

Minnesota Management & Budget  
**Policy and Procedure**

Chapter 206D

April 21, 2010

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**Zero Tolerance of Workplace Violence****Introduction**

The Freedom from Violence Act mandates that each agency of state government adopt a goal of zero tolerance of violence in and around the workplace.

**Policy**

It is the goal of Minnesota Management & Budget to achieve a work environment that is free from threats and acts of violence. The agency will not tolerate workplace violence of any type or from any source. This includes threatening or violent actions by employees directed against other employees, by employees directed against agency customers or other workplace visitors and/or by agency customers or visitors directed against agency employees.

It is the responsibility of the agency and its managers, supervisors and employees to maintain a workplace free from threats and acts of violence. The agency management and employees will strive to provide a safe workplace for employees and for visitors to the workplace. Each employee and anyone in contact with the agency will be treated with courtesy and respect.

- The agency will actively work to prevent and eliminate acts of work-related violence.
- The agency will respond promptly, positively, and aggressively to deal with threats or acts of violence. This response will include timely involvement of law enforcement agencies when appropriate.
- The agency will work to enforce a policy that prohibits possession of firearms and other dangerous weapons in the workplace.
- The agency will treat incidents of work-related threats or acts of violence seriously. Reports of such acts will be promptly investigated, and management will take action as necessary to appropriately address each incident.
- The agency will take strong disciplinary action, up to and including discharge from state employment, against employees of the agency who are involved in the commission of work-related threats or acts of violence.
- The agency will support criminal prosecution of those who threaten or commit work-related violence against its employees or against taxpayers and other visitors to its work environment.
- Employees who are the targets of threats of violence, or who are the victims of workplace-related violence, will be promptly referred to the appropriate aid, assistance and/or support resources.

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- Pursuant to M.S. 15.86, this policy does not create any civil liability on the part of the State of Minnesota.

**Procedures**

1. The agency will provide a safe workplace. The agency is committed to ensuring that the workplace provides for the safety of and reasonable protection from workplace violence against employees, customers and guests of the department.
2. The agency will attempt to limit violence from external sources by positively affecting the attitudes and the behavior of its customers.
  - **Customer service.** Employees are responsible for greeting guests of the department, responding to their inquiries and providing directions, as appropriate, and otherwise using appropriate business etiquette in conducting agency business. Employees must also be alert to the needs and presence of visitors to ensure that departmental business is conducted in a safe and efficient manner.
3. The agency will attempt to reduce the potential for internal workplace violence by positively affecting the attitudes and the behavior of its employees.
  - **Creating a low-risk work environment.** Agency managers and supervisors are expected to promote positive behavior and to lead by example by treating employees with the respect and dignity each person deserves. Emphasis will be placed on creating a workplace where established standards of conduct are clear, are communicated, and are consistently enforced, and where discipline is used fairly and appropriately to deal with instances of unacceptable behavior.
  - **Employee counseling and assistance.** The agency will encourage use of the Employee Assistance Program (EAP). The EAP is primarily an assessment, short-term counseling and referral agency. While supervisors, union representatives, or family members may encourage employees to seek help from the EAP, the decision to use the services is voluntary. Employees may also choose to seek assistance from private health services to deal with pressures, stress, emotional problems, or other personal issues which could, if ignored, lead to threats or acts of violence.
  - **Self-help.** Informational brochures and other media are available to familiarize employees with the services offered by the EAP. Employees will be encouraged to utilize all available resources.
4. The agency will effectively deal with threats of violence and with actual incidents of violence.
  - **Supervisory responsibilities.** Agency managers and supervisors have primary responsibility for ensuring a safe work environment. Managers and supervisors will

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take immediate action to resolve or stabilize violent situations in the workplace and to protect people from harm. Supervisors will ensure that, when a threat is made or a violent incident occurs, appropriate incident response resources are notified immediately.

**Prohibition of Weapons**

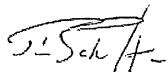
The agency will work to eliminate dangerous weapons from the workplace. Possession of any dangerous weapon, including any firearm, in any agency work space by a person other than a law enforcement officer, is strictly prohibited. Employees are prohibited from carrying or possessing weapons wherever and whenever they are acting in the course and scope of their employment. This includes personal vehicles when they are being used in the course of MMB business, but does not include employee's homes when they are working at home. Violation of this policy may subject the employee to disciplinary action, up to and including discharge.

Employees who have obtained the appropriate permit(s) may carry and possess firearms in parking ramps and parking areas consistent with the law.

**References**

M.S. 609.66 Dangerous Weapons  
MMB Affirmative Action Plan

Approved:



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Jim Schowalter  
Deputy Commissioner  
April 21, 2010

Title:  
Date: