



# Workplace Violence Prevention Program (WVPP)

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**Owning Function : People & Communities**

Implemented : June 2024

Owner: Judy Botelho



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## Purpose:

This document establishes the Cisco Workplace Violence Prevention Plan (WVPP) designed to promote the health and safety of all persons on Cisco's premises and sets forth guidelines for preventing workplace violence incidents. The WVPP includes guidance on reporting and documenting incidents of workplace violence and providing employees and contractors workplace violence prevention training in accordance with SB-553.

## Scope:

The WVPP applies to Cisco employees and contractors based in and assigned to Cisco workplaces in California.

All persons on Cisco's premises must remain alert to potential incidents of workplace violence and immediately report any act or threat of violence affecting them or anyone else in the workplace. Reports should be made to [Corporate Security](#) or to their Cisco manager or People & Communities (P&C) manager. Emergencies and imminent threats of harm should be immediately reported to local law enforcement or other emergency personnel.

In addition, the WVPP is established to assess the vulnerability to workplace violence at Cisco and identify preventive actions to be taken.


Lastly, this plan includes employee training programs in violence prevention and plans for responding to acts of violence.

## Guidelines:

All managers, supervisors, employees, and contractors are responsible for implementing and maintaining Cisco's WVPP. We encourage employee participation in designing and implementing Cisco's program. We require prompt and accurate reporting of all violent incidents whether physical injury has occurred or not. We will not discriminate against victims of workplace violence or anyone reporting workplace violence incidents. Please see [Cisco's Workplace Civility Policy](#) for additional information.

Cisco's WVPP ensures that all employees adhere to work practices that are designed to make the workplace more secure, and do not engage in verbal threats or physical actions which create a safety and security hazard for others in the workplace. All employees are responsible and accountable for using safe work practices, following all directives, policies, and procedures, and for assisting in maintaining a safe and secure work environment.

Cisco People & Communities is responsible for ensuring that all safety procedures involving workplace security are clearly communicated and understood by all employees. Managers and



supervisors are expected to enforce policies and procedures fairly and uniformly and direct any questions or concerns to their employee relations contact. The WVPP must be made available to employees, authorized employee representatives, and representatives of the Division at any time upon request.

Cisco will deploy initial and annual WVPP training to all California based employees and contractors assigned to Cisco.

The Cisco WVPP Plan will be reviewed and updated annually.

## Roles & Responsibilities:

The WVPP owner (P&C) has the authority and responsibility for implementing the provisions of this program for Cisco employees and contractors based in California.

### **Managers/Supervisors**

All managers and supervisors are responsible for supporting and maintaining the WVPP in their work areas and for supporting employees with questions about the program as well as appropriately referring employees with questions or concerns to P&C.

### **Employees/Contractors**

Cisco employees are expected to act professionally, courteously, and responsibly in accordance with Cisco's [Code of Business Conduct](#). It is the responsibility of each employee to immediately report all acts of workplace violence to their supervisor or manager or directly to P&C without fear of reprisal.

All reports will be taken seriously. Reports should include names of the involved parties exactly what occurred, when the incident occurred, where the incident took place, and, if known, why the incident occurred.

Employees must also:

- Attend WPVPP training initially and annually.
- Be familiar with [Cisco's Workplace Civility policy](#).
- Be responsible for securing their own workplace.
- Be responsible for questioning and/or reporting unauthorized individuals to security.
- Be aware of any threats, physical or verbal, and/or any disruptive behavior of any individual and report such to P&C.
- Not confront individuals who are a perceived or physical threat.
- Take all threats seriously.
- Be familiar with the resources of the EAP.

## **Cisco Functional Roles**

### **People and Communities**

- Develops and enforces WPC policies that prohibit abusive behavior and provides a framework for reporting and managing allegations of workplace violence.
- Provides workplace violence prevention training and tracks compliance.
- Partners with Corporate Security on investigations and documents incidents of workplace violence.
- Initiates threat assessment processes which may include engaging with Security, Legal and or engaging with Cisco's external Risk Assessment Consultant.

