



California Water Service Group Workplace Violence Prevention Plan (WVPP)

WORKPLACE VIOLENCE PREVENTION PROGRAM for California Water Service Group

Our establishment's Workplace Violence Prevention Plan (WVPP) addresses the hazards known to be associated with the four types of workplace violence as defined by Labor Code (LC) section 6401.9.

Date of Last Review: June 27, 2024

Date of Last Revision(s): New

DEFINITIONS

Emergency - Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

Engineering controls - An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.

Log - The violent incident log required by LC section 6401.9.

Plan - The workplace violence prevention plan required by LC section 6401.9. (WVPP)

Serious injury or illness - Any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.

Threat of violence - Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.

Workplace violence - Any act of violence or threat of violence that occurs in a place of employment.

Workplace violence includes, but is not limited to, the following:

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury. The following four workplace violence types:

Type 1 violence - Workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.

Type 2 violence - Workplace violence directed at employees by customers, clients, contractors, consultants, students, vendors, or visitors.

Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.

Type 4 violence - Workplace violence committed in the workplace by a person who does not work for the Company but has or is known to have had a personal relationship with an employee.

Workplace violence does not include lawful acts of self-defense or defense of others.

Work practice controls - Procedures and rules which are used to effectively reduce workplace violence hazards.



RESPONSIBILITY

The WVPP administrator, VP, Emergency Preparedness, Safety & Security has the authority and responsibility for implementing the provisions of this WVPP for California Water Service Group. If there are multiple persons responsible for the WVPP, their roles will be clearly described.

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

Current Responsible Persons	Job Title/Position	WVPP Responsibility(ies)	Phone #	Email
Daryl Osby	VP, Emergency Preparedness, Safety & Security	Overall responsibility for the WVPP; approves the final WVPP and any changes. If Daryl is not available, this responsibility will be transferred to his manager.	(310) 247-1456 (office) (213) 626-9434 (cell)	dosby@calwater.com
Stacey Veimau	Physical Security Project Manager	Responds to and investigates all workplace violence incidents and updates training materials as applicable. Manages all WVP reporting components and requirements. Oversees the periodic inspection process and ensures all corrective action is taken. If Stacey is not available, this responsibility will be	(650)435 - 0407 (cell)	sveimau@calwater.com

		transferred to her manager.		
LaKeisha Robottom	Director, Employee Relations & Development	Responsible for assignment and record keeping of training and employee involvement; LaKeisha oversees the course assignments and updates made to training as agreed upon per this WVPP. She and her team may also investigate reports of workplace violence. If LaKeisha is not available, this responsibility will be transferred to her manager.	(310) 257-1455 (office) (310) 294-0292 (cell)	lrobottom@calwater.com
Davon Hicks	Safety Program Manager	Davon and the Safety team organize safety meetings, updates training materials, and may investigate any reports of workplace violence. and may assist with correcting workplace violence hazards. If Davon is not available this responsibility will transferred to his manager.	(310)997-7901 (cell)	dhicks@calwater.com

EMPLOYEE ACTIVE INVOLVEMENT

California Water Service Group ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the WVPP:

- Management works with and allows employees and authorized employee representatives to participate in:
 - Identifying, evaluating, and determining corrective measures to prevent workplace violence.
 - Management will have monthly District/Department Safety Committee, Executive Safety, and other regularly scheduled safety meetings with employees and their representatives to discuss identification of workplace violence related concerns/hazards, evaluate those hazards and/or concerns, and how to correct them. These meetings may involve brainstorming sessions, discussions of recent incidents, and reviews of safety procedures. Any agreed upon changes or solutions will be communicated with the VP, Emergency Preparedness, Safety & Security to determine if new training is needed based on the change.
 - Designing and implementing training: Employees are encouraged to participate in designing and implementing training programs, and their suggestions may be incorporated into the training materials. Links to provide training suggestions will be provided within each training session as well as posted on the WVPP intranet page. Employees can also reach out to the Workplace Violence Administrator to provide suggestions.
- Reporting and investigating workplace violence incidents. Reports can be submitted by letter, email, phone, or in person to a manager, Human Resources, Physical Security, or via the Workplace Violence Incident Report Form and/or hotline located on the Workplace Violence Prevention intranet page. Additional details are listed in the Workplace Violence Prevention Policy.
- Management will ensure that all workplace violence policies and procedures within this written WVPP are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- All employees will follow all workplace violence prevention WVPP directives, policies, and procedures, and assist in maintaining a safe work environment. [The Emergency Action Guidebook](#) provides a summary of general information related to responding to workplace violence issues. The Workplace Violence Prevention

Policy is applicable to all employees.

- The WVPP and training plans as well as any subsequent changes will be shared with employee representatives, where applicable, for discussion and suggestions prior to roll out.
- The WVPP shall always be in effect and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

EMPLOYEE COMPLIANCE

Our system to ensure that employee compliance with the rules and work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, include at a minimum:

- Annual Workplace Violence Prevention Training assigned and required for all employees of **California Water Service Group**.
- Effective procedures to ensure that supervisory and nonsupervisory employees are compliant compliance with the WVPP.
 - Annual and ad hoc training as new hazards are identified
 - Workplace Violence Prevention Policy receipt and acknowledgement assignment in Workday
 - Workplace Violence Prevention Plan receipt and acknowledgement assignment in Workday
 - Review of Workplace Violence Prevention Policy and WVPP during onboarding with new hires
- Additional training may be assigned to employees whose safety performance is deficient with the WVPP (assigned by Physical Security/Safety/HR and/or Manager) depending upon performance deficiency.
- Recognizing employees who demonstrate safe work practices that promote the WVPP in the workplace by:
 - Utilizing our Caught Doing It Right program for recognition
 - Responding, thanking and updating each employee who reports an issue on a non-anonymous basis.
- Discipline employees for failure to comply with the Workplace Violence Prevention Plan or Policy. As described by the Workplace Violence Prevention Policy, if the Company's investigation determines that an employee is responsible

for threats of workplace violence, violent acts in the workplace or any other conduct that is in violation of this policy, the Company will take prompt disciplinary action against the responsible individual, which may include immediate termination.

- A Workplace Violence Prevention standing agenda topic at monthly Department/District, Safety Committee Executive Safety Committee Meetings, and other regularly scheduled safety meetings

COMMUNICATION WITH EMPLOYEES

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

- New employee onboarding orientation includes a review and acknowledgement of the Workplace Violence Prevention Plan and Policy.
- Annual and ad hoc workplace violence prevention training programs.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards: monthly Department/District Safety Committee, Executive Safety Committee, and any other regularly scheduled Safety Committee Meetings.
- Effective communication between employees and supervisors about workplace violence prevention and violence concerns by training employees on related policies and procedures as well as management expectations for responding to reports.
- Posted or distributed workplace violence prevention information utilizing the intranet, Workday and posters.
- Employees can report a violent incident, threat, or other workplace violence concern to employer or law enforcement without fear of reprisal or adverse action.
 - Employees can report a violent incident, threat, or other violence concerns including training suggestions directly to a manager, via the Workplace Violence Reporting Tool, workplaceviolence@calwater.com or by calling (833) 633-3313.
 - Employees are to dial 911 for emergency response
- Employees are encouraged to use the most reliable, available resource to seek emergency response. This includes their ability to access 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. Employees'

concerns will be investigated in a timely manner, and they will be informed of the results of the investigation and any corrective actions to be taken.

- Other methods of effective communication:
 - Updates on the status of investigations and corrective actions will be provided to employees through conversation, email and/or at Monthly District Safety Committee, Executive Safety Committee, and other regularly scheduled safety committee meetings. These updates will include information about the progress of investigations, the results of investigations, and any corrective actions taken.
 - Discussion with other employers in the applicable buildings / sites (at or near and around the same worksite) to discuss the WVPP and any updates. These meetings may involve sharing updates to the WVPP, discussing recent incidents, and coordinating training sessions. This WVPP will be shared with other employers where applicable. Share with landlord.
 - Alarm systems and Alert Media telephonic announcements may be used when threats are identified to communicate faster to employees during emergencies via text messaging.

COORDINATION WITH OTHER EMPLOYERS

California Water Service Group will implement the following effective procedures to coordinate implementation of its WVPP with other employers to ensure that those employers and employees understand their respective roles, as provided in the WVPP.

- At a multiemployer worksite, **California Water Service Group** will share this WVPP and any updates with other employers, including Property Managers.
- At a multiemployer worksite, **California Water Service Group** will ensure that if its employee(s) experience workplace violence incident that **California Water Service Group** will record the information in a violent incident log and shall also provide a copy of that log to the other employer.
- **California Water Service Group** will share this plan and any updates with contractors, consultants, vendors, and suppliers as set forth in the applicable contractual terms and conditions. Copies will be mailed to all existing contractors, consultants, vendors, and suppliers after the effective date of the WVPP. Employees and representatives of these groups shall not engage in workplace violence acts or threats as defined herein.



- **California Water Service Group** will ensure that if its employees experience a workplace violence incident that involves contractors, consultants, vendors, and suppliers **California Water Service Group** will record the information in a violent incident log and shall also provide a copy of that log to any other applicable employer.

WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

California Water Service Group has implemented the following effective procedures to ensure that employees are able to report threats or acts of workplace violence.

- Employees should report incidents through:
 - Workplace Violence Reporting Hotline: (833) 633-3313
 - Workplace Violence Reporting Form: accessible [here](#) or on the Workplace Violence Prevention intranet page.
 - Workplace Violence Email: workplaceviolence@calwater.com
 - Verbally to their supervisor, Safety, Physical Security, or HR. Management must ensure the violence incident is reported to the WVPP Administrator using any of the methods mentioned above.

A strict non-retaliation policy is in place, and any instances of retaliation are dealt with swiftly and decisively. Retaliation is prohibited against a person bringing a complaint, the victim of an incident, or against a person participating in an investigation of a complaint. Retaliatory conduct may exist when a person is subject to discipline, denied promotion, or is shunned because of bringing a complaint of workplace violence or supporting a claim of workplace violence. No one will be subjected to retaliation for making a good faith workplace violence complaint.

EMERGENCY RESPONSE PROCEDURES

California Water Service Group has in place the following specific measures to handle actual or potential workplace violence emergencies:

- Effective means to alert employees of the presence, location, and nature of workplace violence emergencies by utilizing alarm systems and Alert Media telephonic announcements. Messages will be sent utilizing the most efficient method of communication: via text or phone call on company provided mobile devices, company email, district message boards, etc.

- California Water Service Group has posted evacuation plans and sheltering plans. The plans include maps of evacuation routes, locations of emergency exit, and instructions for sheltering in place at each location. Copies of these plans can be requested from an employee's manager.
- California Water Service Group provides Emergency Response Plans for all locations. The plans for each location are located on the Safety intranet page located under Emergency Preparedness Safety Quick Links. Copies of these plans can be requested from an employee's manager.
- California Water Service Group also provides general information related to specific emergency situations listed in [The Emergency Action Guidebook](#) that includes:
 - a. Reporting an Emergency
 - b. Evacuation
 - c. Medical Emergency
 - d. Building Fire/Wildland Fire
 - e. Active Shooter
 - f. Earthquake
 - g. Suspicious Letter/Package
 - h. Bomb Threat
 - i. Robbery
 - j. Workplace Violence
 - k. Media Policy
 - l. Pandemic/Flu
 - m. Emergency Response Plan
 - n. Gas Leak
 - o. Hazardous Materials
 - p. Potentially Compromised Water Supply
 - q. Finished Water Contamination
 - r. Floods and Storms
 - s. Company Repair Unit
 - t. Evacuation and Control Unit
 - u. Subcontractor Management Unit
 - v. Field Public Notification Unit
 - w. Cleanup Operations Unit
 - x. Pump Operations Unit
- To obtain help from staff, security personnel, or law enforcement. Employees can report incidents to their supervisor, Safety, Physical Security, HR, or through the Workplace Violence Reporting tool, emailing workplaceviolence@calwater.com or using the dedicated hotline at (833) 633-3313.

- If there is immediate danger, call for emergency assistance by dialing 9-1-1, (dial outside access number first if applicable) and then notify the WVPP Administrator via any of the tools available.
- In the event of an emergency, including a Workplace Violence Emergency, contact the following:

Responsible Persons	Job Title/Position	WVPP Responsibility(ies)	Phone #	Email
Stacey Veimau	Physical Security Project Manager	Responsible for emergency response, hazard identification, and coordination with other employers; Stacey oversees and may handle workplace violence reports, periodic inspections, and communicates with other employers about the WVPP. She also is responsible for the annual review of this WVPP.	(650)435 -0407 (cell)	sveimau@calwater.com
Davon Hicks	Safety Program Manager	Davon is a backup and should be contacted in Stacey's absence.	(310)997-7901 (cell)	dhicks@calwater.com
LaKeisha Robottom	Director, Employee Relations & Development	LaKeisha is also a backup and should be contacted in Stacey's absence.	(310) 257- 1455 (office) (310) 294-0292 (cell)	lrobottom@calwater.com



WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

The following policies and procedures are established and required to be conducted by **California Water Service Group** to ensure that workplace violence hazards are identified and evaluated:

- Inspections shall be conducted when the WVPP is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard. All reports are reviewed by the WVPP Administrator and will be shared with the Executive Safety Committee.
- Daily or weekly review of all submitted and reported concerns and/or suggestions from reporting tool, email, hotline, form submission and in person.

Periodic Inspections

Periodic inspections of workplace violence hazards will identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence. Periodic Inspections shall be conducted by the District Manager or designated management employee. This process is overseen and managed by the WVPP Administrator and reported to the Executive Safety Committee.

