



Workplace Violence Prevention and Intervention Plan

Minnesota Department of Revenue works to achieve a work environment free from acts of violence by putting employee safety first.

Purpose

Following state law and guidance from Minnesota Management and Budget (MMB), Revenue plans to prevent, mitigate, and respond to workplace violence by establishing a workplace violence prevention and intervention (WVPI) program. Revenue commits to continuous improvement of our ongoing security efforts, safeguarding the workplace, creating an environment where employees feel productive, innovative, and healthy. Any form of threatening or violent behavior by an employee or a third party in the workplace, or threatening or violent behavior that affects the workplace, is prohibited.

Report workplace violence incidents or concerns to Human Resources, Revenue Security, a supervisor, a manager, or law enforcement.

Goals and Objectives

It is our goal to achieve a work environment free from acts of violence. Revenue's objectives are to:

- Develop awareness among employees and customers about violence in the workplace, its prevention, and the agency workplace violence prevention and intervention program
- Develop and provide education and training opportunities for employees at all organizational levels, which includes these topics:
 - Agency violence prevention and intervention program
 - Effects of workplace violence
 - Prevention of workplace violence
 - Supervisory and managerial responsibilities
 - Employee responsibilities
 - Incident response procedures
- Develop procedures to be used when incidents, as defined in the plan, occur
- Ensure security plans are communicated to appropriate staff
- Communicate personal safety and security procedures and available support with employees

- Develop procedures to monitor and evaluate the effectiveness of the violence prevention program

Preventing and Mitigating Workplace Violence

Revenue has policies, procedures, and tools to prevent, mitigate, and respond to workplace violence reports and incidents. All policies related to workplace violence will be reviewed annually for updates.

Workplace violence is defined as behavior resulting in actual or reasonably perceived threat of physical or emotional harm to an individual or property.

Workplace is defined as a location where employees perform job duties. The location does not need to be a permanent location, physical building, or state owned or leased property.

Workplace violence can be separated into three types: employee-related, customer-related, and criminal intent, all requiring different methods to address. Workplace violence is addressed in policies, procedures, and processes, including:

- Physical Security Systems and Safety Measures
- Workplace Violence Prevention and Intervention Team
- Employee Assistance Program (EAP)
- Statewide policies and guidance
- Code of Conduct
- Hiring and Interviewing Process
- Harassment and Discrimination Prohibited Policy
- Safe Customer Interactions Procedures
- Threat Reporting Procedures

Leadership and Culture

Revenue strives to create a low-risk environment where employees and customers feel safe and are comfortable reporting concerns of workplace violence. Revenue senior management are committed to ensure the right resources are allocated to the workplace violence prevention and intervention program.

Agency managers and supervisors are expected to promote positive behavior and lead by example in the courteous and professional treatment of employees and customers. Emphasis is placed on creating a workplace where established standards of conduct are clear, communicated, and consistently enforced, and where discipline is used fairly and appropriately.

Workplace Violence Prevention and Intervention Team

The Revenue senior management team, championed by the deputy assistant commissioner, will designate a WVPI team to implement and monitor the workplace violence program. This team will meet on a regular basis to review incidents, reports, issues, and new initiatives.

This team will include representatives from Human Resource Management, Revenue Security, Appeals, Legal Services, and Disclosure, Criminal, MNIT Services, Business Planning and Improvement, and Division directors and supervisors.

The WVPI team will collaborate with the Safety Committee and the Health and Wellness Committee to create a culture where safety, health, and employee involvement are critical. Team resources include employees, supervisors, managers, law enforcement, expert consultants, EAP, Human Resource Management, bargaining units, the Office of Equity Access, and Inclusion, Employee Development Services, and the Communications Division.

Reporting

Reporting is vital in preventing workplace violence. Employees must report if they are subject to or witness threatening or violent behavior, or warning signs of violent behavior, in the workplace, affecting the workplace, or potentially affecting the workplace. The WVPI team will assess all reports.

Knowingly creating a false report is prohibited and will be subject to disciplinary action up to, and including, discharge.

Reporting Emergency Situations - If you or others are in immediate danger, call 911 immediately.

Immediately remove yourself from danger and get to a safe place.

Call 911 when:

- There is an immediate threat, or you feel you are in danger
- There is violence at or nearby your work location or a Revenue office
- You feel threatened while meeting face-to-face

Report all incidents as soon as safely possible to Revenue Security.