### **Corporate Security**

- Responds to incidents of workplace violence and supports P&C with conducting threat assessments.
- Investigates and documents incidents of workplace violence.

### **EH&S**

- Manages the CAL OSHA Injury and Illness Prevention Program including identifying workplace violence hazards, initiating assessments and corrective actions.

## **Cisco Workplace Civility Policy**

The purpose of this policy is to maintain a workplace that promotes the health and safety of all persons on Cisco's premises.


For purposes of this policy, "violence" refers to any intentional or reckless act that harms or threatens to harm persons or property. "Threat" refers to any verbal or physical conduct that causes another to fear for his/her personal safety or personal property or could reasonably be interpreted as evidencing an intent to cause harm or damage.

Cisco will not tolerate violence, threats of violence, or other conduct which harms or threatens to harm the health, safety, and welfare of any person on Cisco's premises.

This policy applies to all people on Cisco's premises (employees and non-employees) worldwide. This policy includes Cisco-sponsored events, whether on or off Cisco's campus, and wherever Cisco business is being conducted, whether on or off Cisco's campus.

Reports made under this policy will be investigated and addressed as appropriate. Violations of this policy may lead to disciplinary action, up to and including termination of employment, and/or civil or criminal prosecution, as appropriate.

All persons on Cisco's premises must remain alert and immediately report any act or threat of violence affecting them or anyone else in the workplace. Reports should be made to the Corporate



Security Center (CSC) or to any Cisco manager or People & Communities manager. Emergencies and imminent threats of harm should immediately be reported to local law enforcement or other emergency personnel.

### **Prohibited Conduct Includes**

- Any act or threat of violence towards a person or property.
- Actions or statements that, either directly or indirectly, tend to cause another to reasonably fear for his/ her safety or the safety of family, friends, associates, or property.
- Actions or statements, including harassment, epithets, and intimidation, that have the purpose or effect of creating fear in a reasonable person.
- Participation in or encouragement of a physical or verbal altercation.
- The use of any instrument to injure, threaten, or intimidate.
- The use or threat to use any explosive or weapon of any kind.
- Use or possession of any firearm on property or where Cisco business is being conducted, subject to any applicable law.

### **Reporting:**

- Violence or threats of violence a person experiences, witnesses, or otherwise becomes aware of, made by anyone, regardless of that person's relationship to Cisco or its employees.
- Any conduct, verbal or physical, that indicates a person may intentionally harm himself or herself in the workplace.
- Violence or threats occurring off-site where there is reason to believe the conduct threatens the safety of others in the workplace.
- In addition, employees who apply for or obtain a protective or restraining order that identifies their workplace as a protected area, must notify the CSC or any Cisco manager or P&C manager by providing a copy of the order, supporting petition, and relevant documentation.

### **Imminent Risks:**

In some situations, or incidents in which an escalation of behavior is very likely to occur within a very short time span, security measures, possible emergency law enforcement support, and/or appropriate actions must be taken to assure safety. Examples of these types of situations include:

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- Physical attacks.
  - Behavioural health (as related to psychological health.)
  - Suicidal communications or actions.
  - Possession of firearms or other weapons in the workplace.

**For emergencies call 911 and then contact the Corporate Security Center (CSC)**

### **Corporate Security Numbers**

**\*55\* from a Cisco IP Phone - Option 1 to report emergencies**

**Non-Cisco phone: 408-525-1111 or toll free 800-206-5647**

### **Global Contact Numbers for Corporate Security Centers (CSC)**

#### AMERICAS

+1 408 525 1111 or toll free

+ 1 800 206 5647

#### EMEA

+44 20 8824 3434

#### APJC

+ 1 408 906 1041

+000 800 100 1694 (India Only)

## **Definitions & Types of Workplace Violence**

- **Type I** - Committed by a person who has no legitimate business at the workplace including violent acts by anyone who enters with the intent to commit a crime.
- **Type II** - Directed at employees by customers, clients, partners, or visitors.
- **Type III** - Committed against employees by a current or former employee, supervisor, or manager.
- **Type IV** - Committed in the workplace by a person who does not work there but who has or had a personal relationship with an employee (ex: intimate partner violence).

