



---

TMAG-Hemet, LLC  
**WORKPLACE VIOLENCE  
PREVENTION AND RESPONSE PLAN**

Date of Last Review: 06/20/24

Date of Last Revision(s): 06/20/24

# Workplace Violence Prevention and Response Plan

## Workplace Violence Prevention and Response Plan

### **The Purpose of the Plan and the Team**

---

The information contained in this Company Workplace Violence Prevention and Response Plan represents the Company's written policy to prevent Workplace Violence. In order to prevent workplace violence, the Company has implemented this Plan. The Plan includes the Company's policy to educate employees on how to prevent, report and respond to incidents of Workplace Violence. The Plan also explains how reports will be investigated and how the Company may modify this Plan from time to time to protect our employees in the future. The Company follows all federal, state and local workplace safety rules, including those rules established by Cal/OSHA.

Incidents of workplace violence can take many forms and can vary significantly from person to person and location to location. For that reason, it is impossible to cover all possible forms of workplace violence. If you have any questions regarding this Plan, please notify your Department Manager so that he/she may get you in contact with the proper Company official to answer your questions.

It is essential that we all take every possible step to ensure the safety of our employees and the public from possible incidents of workplace violence. Key prevention practices may include:

- Always working in the presence of others where possible;
- Always work in well-lit areas;
- Frequently watch your surroundings and pay attention to what other people are doing in the workplace;
- Report any suspicious activity as soon as you see it. You can use the HR Hotlink Hotline Tab or you may proceed directly to your department manager or other Human Resources representative to report suspicious activity.
- If you suspect that there will be an imminent occurrence of violence in the workplace, you should notify law enforcement immediately by calling 9-1-1;
- If you notice any situation or condition that needs to be addressed in order to avoid future incidents of workplace violence, you should notify Human Resources immediately; and,
- Please use common sense in avoiding situations that may lead to incidents of workplace violence.

This Plan outlines our policies and processes relating to the prevention of workplace violence and how we address it. Please make sure you read this entire Plan and familiarize yourself with it so that you may help the Company and your co-workers avoid incidents of Workplace Violence. Our Plan will change from time to time as new guidance is received from government officials and we learn from our day-to-day experiences here at the Company.

Cal/OSHA requires employers to engage with employees in developing and implementing this Plan. This Plan establishes only the essential framework to identify, evaluate, and control workplace violence hazards. The Company maintains an open-door policy and invites those interested to share any input, ask questions, or report concerns/incidents of workplace violence (including threats of workplace violence).

A copy of this Plan is available to employees, authorized agents and Cal/OSHA representatives. The Plan may be downloaded through the HR Hotlink Human Resources Management System under the Policies Tab. You may also obtain a copy of this Plan by asking the Plan Administrator.

**YOU CAN OPENLY PROVIDE INPUT, MAKE REPORTS/COMPLAINTS, DISCUSS AND ADDRESS SUCH ISSUES OR THE CONTENTS OF THIS PLAN WITHOUT FEAR OF REPRISAL AND/OR RETALIATION.**

The Company has established a Workplace Violence Prevention and Response Team led by the Company's Workplace Violence Plan Administrator. The Plan Team consists of the Plan Administrator and Team Members. The Plan Administrator is responsible for overseeing the Company's Workplace Violence Prevention and Response Plan.

### MEETING OF TEAM MEMBERS

The Plan Administrator must ensure that each Team Member meets as a group with the Administrator, and any other employees/persons with input/suggestions, at least once per year for the purpose of reviewing the Plan and making any necessary changes to the Plan based on previously unforeseen circumstances, intervening incidents of workplace violence, including threats of violence, and/or changes in circumstances.

The Plan Administrator must ensure that each Team Member meets as a group with the Administrator, and with anyone that has input regarding the Plan, within ten (10) days after any incident of workplace violence or threats of violence to discuss any necessary changes to the Plan based on what was learned from the incident.

The Plan Administrator must review the full requirements of California Labor Code Sections 6401.7 and 6401.9.

The Plan Administrator must review the requirements and content of this Plan and the elements found in Cal/OSHA's "Model Plan," to ensure workplace violence concerns are incorporated into the Plan.

The Plan Administrator should consult <https://www.dir.ca.gov/dosh/Workplace-Violence.html> for additional guidance.

## COMMUNICATION & TRAINING

The Plan Administrator shall manage all related reports, communications, training, and responses to any incident of workplace violence or threats of violence.

## COORDINATE WITH PHYSICAL FACILITIES MANAGER

The Plan Administrator shall notify the Physical Facilities manager of any repairs or modifications necessary to ensure the safety of employees and guest, including the replace/repair of lights, locks, doors, etc.