Reporting Non-Emergency Situations

Non-emergency situations may not require immediate intervention and still require action. Non-emergency situations may turn into an emergency if no action is taken. All workplace violence situations, including non-emergencies, must be reported. Non-emergency situations or information must be reported as soon as possible to any of these:

- Human Resources Office
- Revenue Security Office
- Revenue Threat Line
- Any supervisor or management up to, and including, the commissioner

If the report concerns the commissioner, contact the office of the Deputy Commissioner for Enterprise Human Capital at Minnesota Management and Budget.

Report all incidents as soon as safely possible to Revenue Security.

Retaliation

Any form of retaliation directed against an individual who makes a report or participates in any investigation of a report under this policy is prohibited. Employees and management may not engage in behavior which has the purpose or effect of retaliating against another employee. Retaliation includes conduct or communication designed to prevent a person from opposing or reporting workplace violence. Any employee who is found to have engaged in retaliation will be subject to discipline up to, and including, discharge. Third parties who are found to have engaged in retaliation will be subject to appropriate action.

If you feel you are being retaliated against or have witnessed such conduct, contact your supervisor, any member of management, Human Resource Management, or the Office of Equity, Access, and Inclusion.

Reporting Response

Once you have reported a violent incident, threat, or warning sign, you may be contacted for additional information from Human Resource Management or Revenue Security. Once information is collected, it will be documented and investigated following WVPI procedures.

Record Keeping

For identifying, monitoring, and guiding ongoing responses, a record will be kept of all threats and concerns reported.

Reporting Confidentiality

All information in reports is confidential and will only be shared if necessary. All reporting parties will remain confidential when possible. When reporting, individuals may choose to remain confidential and contact information will not be collected.

Revenue Threat Line

If you or others are in imminent danger, **call 911 immediately.**

If the threat does not include imminent danger or require you contact law enforcement or emergency services, call the Revenue Threat Line at 651-556-5959. Someone will answer the threat line 24 hours a day. Calls go to these contacts in this order: Revenue Security, Human Resource Management and Criminal Investigation, then Capitol Security.

Call the threat line for:

- Threats toward individuals, employees, the department, or a building

- Suicide threats
- Suspicious packages
- Disorderly customers
- Bomb threats

Law Enforcement Disclosure

Employees may disclose private or confidential information to law enforcement to report a crime committed by an employee, customer, or third party to assist law enforcement in investigating a crime, threat, or harassment.

After an Incident

Workplace violence includes a variety of incidents. When needed, employees should take time after an incident to reflect. This may include talking with another employee or taking time to relax. Employees may also seek assistance options from our Employee Assistance Program (EAP).

Effectiveness

On a regular basis, the effectiveness of the WVPI program, team, policies, and procedures will be evaluated by examining:

- Annual risk assessment
- Successes, failures, and areas for improvement
- The number and nature of reports and metric data
- New or changed legal, regulatory, enterprise, or contractual requirements
- Additional training and prevention practices

Education and Training

The WVPI team will promote awareness of the agency violence prevention program. Methods include:

- Working with agency partners and EAP to develop personal security and violence prevention information for employees
- Developing or obtaining information on violence prevention topics
- Developing other activities to promote awareness of violence prevention
- Training supervisors and employees

Domestic or Intimate Partner Violence

Employees may experience violence at home or from a partner. Ensuring employees feel safe in the workplace is our priority. You are encouraged to talk with Human Resources, Revenue Security, a supervisor or manager, law enforcement, or EAP for assistance or concerns related to domestic or intimate partner violence.

Orders for Protection and Harassment Restraining Orders

If you experience domestic violence or other forms of harassment, you are encouraged to obtain orders for protection or restraining orders. You can take reasonable time off from work to attempt to obtain an order for protection or restraining order. Employees are entitled to use sick leave for safety leave under Minnesota Statute 181.9413. If you obtain or are the subject of restraining orders or orders for protection, seek legal counsel regarding compliance with those orders in the workplace. Providing a copy of orders to Revenue Security helps ensure they are enforced in the workplace.

Responsibilities

Revenue senior leadership will:

- Champion the Workplace Violence Prevention and Intervention Team.
- Model the importance of proactive workplace violence prevention and response by providing guidance and resources for development and ongoing success of the workplace violence prevention program.
- Offer training opportunities to employees to increase awareness of violence in the workplace issues. Training will include information on responding to and reporting violence-related incidents as well as maintaining a violence-free workplace.
- Immediately report all incidents of threatening or violent behavior in the workplace or affecting the workplace in accordance with agency procedures.
- Understand that knowingly participating in or tolerating workplace violence or retaliation against employees or customers making a report are subject to discipline up to, and including, discharge.