Periodic inspections to identify and evaluate workplace violence and hazards will be performed by the following designated personnel or designated leadership personnel in the following areas of the workplace:

Specific Person Name/Job Title	Area/Department/Specific location
Jose Ojeda / Superintendent	Antelope Valley
Tammy Johnson / District Manager	Bakersfield
Ross Moilan / District Manager	Bayshore
Dawn Smithson / District Manager	Bear Gulch / Los Altos
Evan Markey / District Manager	Chico
Carl Chan / Manager, Fleet, Facilities & Equipment	CSS
Ben Voight / Local Manager	Dixon
Jim Crawford / District Manager	East Los Angeles
Jon Yasin / Local Manager	Kern River Valley

Specific Person Name/Job Title	Area/Department/Specific location
Patrick Garcia / Local Manager	King City
John Freeman / District Manager	Livermore
Mary Jones / Operations Manager	Marysville
Loni Lind / Local Manager	Oroville
Ralph Felix / District Manager	Rancho Domingez (Torrance, Hawthorne, Palos Verdes)
Steve Villalobos /Operations Manager	Redwood Valley
Brenda Granillo / District Manager	Salinas
Stuart Skoglund / Operations Manager	Selma
Craig Stevens / District Manager	Stockton
Stephen Johnson / District Manager	Visalia
Doug Varney / Mike Jasper District Manager	Westlake
Tavis Beynon / District Manager	Willows
Geoff Faulks	Hawaii Water
Cynthia Apodaca	New Mexico Water
Matt Brown	Washington Water

Inspections for workplace violence hazards include assessing:

- The exterior and interior of the workplace for its attractiveness to robbers.
- The need for violence surveillance measures, such as mirrors and cameras.
- Procedures for employee response during a robbery or other criminal act, including our policy prohibiting employees, who are not security guards, from confronting violent persons or persons committing a criminal act.
- Procedures for reporting suspicious persons or activities. Confirm WPP Poster is posted at site.
- Effective location and functioning of emergency buttons and alarms.
- Posting of emergency telephone numbers for law enforcement, fire, and medical services.



- Whether employees have access to a telephone with an outside line.
- Whether employees have effective escape routes from the workplace.
- Whether employees have a designated safe area where they can go to in an emergency.
- 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 customers.
- Employees' skill in safely handling threatening or hostile service recipients (example: security guards).
- Effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance, (e.g., alarms or panic buttons).
- Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.

WORKPLACE VIOLENCE HAZARD CORRECTION

Workplace violence hazards will be evaluated and corrected in a timely manner.

California Water Service Group will implement the following effective procedures to correct workplace violence hazards that are identified:

- If an imminent workplace violence hazard emergency exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will be removed from the situation.
- All corrective actions taken will be documented and dated on the violent incident log forms. After receiving the report, a violent log will be completed to capture details of the incident, corrective action taken, communication with impacted parties and Executive Safety Committee.
- Corrective measures for workplace violence hazards will be specific to a given work area.



PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION

After a workplace incident, the WVPP administrator or their designee will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Record the findings and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.
- The violent incident log will be used for every workplace violence incident and will include information, such as: [See Violent Incident Log screenshot below]
 - The date, time, and location of the incident.
 - The workplace violence type or types involved in the incident.
 - A detailed description of the incident.
 - A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.
 - A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.



- The type of incident, including, but not limited to, whether it involved any of the following:
 - Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
 - Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.
 - Threat of physical force or threat of the use of a weapon or other object.
 - Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
 - Animal attack.
- Consequences of the incident, including, but not limited to:
 - Whether security or law enforcement was contacted and their response.
 - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.
 - Information about the person completing the log, including their name, job title, and the date completed.
- Reviewing all previous incidents.
- Support and resources, such as counseling services, are provided to affected employees via the Employee Assistance Program (Carebridge) and/or Critical Incident Response Management (CIRM)

No personal identifying information is recorded or documented in the written investigation report. This includes information which would reveal identification of any person involved in a violent incident, such as the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity.

TRAINING AND INSTRUCTION

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

- When the WVPP is first established and annually thereafter to remind, reinforce and update as applicable.
- Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the WVPP. The additional training may be limited to addressing the new workplace violence hazard or changes to the WVPP.