## **Prevention & Indicators of Potential Violence**

Research into incidents of workplace violence shows the presence of at least several of the following characteristics in the potentially violent individual. Clearly, not everyone who exhibits one or more of these warning signs is potentially violent. Understanding these signs, recognizing them when they occur and acting on that knowledge are vital steps in preventing a possible WPV incident:

- Making direct or veiled threats.
- Intimidating, belligerent, harassing, bullying, or other inappropriate and/or aggressive behavior.
- Numerous conflicts with supervisors and other employees.
- Bringing a weapon to the workplace, brandishing a weapon in the workplace, making inappropriate references to guns, or fascination with weapons.
- Statements showing fascination with incidents of workplace violence.
- Statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides.
- Statements indicating desperation (over family, financial, and other personal problems) to the point of suicide.
- Extreme changes in behavior.

## Incident Investigations

Cisco's procedures for investigating incidents of workplace violence, which includes threats and acts of violence, include:

- Reviewing all previous incidents.
- Interviewing involved employees and witnesses.
- Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determining the cause of the incident.
- Taking corrective action to prevent similar incidents from occurring.
- Coordinating threat assessment resources.
- Recording the findings and ensuring corrective actions are taken.
- Obtain any reports completed by law enforcement.
- Reports made under this policy will be investigated and addressed as appropriate.

All persons on Cisco's premises must remain alert to violations of Cisco's WPC Policy and immediately report any act or threat of violence affecting them or anyone else in the workplace. Reports should be made to [Corporate Security](#) or to any Cisco manager or People & Communities. Emergencies and imminent threats of harm should immediately be reported to local law enforcement or other emergency personnel.

## Threat Assessment

Cisco Employee Relations can initiate threat assessments through an established process in support of workplace violence prevention and to help determine the risk factors and overall threat landscape as a preventative measure or to mitigate possible threats to Cisco or its employees.



## Hazard Assessment

Employers must retain records of workplace violence hazard identification, evaluation, and correction for at least five (5) years, and workplace violence prevention training records for at least one (1) year. Training records must include training dates, contents or summary of the training sessions, names and qualifications of the persons conducting the training, and names and job titles of attendees.

Cisco will perform workplace hazard assessments for workplace violence prevention/security in the form of periodic inspections. Inspections to identify and evaluate workplace violence/security hazards and threats of workplace are performed by: (area/location specific person's name)

Periodic inspections are performed according to the following schedule:

- When the WVPP is implemented.
- When new, previously unidentified workplace violence/security hazards are recognized.
- When occupational injuries or threats of injury occur.
- Within 30 days of reported incident a follow-up inspection is warranted.
- Records of periodic inspections must be maintained by the Company for at least 5 years.

Periodic inspections for violence prevention/security hazards consist of identification and evaluation of workplace hazards and changes in business practices and may require assessing for more than one type of workplace violence.

Inspections to help identify and evaluate workplace hazards and workplace security hazards include assessing:

- Access to, and freedom of movement within, the workplace.
- Adequacy of workplace security systems, such as door locks, security windows and physical barriers.
- Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients in the workplace.
- Effectiveness of systems and procedures to warn others of a security danger or to summon assistance, (e.g., alarms or panic buttons).
- The availability of employees' posted escape routes.
- How effectively Cisco's WVPP program and policy have been communicated.
- Access to, and freedom of movement within, the workplace by non-employees, including former employees or persons with whom one of our employees is having a dispute.
- Frequency and severity of worker reports of incidents 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.

