



Taking on Workplace Violence

The phrase “violence in financial institutions” immediately brings to mind dramatic images of robbery and theft. Although our industry is, in fact, at an elevated risk for this type of crime, it is relatively rare compared to other types of workplace violence that can be equally dangerous for employees in financial institutions.

Violence encompasses everything from a robbery to bullying, from threats and non-fatal injuries to homicide. While has taken steps to maintain a violence-free workplace, help keep yourself and co-workers safe by educating yourself about risk, being proactive and following the guidelines outlined in our Workplace Violence Prevention Program.

Workplace violence in financial institutions can be divided into four general categories:

1. Pure criminal intent (i.e. theft)
2. Client/customer incidents, which generally occur when a customer acts out violently toward an employee
3. Worker-to-worker incidents stemming from work-related disputes, often involving managers or supervisors
4. Domestic violence-related incidents, sometimes perpetrated through telephone calls and e-mails

Identifying Your Risk

Workplace violence can happen at any time, and can include actions or words that endanger or harm you, including:

- Written, verbal or physical harassment
- Written, verbal or physical threats
- Assaults or other violence
- Any other behavior that causes you to feel unsafe (bullying or sexual harassment)

Staying Safe

Nothing can guarantee that you will not become a victim of workplace violence, but you do have the right to expect a workplace that promotes safety from violence, threats and harassment. Contribute to the safety measures we have in place by taking the following steps:

- Take all threats seriously, without exception.
- Be aware of and report strange behavior of individuals frequently loitering near the premises.
- Know contact information for local authorities for quick access in the event of violence.
- Be aware of and report any stalking behavior of an employee by an outsider or co-worker.
- Learn how to avoid, diffuse and deescalate potentially violent situations by attending personal safety training programs.
- Carpool with others on your shift so you arrive and depart together.
- Alert supervisors to any concerns about safety or security.
- Report all incidents immediately in writing.

Overall, stay alert and aware. Make sure that you are effectively trained in how to handle a potentially dangerous situation, including conflict resolution. Adhere to all of our policies and be aware of the hazards to reduce your risk of being involved in volatile situations that may escalate to dangerous physical violence.

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