# MODEL WORKPLACE SECURITY INJURY AND ILLNESS PREVENTION PROGRAM ion that requires font color attributes to be turned on in screen reader settings.

*This is a fillable template that the employer must complete. Instructions in red font enclosed in brackets indicate where you must enter your worksite-specific information.*

In California, all employers are required to establish, implement, and maintain an effective, written Injury and Illness Prevention (IIPP) program that meets the requirements of California Code of Regulations (CCR), Title 8, section 3203.

Many workplaces are at risk for workplace violence, but certain workplaces are at higher risk than others. Therefore, every employer is required to perform an initial assessment to identify workplace security issues. If this initial assessment determines that workers are at a significant potential risk for workplace violence, then the employer must address that risk through their IIPP.

This model program has been prepared for use by employers that have identified one or more of the following factors that pose a higher risk for violence in their workplaces:

1. Exchange of money.
2. Working alone.
3. Working at night and during early morning hours.
4. Availability and guarding of valued items, e.g., money and jewelry.
5. Provision, use, or distribution of alcohol or marijuana.
6. Performing public safety or social service functions in the community.
7. Working with patients (health care facilities not within the scope of CCR, Title 8,[**section 3342**](https://www.dir.ca.gov/Title8/3342.html)) clients, passengers, customers, or students known or suspected to have a history of violence.
8. Workers with a history of assaults or who have exhibited belligerent, intimidating or threatening behavior to others.
9. Any other recognized indicators of violence.

This model program is intended to help employers develop a separate, stand-alone Workplace Security Injury and Illness Prevention Program (WSIIPP). It was written for a broad spectrum of employers, and it may not match your establishment's exact needs. However, it provides the essential framework to identify, evaluate, and control workplace security hazards.

Employers are not required to use this WSIPP. They may create their own, use another workplace security template, or incorporate workplace security into their existing IIPP. Cal/OSHA encourages employers to engage with workers in the design, implementation, and evolution of their WSIPP.

Proper use of this model program requires the WSIIPP administrator of your establishment to:

1. Carefully review the requirements for each of the WSIIPP elements found in this model program, ensure workplace security concerns are incorporated, fill in the appropriate blank spaces and check those items that are applicable to their workplace. Read the Injury and Illness Prevention Program standard online at [**www.dir.ca.gov/title8/3203.html**](https://www.dir.ca.gov/Title8/3203.html)
2. Reference[**www.dir.ca.gov/dosh/dosh\_publications/worksecurity.html**](http://www.dir.ca.gov/dosh/dosh_publications/worksecurity.html) for additional guidance.

This model program must be developed, implemented, and maintained by the employer for it to be effective.

Employers with workplaces covered under the scope and application of CCR, Title 8,[**section 3342**](https://www.dir.ca.gov/Title8/3342.html)­­­ should not use this model program, but instead implement the requirements of section 3342.



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## WORKPLACE SECURITY INJURY AND ILLNESS PREVENTION PROGRAM for [Name of Company]

[Delete this section if you choose to categorize higher potential workplace violence/security concerns differently. Describe accordingly] Our establishment’s Workplace Security Injury and Illness Prevention Program (WSIIPP) addresses the hazards known to be associated with three major types of workplace violence:

* **Type I**: A violent act committed by an assailant with no legitimate relationship to the workplace who enters the workplace to commit a robbery or other criminal act.
* **Type 2**: A violent act or threat of violence committed by a recipient of a service provided by our establishment, such as a client, patient, customer, student, passenger, visitor, or a criminal suspect or prisoner.
* **Type 3** involves a violent act or threat of violence committed by a current or former worker, supervisor or manager, or another person who has some employment-related involvement with our establishment, such as a worker’s spouse or lover, a worker’s relative or friend, or another person who has a dispute with one of our workers.

A combination of one or more types of workplace violence may exist in our workplace.

**Date:** [Type date of last review]

### RESPONSIBILITY

The WSIIPP administrator, [enter the name of the program administrator or the job title],has the authority and responsibility for implementing the provisions of this program for [name of company]***.***

All managers and supervisors are responsible for implementing and maintaining the WSIIPP in their work areas and for answering worker questions about the WSIIPP.

### COMPLIANCE

Management will ensure that all workplace security policies and procedures are clearly communicated and understood by all affected workers. Managers and supervisors will enforce the rules fairly and uniformly.

All affected workers will follow all workplace security directives, policies, and procedures, and assist in maintaining a safe work environment.