## Hazard Correction

Hazards, which threaten the security of employees, shall be corrected based on severity when they are first observed or discovered. Corrective measures may include:

- Utilizing security guards and surveillance measures, such as cameras to provide information as to what is going on outside and inside the workplace.
- Posting emergency telephone numbers to the CSC's.
- Training on emergency action procedures for employees, supervisors, and managers.
- Using alarm systems and access control systems.
- Controlling access to the workplace and freedom of movement within it consistent with business necessity.
- Providing worker training in recognizing and handling threatening or hostile situations that may lead to violent acts.
- Ensuring adequate emergency escape routes.
- Controlling access to, and freedom of movement within, the workplace by nonemployees, including recently discharged employees or persons with whom one of our employee's is having a dispute.
- Providing counseling to employees, supervisors or managers who exhibit behavior that represents strain or pressure which may lead to physical or verbal abuse of coworkers.
- Ensuring 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 aggressor.
- Employees must visibly display employee ID badge at all times while in the workplace.

## Training and Instruction

All employees, including managers and supervisors, shall have training and instruction on general and job-specific workplace security practices. Training and instruction shall be provided when the WVPP is first established and annually thereafter. Training shall also be provided to all new employees.

Training Topics Include:

- Explanation and definitions of workplace violence.
- How to identify and report warning signs of potential workplace violence.
- Best practices in response to violence and to safeguarding the workplace from violence.
- How to obtain copies of workplace violence hazard identification and correction, employee workplace violence prevention training records and Violent Incident Logs.

## Plan Administration

Function	Name/Title	Contact Information
Plan Administrator	Cisco Internal Only	
People & Communities Manager	Cisco Internal Only	
Corporate Security	Cisco Internal Only	
EH&S	Cisco Internal Only	

## Plan Review and Update

This Plan will be reviewed and updated annually, and whenever:

- A deficiency is observed or becomes apparent.
- After a workplace violence incident.

## Definitions:

**Act of Violence** - An act of violence is the attempt (coupled with the ability), or actual use of force of violence with the intent to threaten, harass, intimidate, commit a violent injury, or damage/destroy property.

**Threat** - A threat is a statement (verbal, written or physical) which is intended to intimidate by expressing the intent to either harass, hurt, take the life of another person, or damage/destroy property. This includes threats made in jest, but which others could perceive as serious.

**Harassment** - The creation of a hostile work environment through unwelcome words, actions, or physical contact not resulting in physical harm. Verbal harassment may include disparaging or derogatory comments or slurs, unreasonable or excessive criticism, or name calling.

**Intimidate** - To make afraid; to frighten, alarm, annoy, or scare. To force a person into, or deter them from, some action by inducing fear by, or as if by, threats.

**Stalking** - Stalking occurs when any person willfully, maliciously, and repeatedly follows or harasses another and makes a credible threat with the intent to place that person in reasonable fear for his/her safety or the safety of his/her immediate family.

<u>Acronym / Term</u>	<u>Explanation</u>
T&I	Threat & Investigations
P&C	People & Communities
CS	Corporate Security
EH&S	Environmental Health & Safety
WVPP	Workplace Violence Prevention Program
POI	Person of Interest

## Implementation Considerations:

## Related Sources:

[Workplace Civility Policy](#)

[Code of Business Conduct](#)

[DHS Active Shooter Response Guide](#)

[ERP 4 Suspicious Activity / Crime in Progress](#)

[ERP 10 Workplace Civility](#)

[ERP 15 Suspicious Activity / Crime in Progress](#)

[ERP 17 Workplace Civility](#)


[Site Emergency Response Plans](#)

## Amendment Summary:

VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1.0	Judy Botelho	N/A	Plan Creation	Carole Micozzi

## Appendix:

LEGAL AUTHORITY:



California Labor Code Section 6400: Requires every employer to furnish a safe and healthful place of employment.  
California Government Code Section 19572: Prohibits workplace violence, discourteous treatment, negligence and/or recklessness, and constitutes cause for discipline.

California Penal Code Section 171(b): Prohibits any person from bringing or possessing within any state or local public building firearms and other weapons as described in this section. Any person who brings or possesses any of these items is guilty of a public offense punishable by imprisonment in a county jail for not more than one year, or in the state prison.