## THE TEAM

The Team shall consist of the Plan Administrator, and a management representative of each department. The Team shall also invite all employees and other persons (such as authorized representatives) who have input to improve the Plan to attend the Meeting and to provide input. You are invited to be a member of the Team.

## REPORTING AND INVESTIGATION

The Plan Administrator shall be the contact point for reports of workplace violence and coordinate the investigation and response to such reports. Create and maintain Incident Reports of workplace violence, including threats of violence, the Workplace Violence Log and all related records.

The Plan Administrator is: Reagan Bendeck  
Position of Administrator: Vice President of Operations  
Location of Administrator: Tim Moran Chevrolet  
Phone Number of Administrator: 951-658-4401  
Email address of Administrator: rbendeck@timmoranautomail.com

## **Training and Instruction**

---

We are committed to providing effective employee training and instruction on our Workplace Violence Prevention and Response Plan. We provide ongoing periodic training on our Plan and how to prevent and respond to incidents of Workplace Violence. This training is interactive and must be completed at least once per year through our HR Hotlink Human Resources management system. During the training you will have the opportunity to use the "Ask An Expert" function to ask questions and get live responses from a trainer who is experienced in issues relating to Workplace Violence.

The training not only includes training about this Plan, but also gives employees specific responses to incidents of workplace violence, including what to do if there is a case of an active shooter in the workplace or other imminent threat.

The training is intended to protect employees from workplace violence incidents and hazards, and to train employees on how to identify and evaluate potential risks of violence.

## **Definitions**

---

Our Company's Workplace Violence Prevention Plan (the "Plan") addresses the hazards known to be associated with the four types of workplace violence as defined by California Labor Code (LC) Section 6401.9.

## DEFINITIONS

Emergency - Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

Engineering controls - An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.

Log - The violent incident log required by LC section 6401.9.

Plan - The workplace violence prevention plan required by LC section 6401.9.

Serious injury or illness - Any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.

Threat of violence - Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.

Workplace violence - 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.
- The following four workplace violence types:
  - o Type 1 violence - Workplace violence committed by a person who has no legitimate business at the worksite, and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.
  - o Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
  - o Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.
  - o Type 4 violence - Workplace violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee.

Workplace violence does not include lawful acts of self-defense or defense of others.

Work practice controls - Procedures and rules which are used to effectively reduce workplace violence hazards.

### **Responsibility**

The Plan Administrator has the authority and responsibility for implementing the provisions of this Plan for TMAG-Hemet, LLC. If there are multiple persons responsible for the Plan, their roles will be clearly described.

Example:

Responsible Person: Reagan Bendeck

Job Title/Position: Vice President of Operations

Responsibility: The Plan Administrator has overall responsibility for the Plan and must approve the final Plan and any major changes to the Plan

Phone #: (951)658-4401

Email: rbendeck@timmoranautomail.com

Responsible Person: Kory Foster

Job Title/Position: Service Manager

Responsibility: The Service Manager organizes safety meetings, assists in updating training materials, and identifies any risks of Workplace Violence. The Service Manager directs all Service Department employees to report any incident of workplace violence to the Plan Administrator or through the HR Hotlink Hotline to handle reports of workplace violence.

Phone #: (951) 658-3181

Email: kfoster@timmoranautomail.com

Responsible Person: Valarie Workman

Job Title/Position: Parts Manager

Responsibility: The Parts Manager assists the Service Manager to organize safety meetings, assists in updating training materials, and identifies any risks of Workplace Violence. The Parts Manager directs all Parts Department employees to report any incident of workplace violence to the Plan Administrator or through the HR Hotlink Hotline to handle reports of workplace violence.

Phone #: (951) 658-3181

Email: workman@timmoranautomail.com

Responsible Person: Steve Knauss

Job Title/Position: General Sales Manager

Responsibility: The General Sales Manager assists the Plan Administrator to organize safety meetings with sales department staff, assists in updating training materials, and identifies any risks of Workplace Violence in the Sales Department. The General Sales Manager directs all Sales Department employees to report any incident of workplace violence to the Plan Administrator or through the HR Hotlink Hotline to handle reports of workplace violence.

Phone #: (951) 658-3181

Email: sknauss@timmoranautomail.com

Responsible Person: Shari Martin

Job Title/Position: Office Manager

Responsibility: The Office Manager assists the Plan Administrator to organize safety meetings, assists in updating training materials, and identifies any risks of Workplace Violence in the Business Office. The Office Manager directs all Business Office employees to report any incident of workplace violence to the Plan Administrator or through the HR Hotlink Hotline to handle reports of workplace violence.

Phone #: (951) 658-3181

Email: smartin@timmoranautomail.com

All managers and supervisors are responsible for implementing and maintaining the Plan in their own departments and work areas and for answering employee questions about the Plan.