Our system to ensure that workers comply with the rules and maintain a secure work environment will include at a minimum:

* Inform workers of the provisions of our WSIIPP.
* Evaluate the security performance of all workers.
* Recognize workers who perform secure work practices.
* Provide training to workers whose security performance is deficient.
* Discipline workers for failure to comply with secure workplace practices.
* [Enter information on additional means of ensuring worker compliance]

[Name of company} ensures the following:

* Workers will not be threatened with adverse action or retaliated against in any way if they refuse to report to or leave a workplace or worksite because they have a reasonable belief that the workplace or worksite is unsafe.
* Workers 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.

### COMMUNICATION

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

* New worker orientation including workplace security policies and procedures.
* Review of our WSIIPP.
* Workplace security training programs.
* Regularly scheduled meetings.
* Effective communication between workers and supervisors about security and violence concerns, including translation where appropriate.
* Posted or distributed workplace security information.
* A system for workers to anonymously inform management about workplace security and violence concerns.
* A system for workers to inform management about workplace security hazards or threats of violence without fear of reprisal or adverse action.
* Address security issues at our workplace security team meetings.
* [Delete if not applicable: our establishment has less than ten employees and communicates with and instructs workers orally about general workplace security practices, and workplace security hazards that are unique to each worker’s job assignment.]
* [Delete if not applicable: a labor/management safety and health committee that:
	+ Meets regularly.
	+ Prepares written records of the safety and health committees’ meetings.
	+ Reviews results of the periodic and scheduled inspections.
	+ Reviews investigations of workplace security incidents and concerns.
	+ Makes suggestions to management about preventing future incidents.
	+ Reviews investigations of alleged hazardous workplace security conditions.
	+ Submits recommendations to assist in evaluating workplace security.]
* [Enter other methods of effective communication]

### WORKPLACE SECURITY HAZARD ASSESSMENT

We have determined that the following factors pose a higher risk for violence in our workplace:

[If using [**www.dir.ca.gov/dosh/dosh\_publications/worksecurity.html**](http://www.dir.ca.gov/dosh/dosh_publications/worksecurity.html)to define and identify higher risk workplace security concerns, then outline the particular types of workplace security concerns – Type 1, 2, or 3, or a combination thereof which have been identified, and indicate where they exist in your workplace. Consider training workers to identify higher potential workplace security and violence issues.]

Periodic inspections and reviews to identify and evaluate workplace security and violence hazards will be performed by the following competent observer(s) in the following areas of our workplace:

| **Competent Observer** | **Area** |
| --- | --- |
| [Enter name of competent observer] | [Enter name of area observed] |
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The following policies and procedures are established to ensure workers and worker representatives participate in designing and conducting periodic inspections to identify and evaluate workplace violence hazards: [Provide details on what those policies and procedures are.]

Periodic inspections of security hazards consist of identifying and evaluating workplace violence hazards and changes in workers’ work practices. This may require assessment for more than one type of workplace violence. Our establishment performs inspections for each type of workplace violence by using the methods specified below.

Inspections for Type I workplace security hazards include assessing:

* The exterior and interior of the workplace for its attractiveness to robbers.
* The need for security surveillance measures, such as mirrors and cameras.
* Adequate lighting outside of and within facilities.
* Signage notifying the public that limited cash is kept on the premises and that cameras are recording all activities.
* Procedures for worker response during a robbery or other criminal act, including our policy prohibiting workers, 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 workers have access to a telephone with an outside line.
* The amount of cash on hand and use of time access safes for large bills.
* Whether workers have effective escape routes from the workplace.
* Whether doors to offices and rooms can be locked.
* Whether workers have a designated safe area where they can go to in an emergency.
* [Other]

Inspections for Type II workplace security hazards include assessing:

* Access to and freedom of movement within the workplace.
* 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.
* Workers’ skill in safely handling threatening or hostile service recipients.
* Effectiveness of systems and procedures that warn others of a security 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 worker escape routes.
* [Other]

Inspections for Type III workplace security hazards include assessing:

* How well our establishment's anti-violence policy has been communicated to workers, supervisors, or managers.
* How well our establishment's management and workers communicate with each other.
* Our workers', supervisors,’ and managers' knowledge of the warning signs of potential workplace violence.
* Access to and freedom of movement within the workplace by non-workers, including recently discharged workers or persons with whom one of our workers is having a dispute.
* Frequency and severity of workers’ reports of threats of physical or verbal abuse by managers, supervisors, or other workers.
* Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.
* Worker disciplinary and discharge procedures.
* [Other]

Periodic inspections and reviews are performed according to the following schedule:

1. [Enter the frequency (daily, weekly, monthly, whatever is appropriate for your workplace.]
2. When we initially established our WSIIPP.
3. When new workplace security hazards are introduced into our workplace.
4. When new, previously unidentified workplace security hazards are recognized.
5. When workplace security incidents occur.
6. When we hire and/or reassign permanent or intermittent workers to processes, operations, or tasks for which a workplace security evaluation has not yet been conducted.
7. Whenever workplace security conditions warrant an inspection.

