or counseling to employees whose performance is deficient in complying with work practices designed to ensure workplace security.
- Disciplining employees for failure to comply with workplace security practices.

POTENTIAL ACTS OF VIOLENCE BY CATEGORY

TYPE I

Involves a violent act by an assailant with no legitimate relationship to the workplace who enters the workplace to commit a criminal act.

TYPE II

Involves a violent act or threat of violence against a recipient of services provided by our company, such as a client, customer, supplier, pedestrian, or public representative.

TYPE III

Involves a violent act or threat of violence by a current or former employee, supervisor, or manager, or another person who has come employment related involvement with our company, such as an employee's spouse, an employee's relative or friend, or another person who has a dispute with our employees.

HAZARD CORRECTION

Hazards, which threaten the security of employees, shall be corrected in a timely manner based on the severity when they are first observed or discovered. Corrective measures for Type I workplace security hazards can include:

- Keeping and maintaining a healthy, safe work environment.
- Procedures for the reporting of suspicious persons or activities.
- Posting of emergency telephone numbers for Skyline law enforcement, fire and medical services where employees have access to a telephone with an outside line.
- Employee, supervisor and management training on emergency action procedures.

Corrective measures for Type II workplace security hazards include:

- Controlling access to the workplace and freedom of movement within it, consistent with business necessity.

- Ensuring the adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems.
- Providing employee training in recognizing and handling threatening or hostile situations that may lead to violent acts by people who are service recipients of our company.
- Placing effective systems to warn others of a security danger or to summon assistance.
- Providing procedures for a “buddy” system for specified emergency events.
- Ensure adequate employee escape routes.

Corrective measures for Type III workplace security hazards include:

- Effectively communicating our anti-violence policy to all employees, supervisors or managers.
- Improving how well our management and employees communicate with each other.
- Increasing awareness of employees, supervisors and managers of the warning signs of potential workplace violence.
- Controlling access to, and freedom of movement within the workplace by non-employees, including recently discharged employees or people with whom one of our employees is having a dispute.
- Providing counseling to employees, supervisors or managers who exhibit behavior that represents strain or pressure which may lead to physical or verbal abuse of co-workers.
- Ensure that all reports of violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the report is not subject to retaliation by the person making the threat.
- Ensure that employee disciplinary and discharge procedures address the potential for workplace violence.

TRAINING

All workers, including managers and supervisors, shall have training and instruction on general and job specific workplace security practices. General workplace security training and instruction includes, but is not limited to, the following:

- Ways to defuse hostile or threatening situations

- Dealing with angry, hostile or threatening individuals
- Awareness of situational indicators that lead to violent acts
- Location and operation of alarm systems
- Measures to summon others for assistance
- Worker routes of escape
- Proper work practices for specific workplace activities, such as special events, working late/weekends
- Self protection
- Determination of when to use the “buddy” system or other assistance from co-workers.
- Notification of law enforcement authorities when a criminal act may have occurred.
- Emergency medical care provided in the event of any violent act upon an employee.