#### **Employee Active Involvement**

---

TMAG-Hemet, LLC ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the Plan:

Management will work with and allow employees and authorized employee representatives to participate in the meetings and to provide input in the following areas:

- Identifying, evaluating, and determining corrective measures to prevent workplace violence.
- Making recommendations to the Administrator to modify the Plan in such areas as Prevention of Workplace Violence, Education/Training on preventing and responding to workplace violence, the methods and procedures for Reporting incidents of Workplace Violence, including threats of Workplace Violence, procedures and assistance to investigate incidents of workplace violence, recommendations on the proper response to incidents of workplace violence and any other information/items intended to protect employees from future workplace violence.

Management will have quarterly safety meetings with employees and/or their representatives to discuss identification of workplace violence related concerns/hazards, evaluate those hazards and/or concerns, and how to correct them. During these meetings, employee and the Team may consider options, discuss recent incidents, and review of safety procedures for possible changes. The team and any other person attending may give input to design and implement training. After taking the training, employees are urged to provide input in modifying the training and/or Plan based on recent events or some particular incident that occurred in the workplace. Employees are also urged to provide input and suggestions on methods of reporting and investigating workplace violence incidents. The Plan Administrator and the Team will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.

All employees will follow all workplace violence prevention plan directives, policies, and procedures set forth in this Plan, and assist in maintaining a safe work environment. This includes reporting any incident of workplace violence or threats of violence, following the terms of this Plan, taking the training on workplace violence prevention and any other rules set forth by the Administrator.

The Plan shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

#### **Employee Compliance**

---

Our Plan is intended to ensure that employees comply with the rules and 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 at a minimum:

- Training employees, supervisors, and managers regarding the contents of TMAG-Hemet, LLC Workplace Violence Prevention Plan.
- Effective procedures to ensure that supervisory and nonsupervisory employees comply with the Plan. This will be done through the issuance of this Plan, regular meetings, disciplinary enforcement of the rules/procedures and making any necessary changes to our policy and Plan.
- Provide retraining to employees whose safety performance is deficient with the Plan.
- Recognizing employees who demonstrate safe work practices that promote the Plan in the workplace. This will be discussed at the quarterly meetings and the proper recognition will be determined as a result of those discussions.
- Discipline employees for failure to comply with the Plan. The Employer's Safety policy may be reviewed by reviewing the Employer's Injury and Illness Prevention Program and the Employee Handbook.

#### **Communication with Employees**

---

We recognize that open, two-way communication between our management team, staff, and other employers, about workplace violence issues is essential to a safe and productive workplace. The following communication system is designed to facilitate a continuous flow of workplace violence prevention information between management and staff in a form that is readily understandable by all employees, and consists of one or more of the following:

- New employee orientation includes workplace violence prevention policies and procedures.
- Workplace violence prevention training programs.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards.
- Effective communication between employees and supervisors about workplace violence prevention and violence concerns. The Open-Door policy is intended to encourage such communication and there shall be no reprisal or retaliation to

the employee for communicating with the Company on these subjects.

- The Company has posted and distributed workplace violence prevention information. This Plan is available to you by simply downloading it on HR Hotlink or asking the Administrator for a free copy.
- Employees may report a violent incident, threat, or other workplace violence concern to employer or law enforcement without fear of reprisal or adverse action. The following reporting mechanisms are available to employees:
  - o Employees can report a violent incident, threat, or other violence concerns through the Hotline by logging into HR Hotlink and clicking on the Hotline Tab. This can be done in your name or anonymously.
  - o Employees can report a violent incident, threat, or other violence concerns directly to the Department Manager or the Administrator by making a written complaint. This can be done in your name or anonymously.
  - o If there is an emergency, you should immediately dial 9-1-1 from any Company phone or your cell phone.
- Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety. Employees' concerns will be investigated in a timely manner and they will be informed of the results of the investigation and any corrective actions to be taken. If you make a report through the HR Hotlink Hotline system, you will receive information on the results by logging into the HR Hotlink Hotline Tab. The results can also be obtained by speaking with the Administrator. Updates on the status of investigations and corrective actions may also be provided to employees through email and at safety meetings. These updates could include information about the progress of investigations, the results of investigations, and any corrective actions taken.

#### **Coordination with Other Employers**

---

TMAG-Hemet, LLC will implement the following effective procedures to coordinate implementation of its plan with other employers in our immediate vicinity (adjacent properties or employees of vendors) to ensure that those employers and employees understand their respective roles, as provided in the Plan.

- All their employees should be trained on workplace violence prevention.
- Workplace violence incidents involving any employee are reported, investigated, and recorded.
- If other employers' employees experience a workplace violence incident that employer should record the information in a violent incident log and should also provide a copy of that log to our Company.