### WORKPLACE SECURITY INCIDENT INVESTIGATIONS

Procedures for investigating workplace security incidents include the following:

1. Visit the incident scene as soon as possible.
2. Interview threatened and injured workers and witnesses.
3. Examine the workplace for factors associated with workplace security, including any previous reports of inappropriate behavior by the perpetrator.
4. Determine the cause of the incident.
5. Take corrective action to prevent the incident from reoccurring.
6. Record the findings and corrective actions taken.

The written incident report will include the date, time, location, description of the type of the event and circumstances leading up to it, as well as the identity of the persons involved.

### WORKPLACE SECURITY HAZARD CORRECTION

Hazards that pose a higher risk for violence in our workplace will be corrected in a timely manner, based on the severity of the hazards (with the higher risk situations having higher priority). Hazards will be corrected according to the following procedures:

1. When first observed or discovered.
2. If an imminent hazard exists that cannot be immediately abated without endangering worker(s) and/or property, all exposed workers will be removed from the situation except those necessary to correct the existing condition. Workers necessary to correct the hazardous condition will be provided with the necessary protection.
3. All corrective actions taken and dates they are completed will be documented on the appropriate forms [describe what those forms that will be used].

The following policies and procedures are established to ensure worker and worker representatives participate in identifying, evaluating, and determining corrective measures to prevent workplace violence: [Provide details on what those policies and procedures are.]

Corrective measures for Type I workplace security hazards include the following:

* Make the workplace unattractive to robbers.
* Improve lighting around and at the workplace.
* Provide emergency buttons to workers and install emergency alarms at the workplace.
* Establish a safe room with a lockable door.
* 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.
* Procedures for reporting suspicious persons, activities, and packages.
* Post emergency telephone numbers for law enforcement, fire, and medical services
* Ensure workers have access to a telephone with an outside line.
* Post of signs notifying the public that limited cash is kept on the premises and that cameras are monitoring the facility.
* Limit the amount of cash on hand and use time access safes for large bills.
* Worker, supervisor, and management training on emergency action procedures.
* .[Other]

Corrective measures for Type II workplace security hazards include the following:

* Control access to the workplace and freedom of movement within it that is consistent with business necessity.
* Ensure the adequacy of workplace security systems, such as door locks, security windows, physical barriers, and restraint systems.
* Provide worker training on recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
* Install effective systems to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.
* Provide procedures for a "buddy" system for specified emergency events.
* Ensure adequate worker escape routes.
* [Other]

Corrective measures for Type III workplace security hazards include the following:

* Effectively communicate our establishment's anti-violence policy to all workers, supervisors, or managers.
* Improve how well our establishment's management and workers communicate with each other.
* Increase awareness by workers, supervisors, and managers of the warning signs of potential workplace violence.
* Control, access to, and freedom of movement within, the workplace by non-workers, include recently discharged workers or persons with whom one of our workers is having a dispute.
* Provide counseling to workers, supervisors or managers who exhibit behavior that represents strain or pressure which may lead to physical or verbal abuse of co-workers.
* 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.
* Ensure that worker disciplinary and discharge procedures address the potential for workplace violence.
* [Other]

### TRAINING AND INSTRUCTION

All affected workers, including managers and supervisors, will have training and instruction on general and job-specific safe workplace security practices. Training and instruction will be provided as follows:

* When the WSIIPP is first established.
* To all new workers.
* To all workers given new job assignments for which training has not been provided.
* Whenever new workplace security concerns are introduced to the workplace and represent a new hazard.
* Whenever we are made aware of a new or previously unrecognized workplace security hazard.
* To supervisors so that they can recognize the workplace security hazards to which workers under their immediate direction and control may be exposed.
* To all workers with respect to workplace security hazards specific to each worker's job assignment.

General workplace security training and instruction include, but are not limited to the following:

* Explanation of the IIPP for Workplace Security including measures for reporting any violent acts or threats of violence.
* Recognition of workplace security hazards including the risk factors associated with the three types of workplace violence.
* Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors.
* 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.
* Measures to summon others for assistance.
* Worker routes of escape.
* Notification of security and law enforcement authorities when a criminal act may have occurred.
* Emergency medical care provided in the event of any violent act upon a worker; and
* Post-event trauma counseling for workers desiring such assistance.
* [Other]

In addition, we provide specific instructions to all workers regarding workplace security hazards unique to their job assignment, to the extent that such information was not already covered in other training.

