



March 21, 2024

RECEIVED  
MAR 25 2024

Mr. Ivan Butts  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of general interest, the Postal Service intends to revise Publication 45, *Achieving a Violence-Free Workplace Together*.

The purpose of the subject revisions is to update the following items, including but not limited to: (1) Postmaster General's name; (2) contact information for the Postal Inspection Service; and (3) statistics regarding workplace violence.

Enclosed please find a copy of the revised document, with and without track changes.

Please contact Mike Faber at 215-432-0613 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Nicholson", written over the word "Sincerely,".

Bruce A. Nicholson  
Director  
Labor Relations Policies and Programs

Enclosures

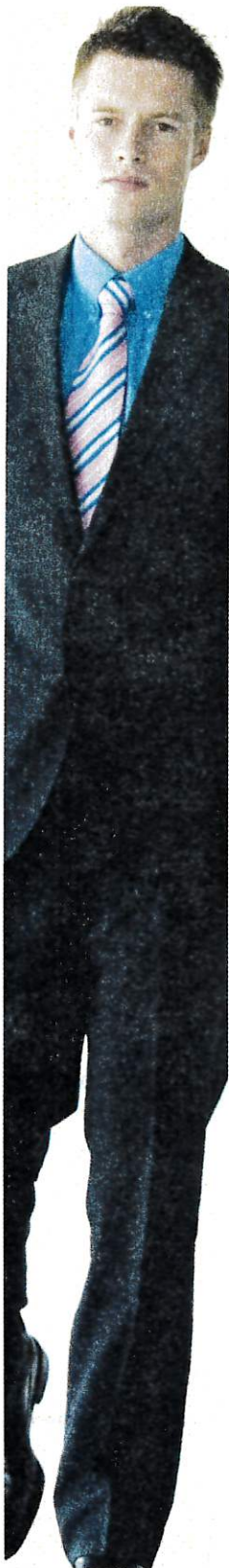


## Achieving a Violence-Free Workplace Together

Workplace Violence  
Prevention Program

Publication 45  
November 2014





## Postmaster General's Foreword

The Postal Service's Workplace Violence Prevention Program provides employees with resources and awareness of prevention and response measures. Everyone, every day, must do their part in maintaining a safe work environment by reporting all perceived acts of aggression, violence, or threats.

Patrick R.  
DonahoeLouis  
DeJoy  
Postmaster General

## Workplace Violence Zero Tolerance Policy

Zero tolerance means that every act or threat of violence, regardless of the initiator, elicits an immediate and firm response. The response could result in corrective action, up to and including, removal of the offender from employment with the Postal Service.

The concept of zero tolerance is based on the belief that no employee should have to work in an atmosphere of fear and intimidation. Every threat and every act of inappropriate behavior must be addressed.

The zero tolerance policy provides the foundation for prevention, but that is only part of our prevention efforts and strategies.

## Workplace Violence Prevention

There are six organizational strategies for reducing workplace violence.

**Selection.** Hire the right individual for the right job in the first place.

**Security.** Ensure appropriate safeguards for employees, customers, and property.

**Communication of policy.** Consistently communicate and enforce Postal Service policy regarding violent and inappropriate behavior.

**Environment and culture.** Create a work environment and maintain an atmosphere that is perceived to be fair and free from unlawful and inappropriate behavior.

**Employee support.** Ensure that managers, supervisors, and employees are aware of the resources available to assist them in dealing with the problems at work and at home.

**Separation.** When separation is necessary, handle the process professionally, including assessing inappropriate behavior and potentially violent circumstances. See Publication 106, *Guide to Professional Parting*, for details on handling separations.





## Training and Development

The Postal Service offers a number of training courses and developmental initiatives designed to improve violence prevention efforts.

Workplace violence awareness training. This course assists managers and supervisors in identifying behavioral warning signs of at-risk employees and potentially threatening situations.

Threat Assessment Teams (TATs). ~~Each~~ district has a TAT, a cross-functional, multidisciplinary team, that assesses threatening situations and develops risk abatement plans to prevent violence.

TAT member training course. This course is mandatory for TAT members, and it provides information on the threat assessment process and workplace violence prevention strategies. Updates are also provided to team members on workplace violence prevention statistics, research issues, and trends.

~~– National Committee on Workplace Violence Prevention. The committee brings field experts to provide oversight and recommendations on the maintenance, development, and enhancement of policies and procedures that guide the Workplace Violence Prevention Program.~~

### United States Postal Inspection Service

Report incidents 24/7 to the United States Postal Inspection Service by dialing 1-877-876-2455 and following the verbal prompts. Select option 2 for emergency or option 5 for non-emergency situations.

In an emergency, call 9-1-1 first and then call USPIS.

Callers can reach the appropriate Postal Inspection Service office by dialing 1-877-876-2455 from 8 a.m. to 4:30 p.m. in all time zones. After business hours, press Option No. 2, for Emergency situations, and your call is automatically routed to a special operator for

| assistance.

## Know Your Resources

### Labor Relations (Threat Assessment Team Lead)

Human Resources

Union Leadership

Management Associations

Threat Assessment Teams

Medical Units

Inspection Service

877-876-2455 (24 Hours)

Employee Assistance Program

800-EAP-4YOU

800-327-4968 (24 Hours)

877-492-7341 TTY

[www.EAP4YOU.com](http://www.EAP4YOU.com)

Your role in creating and maintaining a violence-free workplace is critical to our success.

#### *What can you do?*

Choose to behave in a way that promotes a positive work environment. Act in a professional manner, even when you are having a bad day.

Report all threats to management officials, your Threat Assessment Team (TAT) and the Postal Inspection Service.

Remember that the Employee Assistance Program is available 24 hours a day for all postal employees and their families. The EAP provides crisis counseling, referral, and short-term counseling for all of life's challenges. Call for yourself or a family member.



## Workplace Violence Statistics

According to the Occupational Safety and Health Administration (OSHA), workplace violence is the **third-leading cause of fatal occupational injuries** in the United States.

Approximately 25% of workplace violence incidents go unreported.

— Workplace violence is a problem worldwide and the third leading cause of death in the workplace.

Assault is the fifth leading cause of workplace deaths.

70% of nonfatal workplace assault injuries occur to women.

— Most workplace violence is not reported.

Around 30% of Americans report having been bullied at their workplace.

— Men are statistically more likely to be victims of violence at work; however, homicide is the leading cause of work-related death for women.

— Domestic violence victims who are actively trying to leave the relationship are at an increased risk of being assaulted or stalked in the workplace.

Workplace-related psychological aggression



~~work-related physical  
violence.~~

~~—Employees in professional  
and service occupations  
reported the highest level of  
physical violence at work.~~

*References:*

~~E. Kelloway, J. Barling, and J. Hurrell, Jr.  
*Handbook of Workplace Violence.*~~

~~Thousand Oaks, CA:  
Sage Publications, 2006.~~

~~National Institute of  
Occupational Safety and  
Health, [2007-2022](#)~~

~~[National Safety Council](#)  
2019~~

~~[Bureau of Labor](#)  
[Statistics 2022](#)~~

~~[Workplace Bullying](#)  
Institute 2021~~

Publication 45, ~~November 2014~~

PSN 7610-04-000-4848



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*References:*  
National Institute of Occupational Safety and Health, 2022 National Safety Council 2019 Bureau of Labor Statistics 2022 Workplace Bullying Institute 2021

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