#### **Workplace Violence Incident Reporting Procedure**

---

TMAG-Hemet, LLC will implement the following effective procedures to ensure that:

- All threats or acts of workplace violence are reported either through the Hotline on HR Hotlink, to an employee's department or manager, or the Plan administrator. This will be accomplished by using the Hotline on HR Hotlink. If that's not possible, employees should report incidents directly to the Department Manager or the Plan Administrator directly.
- A strict non-retaliation policy is in place, and any instances of retaliation are dealt with swiftly and decisively. Human Resources shall investigate any complaints or shall assign a qualified individual to investigate. Human Resources will then meet with management to determine the proper course of action, including discipline or termination of employees that violate our Policy.

#### **Emergency Response Procedures**

---

TMAG-Hemet, LLC has in place the following specific measures to handle actual or potential workplace violence emergencies:

- Effective means to alert employees of the presence, location, and nature of workplace violence emergencies include the following:
  1. An announcement shall be made over any Public Announcement systems in the Company.
  2. Department Managers shall notify all managers and employees in their respective departments of the risk, and the response to the risk.
- TMAG-Hemet, LLC has evacuation and/or sheltering plans. Those plans are described in Addendum A to this Plan.
- We will post on the company bulletin boards the name and contact information for the Plan Administrator. Employees should dial 9-1-1 in the case of an emergency.

In the event of an emergency, including a Workplace Violence Emergency, contact the following:

Responsible Person: Reagan Bendeck  
Job Title/Position: Vice President of Operations  
Phone #: (951) 658-4401  
Email: rbendeck@timmoranautomail.com

#### **Workplace Violence Hazard Identification and Evaluation**

---

The following policies and procedures are established and required to be conducted by TMAG-Hemet, LLC to ensure that workplace violence hazards are identified and evaluated:

- Inspections shall be conducted when the Plan is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.
- Review all submitted/reported concerns of potential hazards and respond timely to said concerns. The HR Hotlink Hotline can be used to submit concerns, report incidents of violence and/or to provide suggestions for improvements/changes to this Plan.

#### **Periodic Inspections**

---

Periodic inspections of workplace violence hazards will identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence. Periodic Inspections shall be conducted at least annually and after any reported incident of workplace violence, including threats of violence.

Periodic inspections to identify and evaluate workplace violence and hazards will be performed by the Plan Administrator with the assistance of Department Managers. Inspections for workplace violence hazards include assessing:

- The exterior and interior of the workplace for attracting criminal conduct.
- The operation and/or need for violence surveillance measures, such as mirrors and cameras.
- Procedures for employee response during a robbery or other criminal act, including our policy prohibiting employees, who are not security guards, from confronting violent persons or persons committing a criminal act.
- Procedures for reporting suspicious persons or activities.
- Effective location and functioning of emergency buttons and alarms.
- Posting of emergency telephone numbers for law enforcement, fire, and medical services.
- Whether employees have access to a telephone with an outside line.
- Whether employees have effective escape routes from the workplace.
- Whether employees have a designated safe area where they can go to in an emergency.
- Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.
- Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
- Employees' skill in safely handling threatening or hostile service recipients (example: security guards).
- Effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance, e.g., alarms or panic buttons.
- The use of work practices such as the "buddy" system for specified emergency events.
- The availability of employee escape routes.
- How well our establishment's management and employees communicate with each other.
- Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.
- Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.
- Any other possible procedures to identify and evaluate workplace violence hazards.

#### **Workplace Violence Hazard Correction**

---

Workplace violence hazards will be evaluated and corrected in a timely manner. TMAG-Hemet, LLC will implement the following effective procedures to correct workplace violence hazards that are identified:

- If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employee(s), all

exposed employee(s) will be removed from the situation except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition will be provided with the necessary protection. In most situations, the Department Manager will be responsible to make sure that his/her employees have all evacuated the area where the safety risk exists and are in a safe area awaiting first responders.

