



Workplace Violence Prevention Plan

Last updated: August 2025

Policy and Definitions

Policy

The Minnesota Public Utilities Commission (PUC) has *zero tolerance* of workplace violence and is committed to achieving a work environment that is free from threats and acts of violence.

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, and *will not be tolerated*. Employees found to have violated the provisions of the plan will be subject to discipline up to and including discharge.

Definitions

Workplace violence is defined as follows: "Behavior that results in the actual or reasonably perceived threat of physical or emotional harm to an individual or property."

Workplace is defined as follows: "A location where employees perform job duties. The location need not be a permanent location, physical building, or state owned/leased property."

Objectives

Plan objectives are to:

1. Develop awareness among employees and consumers about violence in the workplace.
2. Develop and provide education and training for employees on how to prevent, detect, report, and respond to workplace violence.

Incident Procedures and Reporting

All incidents falling under the definition of violence as stated in the agency plan should be reported. Any time an employee believes there is the potential for workplace violence to occur, it is the employee's duty to report the situation. Currently, to report threatening behavior or potential threats of violence staff may contact any of the following:

- The agency head (Executive Secretary)
- Their manager or supervisor
- The Human Resources Office
- The General Counsel
- The Commissioner's Office

Roles and Responsibilities

Employees are expected to:

- Abide by and promote the PUC policy of zero tolerance of violence in all contacts with co-workers, supervisors, and consumers.
- Be familiar with and follow workplace violence procedures and practices.

Managers and supervisors are expected to:

- Lead by example in the professional and respectful treatment of employees and consumers.
- 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.
- 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.

PUC senior leadership is expected to:

- Offer training opportunities to employees to increase their awareness of violence-in-the-workplace issues. Training will include information on responding to and reporting violence-related incidents as well as assistance in maintaining a violence-free workplace.

Threat Assessment and Management Team

The Threat Assessment and Management Team identifies agency functions and staff that are at a heightened risk for threatening or violent behavior. Once identified, the team works with managers and supervisors on developing strategies and tactics to minimize threatening and violent behavior from occurring in the workplace.

In the event a violent incident occurs, the Threat Assessment and Management Team works with building management and law enforcement in responding to the incident.

Additional Statewide policies and guidance

- Minnesota Management and Budget; HR/LR Policy #1329 Sexual Harassment Prohibited:
<https://mn.gov/mmb-stat/policies/1329-sexualharassment-prohibited.pdf>
- Minnesota Management and Budget; HR/LR Policy #1418 Drug and Alcohol Use:
https://mn.gov/mmb/assets/1418-DrugAndAlcoholPolicy_tcm1059-324641.pdf#false
- Minnesota Management and Budget; HR/LR Policy #1432 Respectful Workplace:
<https://mn.gov/mmb-stat/policies/1432-respectful-workplace-policy.pdf>
- Minnesota Management and Budget; HR/LR Policy #1436 Harassment and Discrimination Prohibited:
<https://mn.gov/mmb-stat/policies/1436-harassmentdiscriminationprohibited.pdf>
- Minnesota Management and Budget; HR/LR Policy #1444 Workplace Violence Prohibited:
<https://mn.gov/mmb-stat/policies/1444-workplaceviolenceprohibited.pdf>