We have chosen the following checked items for Type I training and instruction for managers, supervisors, and workers:

* Crime awareness.
* Location and operation of alarm systems.
* Communication procedures.
* Proper work practices for specific workplace activities, occupations, or assignments, such as late-night retail sales, taxi-cab driver, or security guard.
* [Other]

We have chosen the following checked items for Type II training and instruction for managers, supervisors, and workers:

* Self-protection.
* Dealing with angry, hostile, or threatening individuals.
* Location, operation, care, and maintenance of alarm systems and other protective devices.
* Communication procedures.
* Determination of when to use the "buddy" system or other assistance from co-workers.
* Awareness of indicators that lead to violent acts by service recipients.
* [Other]

We have chosen the following checked items for Type III training and instruction for managers, supervisors, and workers:

* Preemployment screening practices.
* Employee Assistance Programs.
* Awareness of situational indicators that lead to violent acts.
* Managing with respect and consideration for worker well-being.
* Review of anti-violence policy and procedures.
* [Other]

### Employee Access to the WSIIPP

Our employees – or their designated representatives - have the right to examine and receive a copy of our WSIIIPP. This will be accomplished by [Describe how this will be accomplished using either of the following two methods:

1. We will provide access in a reasonable time, place, and manner, but in no event later than five (5) business days after the request for access is received from an employee or designated representative.
2. Whenever an employee or designated representative requests a copy of the WSIIPP, we will provide the requester with a printed copy of the WSIIPP, unless the employee or designated representative agrees to receive an electronic copy.
3. One printed copy of the WSIIPP will be provided free of charge. If the employee or designated representative requests additional copies within one (1) year of the previous request and the WSIIPP has not been updated with current information since the prior copy was provided, we may charge reasonable, non-discriminatory reproduction costs for the additional copies.
4. We will provide unobstructed access through a company server or website, which allows an employee to review, print, and email the current version of the WSIIPP. Unobstructed access means that the employee, as part of their regular work duties, predictably and routinely uses the electronic means to communicate with management or co-employees.

Also describe how you will communicate the right and procedure to access the WSIIPP to all employees]

Any copy provided to an employee, or their designated representative need not include any of the records of the steps taken to implement and maintain the written WSIIP.

Where we have distinctly different and separate operations with distinctly separate and different WSIIPPs, we may limit access to the WSIIPP applicable to the employee requesting it.

An employee must provide written authorization to make someone their “designated representative.” A recognized or certified collective bargaining agent will be treated automatically as a designated representative for the purpose of access to the company WSIIPP. The written authorization must include the following information:

* The name and signature of the employee authorizing the designated representative.
* The date of the request.
* The name of the designated representative.
* The date upon which the written authorization will expire (if less than 1 year).

### RECORDKEEPING

We have checked one of the following categories as our recordkeeping policy.

* Category 1. Our establishment has been assessed as high-risk for workplace security hazards. We have taken the following steps to implement and maintain our WSIPP:
	1. Records of workplace security hazard assessment inspections, including the person(s) or persons conducting the inspection, the workplace security concerns that have been identified and the action taken to correct the identified concerns, are recorded on a hazard assessment and correction form; and
	2. Documentation of safety and health training for each worker, including the worker's name or other identifier, training dates, type(s) of training, and training providers are recorded on a worker training and instruction form.

Inspection records and training documentation will be maintained according to the following checked schedule: (If Category 1 is checked, then select of the of following below.)

* + - For one year, except for training records of workers who have worked for less than one year that are provided to the worker upon termination of employment; or
		- Since we have less than ten employees, including managers and supervisors, we maintain inspection records only until the hazard is corrected and only maintain a log of instructions to workers with respect to worker job assignments when they are first hired or assigned new duties.
* Category 2. We are a local governmental entity (any county, city, or district, and any public or quasi-public corporation or public agency therein) and we are not required to keep written records of the steps taken to implement and maintain our WSIIPP.

### Review of the WSIIPP

### We have established and implemented a system to review the effectiveness of the WSIIPP at least [time period such as annually] in conjunction with workers and their representatives regarding the workers' respective work areas, services, and operations. The review includes:

### Sufficiency of security systems, including alarms, emergency response, and security personnel availability (if applicable).

### Job design, equipment, and facilities to ensure they are optimized to prevent workplace violence incidents.

### Security risks are being properly identified, evaluated, and corrected.

### The WSIIPP is to be updated whenever deficiencies are found during the review and workers will be trained on any changes.

**[Type Title of owner or top management representative formally approving these procedures and have them sign and date]**

**WORKER WORKPLACE SECURITY TRAINING AND INSTRUCTION RECORD**

[Outline subjects covered]

| **WORKER NAME** | **TRAINING DATES** | **TRAINERS** |
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| [Enter name] | [Enter date] | [Enter name] |
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