- All corrective actions taken will be documented and dated on the appropriate forms.
- Corrective measures for workplace violence hazards will be specific to a given work area. Those corrective measures may include:
  - o Make the workplace unattractive to criminals by, for example, improve lighting around and at the workplace.
  - o Post signs notifying the public that limited cash is kept on the premises and that cameras are monitoring the facility.
  - o Utilize surveillance measures, such as cameras and mirrors, to provide information as to what is going on outside and inside the workplace and to dissuade criminal activity.
  - o Hire security guards and have them patrol the workplace interior and perimeter.
  - o Install security surveillance cameras in and around the workplace.
  - o Provide workplace violence systems, such as door locks, violence windows, physical barriers, emergency alarms and restraint systems.
  - o Post emergency telephone numbers for law enforcement, fire, and medical services.
  - o Control, access to, and freedom of movement within the workplace by non-employees, include recently discharged employees or persons with whom one of our employees is having a dispute.
  - o Install effective systems to warn others of a violence danger or to summon assistance, e.g., alarms or panic buttons.
  - o Ensure employees have access to a telephone with an outside line. Provide employee training/re-training (refreshers) on the Plan, which could include but not limited to the following:
    - Recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
    - 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.
    - Improve how well our establishment's management and employees communicate with each other.
    - Procedures for reporting suspicious persons, activities, and packages.
    - Provide/review employee, supervisor, and management training on emergency action procedures.
  - o Ensure adequate employee escape routes.
  - o Increase awareness by employees, supervisors, and managers of the warning signs of potential workplace violence thru HR Hotlink application
  - o Ensure that employee disciplinary and discharge procedures address the potential for workplace violence thru HR Hotlink application
  - o Establish a policy for prohibited practices thru HR Hotlink application
  - o Limit the amount of cash on hand and use time access safes for large bills.
  - o Provide procedures for a buddy system for specified emergency events.
  - o Any other procedures for corrective measures for workplace violence hazards.

#### **Procedures for Post Incident Response and Investigation**

---

After a workplace incident, the Plan Administrator or their designee will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.



- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Record the findings and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.
- The violent incident log will be used for every workplace violence incident and will include information, such as:
  - o The date, time, and location of the incident.
  - o The workplace violence type or types involved in the incident.
  - o A detailed description of the incident.
    - o A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.
    - o A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
    - o A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
    - o The type of incident, including, but not limited to, whether it involved any of the following:
      - Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
      - Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.
      - Threat of physical force or threat of the use of a weapon or other object.
      - Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
      - Animal attack.
      - Other.
    - o Consequences of the incident, including, but not limited to:
      - Whether security or law enforcement was contacted and their response.
      - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.
      - Information about the person completing the log, including their name, job title, and the date completed.
- Reviewing all previous incidents.
- Any other post-incident procedures/needs such as support and resources, such as counseling services, are provided to affected employees. These resources could include referrals to counseling services, information about employee assistance programs, and time off work if necessary.

Ensure that no personal identifying information is recorded or documented in the written investigation report. This includes information which would reveal identification of any person involved in a violent incident, such as the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity.

#### **Training and Instructions Details**

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, discussions, and practical exercises. Training and instruction will be provided as follows:

- When the Plan is first established to all employees.
- Annually to ensure all employees understand and comply with the Plan.
- Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to

the Plan. The additional training may be limited to addressing the new workplace violence hazard or changes to the Plan.

TMAG-Hemet, LLC will provide its employees with training and instruction on the definitions herein above and the requirements listed below:

- The Plan is available at no cost to employees, their authorized representatives and/or Cal/OSHA.
- Anyone can participate in development and implementation of the employer's plan by notifying the Plan Administrator or filling out a report through the Hotline Tab of HR Hotlink.
- Employees may report workplace violence incidents or concerns to their Department Manager, the Plan Administrator or by filling out a report through the Hotline Tab of HR Hotlink. Employees may always report incidents and/or concerns to law enforcement or Cal/OSHA without fear of reprisal.
- Workplace violence hazards specific to the employees' jobs, the corrective measures TMAG-Hemet, LLC has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
- The violent incident log and how to obtain copies of records pertaining to hazard identification, evaluation and correction, training records, and violent incident logs.
- Opportunities TMAG-Hemet, LLC has for interactive questions and answers with a person knowledgeable about the TMAG-Hemet, LLC plan. You may ask questions during the HR Hotlink training or through the Administrator.
- Strategies to avoid/prevent workplace violence and physical harm, such as:
  - o How to recognize workplace violence hazards including the risk factors associated with the four types of workplace violence.
  - o Ways to defuse hostile or threatening situations.
- How to recognize alerts, alarms, or other warnings about emergency conditions and how to use identified escape routes or locations for sheltering.
- Employee routes of escape. (see Addendum "A").
- Emergency medical care will be contacted and provided in the event of any violent act upon an employee.
- Post-event trauma counseling for employees desiring such assistance. The Plan Administrator will provide information on how to obtain such assistance.

#### **Employee Access to the Plan**

---

TMAG-Hemet, LLC ensures that the Plan is available in writing and is easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA at all times. This will be accomplished by downloading the Plan from our HR Hotlink Human Resources Management system (Policies > Handbooks) or by requesting a copy from the Plan Administrator. Whenever an employee or designated representative requests a written copy of the Plan, we will provide the requester with a printed copy of the Plan, unless the employee or designated representative agrees to receive an electronic copy.