Employees will:

- Abide by and promote Revenue's workplace violence policies and guidance in all contacts with co-workers, supervisors, and customers.
- Be familiar with and follow workplace violence procedures.
- Be familiar with and adopt the workplace violence prevention practices outlined in the guidance tools available from Revenue's Employee Safety Information Page.
- Immediately report all incidents of threatening or violent behavior in the workplace or affecting the workplace in accordance with agency procedures.
- Understand that knowingly participating in or tolerating workplace violence or retaliation against employees or customers making a report are subject to discipline up to, and including, discharge.

Managers and supervisors will:

- Inform employees of this program and enforce compliance.
- Promote positive behavior and lead by example in the respectful and professional treatment of others
- Ensure employees are provided with and are familiar with the state and agency workplace violence prevention policies, agency specific information, and any local worksite plans.
- Be familiar with emergency response plan and be prepared to respond promptly when alerted to a situation and account for employees and third parties, treat all reports seriously, and comply with agency procedures for reporting and investigation.
- Consult the agency human resources office when employees or third parties show warning signs of violent behavior in the workplace or that may affect the workplace.
- Encourage any employee that may be experiencing work or non-work-related issues to contact EAP.
- Immediately report all incidents of threatening or violent behavior in the workplace or affecting the workplace in accordance with agency procedures.
- Notify Human Resources or Revenue Security if they become aware an employee or third party has a restraining order against another individual or is the subject of a restraining order, and that the restraining order may affect the workplace. Treat the information in a confidential manner.
- Create a workplace where established standards of conduct are clear, communicated, and consistently enforced, and where corrective action, including discipline, is used fairly and appropriately to deal with unacceptable behavior.
- Treat all reports of violence or threats of violence seriously, regardless of the individual or behavior involved.
- Take immediate action to resolve or stabilize violent situations in the workplace and protect people from harm.
- Be familiar with and use the manager and supervisor violence prevention and response guidance tools.
- Understand that knowingly participating in or tolerating workplace violence or retaliation against employees or customers making a report are subject to discipline up to, and including, discharge.

Human Resources and Revenue Security will:

- Develop the workplace violence program and supporting policies, procedures, and practices
- Organize Workplace Violence Prevention and Intervention Team
- Handle incident management
- Organize workplace violence training
- Ensure distribution of all workplace violence prevention and intervention information to all employees
- Maintain and promptly update emergency plans
- Treat all reports of behavior related to workplace violence seriously and seek counsel from MMB or others when necessary
- Evaluate court orders to determine appropriate actions
- Encourage use of EAP
- Enforce policies and procedures
- Administer leave policies related to WVPI

Workplace Violence Prevention and Intervention Team will:

- Develop and implement WVPI program
- Review and update this plan by July 30 each year
- Review WVPI incidents and reports
- Assess effectiveness of WVPI program
- Assess threats and risks

Communications will:

- Assist with internal and external WVPI-related communications

Facilities will:

- Assist with WVPI initiatives affecting buildings and offices

Safety Committee and Healthy and Wellness Committee will:

- Foster employee engagement and education related to workplace violence
- Gather and provide employee feedback on WVPI
- Advise WVPI team on committee topics and concerns

Compliance

Employees found to have violated provisions of the plan will be subject to appropriate corrective action up to, and including, discharge. Third parties who engage in threatening or violent behavior in the workplace or that affects the workplace will be subject to appropriate action.

Related Documents and Procedures

MMB HR/LR Policy # 1444 Workplace Violence Prohibited
MMB HR/LR Memo # 2021-2 Workplace Violence Prevention and Response
MMB General Memo 2015-6, Leave to Seek a Harassment Restraining Order or an Order for Protection
Minn. Stat. 15.86 State Agency Actions
Pistols Prohibited at Work
Code of Conduct
Harassment and Discrimination Prohibited Policy (MMB)
Harassment and Discrimination Complaint Form
Respectful Workplace Policy (MMB)
Sexual Harassment Prohibited (MMB)
Employee Assistance Program (EAP)
Employee and Contractor Background Check Policies
Business Continuity Plan
Disclosure to Law Enforcement Policy
Minn. Stat. 270B.14 Disclosure for Purposes Other Than Tax Administration

Owner

Revenue Security

Human Resources

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