California Water Service Group will provide its employees with training and instruction on the definitions found on page 2 of this WVPP and the requirements listed below:

- The employer's WVPP, how to obtain a copy of the employer's WVPP at no cost, and how to participate in development and implementation of the employer's WVPP.
- How to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.
- Workplace violence hazards specific to the employees' jobs, the corrective measures **California Water Service Group** has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
- The violent incident log and how to obtain copies of records pertaining to hazard identification, evaluation and correction, training records, and violent incident logs.
- Opportunities **California Water Service Group** has for interactive questions and answers with a person knowledgeable about the **California Water Service Group WVPP**.
- Strategies to avoid/prevent workplace violence and physical harm, such as:
 - How to recognize workplace violence hazards including the risk factors associated with the four types of workplace violence.
 - 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.
- Employee routes of escape.
- Emergency medical care provided in the event of any violent act upon an employee
- Post-event trauma counseling for employees desiring such assistance.

EMPLOYEE ACCESS TO THE WRITTEN WVPP

California Water Service Group ensures that the WVPP shall be in writing and shall be available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA at all times. This will be accomplished by launching and assigning the WVPP to all employees for review and acknowledgement in Workday as well as being posted on the intranet.

- Whenever an employee or designated representative requests a copy of the written WVPP, we will provide the requester with a printed copy of the WVPP, unless the employee or designated representative agrees to receive an electronic copy.
- The Group will provide unobstructed access through a company server or website, which allows an employee to review, print, and email the current version of the written WVPP. 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.



RECORDKEEPING

California Water Service Group will:

- Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
- Create and maintain training records for a minimum of one (1) year and include the following:
 - Training dates.
 - Contents or a summary of the training sessions.
 - Names and qualifications of persons conducting the training.
 - Names and job titles of all persons attending the training sessions.
- Maintain violent incident logs for minimum of five (5) years.
- Maintain records of workplace violence incident investigations for a minimum of five (5) years.
 - The records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.
- All records of workplace violence hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by LC section 6401.9(f), shall be made available to Cal/OSHA upon request for examination and copying.

EMPLOYEE ACCESS TO RECORDS

The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within **15 calendar days of a request**:

- Records of workplace violence hazard identification, evaluation, and correction.
- Training records.
- Violent incident logs.

REVIEW AND REVISION OF THE WVPP

The California Water Service Group WVPP will be reviewed for effectiveness:

- At least annually.
- When a deficiency is observed or becomes apparent.
- After a workplace violence incident.
- As needed.

Review and revision of the WVPP will include the procedures listed in the EMPLOYEE ACTIVE INVOLVEMENT section of this WVPP, as well as the following procedures to obtain the active involvement of employees and authorized employee representatives in reviewing the WVPP's effectiveness:

- Review of California Water Service Group WVPP should include, but is not limited to:
 - Review of incident investigations and the violent incident log.
 - Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).
- Review that violence risks are being properly identified, evaluated, and corrected. Any necessary revisions are made promptly and communicated to all employees. These revisions may involve changes to procedures, updates to contact information, and additions to training materials.

EMPLOYER REPORTING RESPONSIBILITIES

As required by [California Code of Regulations \(CCR\), Title 8, Section 342\(a\). Reporting Work-Connected Fatalities and Serious Injuries](#), **California Water Service Group** will immediately report to Cal/OSHA any serious injury or illness (as defined by [CCR, Title 8, Section 330\(h\)](#)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.



Violent Incident Log

Log of Workplace Violence Incidents

Year _____

- Violent incident logs must be maintained for a minimum of five (5) years. If an incident is based on information provided by the employee who experienced the incident, all the information, and if other investigation findings are required, all reports and statements of personnel describing information provided to them in the investigation of the incident, including the names and addresses, addresses, addresses. The information should be maintained for the duration of the investigation and for a period of five (5) years after the investigation is complete. The log must be made available to employees and their representatives upon request and copied into the book of a record.

Table with columns for Date/Time, City/State, Why Classified by MWR, Location of Incident, Type of Incident, and Personnel Involved.

Footnote text at the bottom left of the page.

Screenshot of Violent Incident log above. The violent incident log is stored and maintained in Excel. A copy of this template is posted on the WWPP intranet page.



CALIFORNIA
WATER SERVICE GROUP
 INVESTING FOR LIFE



WORKPLACE VIOLENCE PREVENTION
 PLAN

I, Daryl Osby, VP, Emergency Preparedness, Safety & Security of California Water Service Group, hereby authorize and ensure, the establishment, implementation, and maintenance of this Written Workplace Violence Prevention Plan (WVPP) and the documents/forms within this written WVPP. I am committed to promoting a culture of safety and violence prevention in our workplace and believe that these policies and procedures will help us achieve that goal.

Daryl Osby

 Signature
 Daryl Osby
 VP, Emergency Preparedness, Safety & Security

06/27/2024

 Date of Signature