The HR Hotlink system allows an employee to review, print, and email the current version of the Plan, which the Company provides to employees as part of their regular work duties and which is routinely used by the Company to communicate with employees.

#### **Recordkeeping**

---

TMAG-Hemet, LLC will:

- Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
- Create and maintain training records for a minimum of one (1) year and include the following:
  - o Training dates.
  - o Contents or a summary of the training sessions.
  - o Names and qualifications of persons conducting the training.
  - o Names and job titles of all persons attending the training sessions.
- Maintain violent incident logs for minimum of five (5) years.
- Maintain records of workplace violence incident investigations for a minimum of five (5) years.
  - o The records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.
- All records of workplace violence hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by California Labor Code Section 6401.9(f), shall be made available to Cal/OSHA upon request for examination and copying.

### **Employee Access to Records**

---

The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within 15 calendar days of a request:

- Records of workplace violence hazard identification, evaluation, and correction.
- Training records.
- Violent incident logs.

### **Review and Revision of the Plan**

---

TMAG-Hemet, LLC will review the Plan for effectiveness:

- At least annually.
- When a deficiency is observed or becomes apparent.
- After a workplace violence incident.
- As needed.

Review and revision of the Plan will include the procedures listed in the EMPLOYEE ACTIVE INVOLVEMENT section of the Plan, as well as the following procedures to obtain the active involvement of employees and authorized employee representatives in reviewing the Plan's effectiveness:

- Review of TMAG-Hemet, LLC's Plan shall include, but is not limited to:
  - Review of incident investigations and the violent incident log.
  - Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).
- Review that violence risks are being properly identified, evaluated, and corrected. Any necessary revisions are made promptly and communicated to all employees. These revisions could involve changes to procedures, updates to contact information, and additions to training materials.
- Other review and revision procedures submitted at the meetings or by employees and/or authorized representatives.

It is our policy to:

- Report information about Workplace Violence at our workplace to Cal/OSHA whenever required by law, and provide any related information requested by the agency.
- Report immediately to Cal/OSHA any Workplace Violence-related serious illnesses or death, as defined under CCR Title 8 section 330(h), of an employee occurring in our place of employment or in connection with any employment.
- Maintain records of the steps taken to implement our written Workplace Violence Prevention Program.
- Make our written Workplace Violence Prevention Program available at the workplace to employees, authorized employee representatives, and to representatives of Cal/OSHA immediately upon request.
- Keep a record of and track all Workplace Violence cases. The information will be made available to employees, authorized employee representatives, or as otherwise required by law, with personal identifying information removed.

### **Employer Reporting Responsibility**

---

As required by California Code of Regulations (CCR), Title 8, Section 342(a). Reporting Work-Connected Fatalities and Serious Injuries, TMAG-Hemet, LLC will immediately report to Cal/OSHA any serious injury or illness (as defined by CCR, Title 8, Section 330(h)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.

### **Addendum "A"**

---

Emergency Evacuation Plan for Ford & Hyundai

1. Check around your immediate area for hazards or other employees in need of help
2. Walk quickly to the nearest exit of the building
3. Go directly to the designated area below.
4. Report to your supervisor at the designated meeting area and provide him or her with pertinent information regarding hazards or other employees that may need assistance
5. Do not leave the meeting area without permission from your supervisor.

DESIGNATED AREAS:

Location is in the driveway of the Hyundai sales department along Carriage Cr. This area is for all Sales & business office, & Used Car personnel.

Location is the parking area in front of the parts area. This area is for all Service, parts, Used Car service department & collision personnel.

Emergency Evacuation Plan for Chevrolet

1. Check around your immediate area for hazards or other employees in need of help
2. Walk quickly to the nearest exit of the building
3. Go directly to the designated area below.
4. Report to your supervisor at the designated meeting area and provide him or her with pertinent information regarding hazards or other employees that may need assistance
5. Do not leave the meeting area without permission from your supervisor.

#### DESIGNATED AREAS:

Location is at the service drive along Carriage Cr. This area is for all service & parts personnel.

Location is at the sales driveway on Carriage Cr. This area is for the BDC, sales & receptionist area.

#### WORKPLACE VIOLENCE IS ON THE RISE

- Franchised new vehicle dealers have had their own share of workplace violence issues over the past few years and the frequency of such incidents continue to increase. In fact, studies show the United States is in the midst of a devastating trend of increased mass violence. The FBI reports that active shooter incidents, for example, are increasing most in commercial settings, such as the workplace. The Department of Justice estimates that 1 million workers witness or are victims of workplace violence every year.

#### WHAT CAN YOU DO TO SAVE LIVES?

- While no one can predict and stop every violent attack, there are certain critical steps every employer/employee can take to minimize risks in this type of unthinkable emergency.
- Prompt action is critical. An employee crisis in the workplace can take many forms, such as an incident involving potential workplace violence in the form of an active shooter or other violent behavior or threats.

#### WHAT DO YOU LOOK FOR AS A SIGN?

- Experts tend to agree that the best thing you can do in these situations is to take prompt action at the first notice of a potential employee crisis in the workplace. Learning to recognize potential employee crisis is important.
- Such situations of potential workplace violence can be any act of violence, against persons or property, threats, intimidation, harassment, or other inappropriate, or disruptive behavior that causes fear for personal safety at the work site. Workplace violence can affect or involve employees, visitors, customers and/or vendors.

#### PAY ATTENTION TO WARNING SIGNS

- A number of different actions in the work environment can be the trigger or cause workplace violence (i.e., anger over disciplinary actions or the loss of a job, complaints by a customer, etc.).
- It may even be the result of non-work-related situations such as domestic violence, "road rage," hate incidents or crimes (i.e., violence of intolerance and bigotry, intended to hurt and intimidate someone because of their race, ethnicity, national origin, religion, sexual orientation, or disability).

#### ABUSIVE MANAGEMENT CAN LEAD TO PROBLEMS

- Workplace violence can be inflicted by an abusive employee, a manager, supervisor, co-worker, customer, family member, or even a stranger.
- Whatever the cause or whoever the perpetrator, the potential for workplace violence should be considered in all of these situations, and where discipline or other confrontation is a possibility, advance planning and action should be seriously considered.

#### TERMINATION CAN CAUSE THE INCIDENT

- For example, prior to serious discipline or termination of an employee, the terminating manager should consider whether an onsite termination is appropriate, and, if so, whether "civil stand-by" by law enforcement is an appropriate precautionary measure.
- All local law enforcement agencies should be willing to provide such services.

#### BACKGROUND CHECKS

- It would be remiss to not state that the most effective way to deal with a workplace violence incident is to avoid it in the first place. Every organization should have a safe hiring process in place that emphasizes pre-employment screening and background checks as part of a workplace violence prevention program that has as the heart of it a "zero-incident" approach to workplace violence prevention.

#### PROMPT RESPONSE IS CRITICAL— REPORT IT

- A prompt response to the first notice of potential crisis is the most effective way to head off problems.
- Any suspicion of potential workplace violence should be reported to the highest level of management immediately, including the Plan Administrator. If there is an emergency situation, call 9-1-1.

#### TAKE THREATS SERIOUSLY AND RESPOND

- If it is an emergency situation where violence appears imminent, employees should be informed to immediately contact police, fire, and other safety and security officials, as appropriate by dialing 9-1-1.
- Also, depending upon the level of the potential threat, emergency evacuation procedures may be necessary.
- Even if violence does not appear to be imminent, take all potential or actual threats seriously and report it immediately.

#### CALL 9-1-1 IF THINGS ESCALATE

- If the person acting violently refuses to leave the workplace, emergency procedures should be implemented immediately, including calling 9-1-1 for emergency response.
- The most important aspect of proper response is notifying law enforcement promptly if the situation appears to escalate.

## EMPLOYEE ASSISTANCE PROGRAMS

- If an employee appears distressed, offering counseling and/or medical intervention may also be appropriate. Most health care insurance plans offer such services and the employee in crisis can be offered information on such services in a confidential setting.

## THIRD-PARTY INTERVENTION

- If the potential stressor in the crisis is a workplace dispute, before things escalate, the employer may offer a third-party mediation service to try to work through the problems between employees.
- The key to avoiding a crisis in the workplace is to identify the potential, diffuse the situation with the employee by offering alternatives for counseling or resolution and then making sure that other employees and managers in the workplace are familiar with the signs of potential problems and that they know to whom to report suspicions before they turn into reality.

## EMERGENCY RESPONSE PLAN

- Our emergency procedure plan is a list of the actions to be taken in response to a foreseeable emergency, or any situation that poses an immediate risk to health, life, property, or the environment.
- The actions taken in the initial minutes of an emergency are critical. A prompt warning to employees to evacuate, shelter or lockdown can save lives.
- A comprehensive approach to addressing a workplace violence incident involves the following six steps:

- o Step One: Identification of Critical Incidents (examples)

- Employee fight
- A customer threatening to come down and take care of the problem
- An employee screaming profanities
- A text or email saying that an employee can't take it any more or asking for an employee assistance program
- A death, serious injury, or severe psychological trauma of an employee, client, or person that people have had

regular contact with

- Threats by third parties
- Erratic behavior by someone at the Company
- All of these incidents should trigger an immediate report to the Administrator and/or to 9-1-1.

- o Step Two: Reporting Procedures

• Immediately contact your Department Manager, the Plan Administrator or use the Hotline Tab in the HR Hotlink Human Resources management system.

- If it is an emergency go to a safe location and call 9-1-1.

- o Step Three: Pre-Incident Preparation - Our Stay Safe Plan

- Review this Plan frequently.
- Provide feedback and suggestions to make this Plan more effective.
- Review the map of the facility in advance so that you know all paths of escape and the outdoor area layout.
- Plan an exit strategy should someone enter the workplace to commit an act of violence. Your plan should take into account various options of escape depending upon where the violent person is located and your proximity to exits. Your plan should be to flee the area of the violent person through the nearest exist in a direction away from the threat of violence if at all possible. Once you are safe, call 9-1-1.

- o Step Four: Emergency Actions

• Your department manager will send out an email communication as soon as possible, to communicate on the crisis communications plan and the critical incident stress debriefing for all affected by the incident. This deals with the emotional and/or psychological fallout that people often experience after being exposed to a traumatic event.

- o Step Five: Disaster Response

- In the event of an incident of workplace violence, you should escape the area of danger and when safe call 9-1-1 and notify your Department Manager and the Administrator.
- In the event of an emergency violence incident, all operations at the location will be shutdown. If there is a need to follow lock-down procedures, you will be notified by the Public Announcement system and/or by electronic means.
- Evacuation procedures and routes, assembly areas, and headcount management procedures are as follows:
  1. Immediately flee from the danger zone to a safe location.
  2. Call 9-1-1.
  3. Proceed when safe to the designated area you were assigned to where you will be counted and verified as being safe.

- o Step Six: Practice Drills

- From time-to-time, we may conduct practice drills.
- We will never, under any circumstances, conduct a surprise workplace violence incident exercise or drill where it depicts someone getting seriously injured or killed. So you should assume that the incident is real unless notified in advance.

## ACTIVE SHOOTER/HOSTILE INTRUDER RESPONSE PLAN

- This is defined as an individual(s) actively engaged in killing or attempting to kill people in a confined and populated area by any means including firearms, bladed weapons, vehicles, or any deadly force.

- Most active shooter situations are unpredictable, evolve quickly, and are over within minutes.

## RESPONSE PLAN FOR ACTIVE SHOOTER

1. Run: Evacuate the premises if possible. Plan ahead. Have an escape route and plan in mind and escape regardless of whether others follow.

- Leave your belongings behind
- Tell others to evacuate
- Call 9-1-1 after escaping
- Prevent others from entering where the active shooter may be
- Keep hands visible so that police don't mistake you for the perpetrator
- Follow the instructions of any police officers
- Do not attempt to move wounded people

2. Hide: If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Be out of view (i.e. an office with a closed and locked door or blockade the door). Don't trap yourself or restrict your options for movement (like a closet with no window). Don't draw attention: Silence your cell phone, Turn off any source of noise (i.e. radio, television), Hide behind large items (i.e. cabinets, desks), Remain quiet.

3. Fight: As a last resort, and only when your life is in imminent danger. Acting as aggressively as possible. Throwing items and improvising weapons. Yelling. Committing to your actions.

4. When Police Arrive:

- Put down any items in your hands.
- Keep hands visible.
- Follow all instructions.
- Avoid making quick movements towards officers.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

5. When safe to do so, proceed to the congregation area listed above.

# **WVPP Handbook Creation Agreement**

TMAG-Hemet, LLC

Workplace Violence Prevention and Response Plan

06/20/24

I, the undersigned, am an authorized representative of our company and I hereby authorize and ensure, the establishment, implementation, and maintenance of this written workplace violence prevention plan and the documents/forms within this written plan. I believe that these policies and procedures will bring positive changes to the workflow, business operations, and overall health and safety as it relates to workplace violence prevention.

Electronically Signed By Suzanne Kleinpass on 06/20/24

\_\_\_\_\_  
Name - Suzanne Kleinpass

\_\_\_\_\_  
Date

**Workplace Violence Prevention Program Acknowledgment and Agreement**

This will acknowledge that I have reviewed a copy of the Workplace Violence Prevention Program as outlined in the WVPP handbook.

My signature below affirms that I have read, understand and voluntarily agree to follow all procedures and policies contained in the company's Workplace Violence Prevention Program as outlined in the WVPP handbook.

\_\_\_\_\_  
Name -

\_\_\_\_\_  
Date



# Workplace Violence Prevention Program Acknowledgment and Agreement

This will acknowledge that I have reviewed a copy of the Workplace Violence Prevention Program as outlined in the WVPP handbook.

My signature below affirms that I have read, understand and voluntarily agree to follow all procedures and policies contained in the company's Workplace Violence Prevention Program as outlined in the WVPP handbook.

\_\_\_\_\_  
Name -

\_\_\_\_\_  
Date