



WORKPLACE VIOLENCE PREVENTION PLAN (WVPP)



This Workplace Violence Prevention Plan (WVPP) was developed and maintained as per Labor Code Section 6401.9 of California. The WVPP must be maintained and made available to all employees working in the state of California.

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Workplace Violence Prevention Plan (WVPP)

1. Introduction

Sarku Japan and all of its affiliated brands (collectively, “SJ” or “Company”) is committed to employees’ safety and health. We will not tolerate any form of violence in the workplace and will endeavor to prevent violent incidents from occurring and/or addressing such incidents if they should occur by implementing this Workplace Violence Prevention Plan (WVPP).

Each manager and supervisor must strive to maintain a safe and healthy workplace for all employees. With your assistance and awareness, we can recognize, confront, and deal with inappropriate behavior and eliminate or minimize threatening incidents to maintain a secure, safe and healthy work environment for all of us.

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

2. Workplace Violence Policy

All employees, including Company management, should always be treated with courtesy and respect. Employees are expected to refrain from fighting, horseplay, or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the Company. Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time will not be tolerated. This prohibition includes threats of any kind, all acts of harassment, including but not limited to, harassment that is based on an individual’s sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of or actual violence, both direct and indirect, whether written, verbal or physical, must be reported immediately to the WVPP Coordinator, manager/supervisor, Risk Management Department or the Human Resources Department. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, employees should be as specific and detailed as possible. The Company will not tolerate retaliation against any employee who reports workplace violence.

The Company will promptly and thoroughly investigate all reports of threats of or actual violence and of suspicious individuals or activities. To maintain workplace safety and the integrity of its investigation, the Company may place employees on administrative leave, either with or without pay, pending investigation. Anyone determined to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

The Company encourages employees to bring their disputes or differences with other employees to the attention of the WVPP Coordinator, manager/supervisor or the Human Resources Department before the situation escalates into potential violence.

3. Definitions

As used in this WVPP, the following definitions apply to these terms:

- **Workplace violence** means any act of violence or threat of violence that occurs at the workplace. “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** means 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 workers with the intent to commit a crime.
 - **Type 2 violence** means workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
 - **Type 3 violence** means workplace violence against an employee by a present or former employee, supervisor, or manager.
 - **Type 4 violence** means workplace violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee.
- **Threat of violence** means 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.
- **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 anything 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.
- **Emergency** means 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.
- **Environmental risk factors** means factors in the workplace or its surrounding areas (such as employee parking lots) that may contribute to the likelihood or severity of a workplace violence incident.
- **Log** means the violent incident log required by section 6401.9

- **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. An act that serves no legitimate purpose and causes a person to fear for his or her safety because there is a reasonable possibility the person might be physically injured.
- **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.
- **Work practice controls** mean procedures and rules which are used to effectively reduce workplace violence hazards.
- **Employee participation** – An inclusive process to actively involve employees in the development and execution of your safety plan.
- **Incident reporting** – A confidential and non-retaliatory method for employees to report incidents.
- **Employee communication** – A structured way to discuss workplace violence and safety matters with employees.
- **Incident investigation** – A comprehensive and standardized process for incident investigation.
- **Emergency response** – A thorough response process for emergency and post-incident situations.
- **Plan** - The workplace violence prevention plan required by LC section 6401.9.

4. Responsibility and Authority

Workplace Violence Prevention Plan Administrator

The WVPP Coordinator is the designated WVP Plan Administrator and has the authority and responsibility for developing, implementing, and maintaining this plan and conducting or overseeing any investigations of workplace violence reports. The WVPP Coordinator will also be able to answer employee questions concerning this plan.

The WVPP Coordinator shall solicit feedback and input from employees and their authorized representatives in developing and implementing the WVP plan. Active involvement of employees could include, but is not limited to, their participation in identifying, evaluating, and correcting workplace violence hazards; in designing and implementing training; and in reporting and investigating workplace violence incidents.

The WVPP Coordinator shall coordinate implementation of the workplace violence prevention plan with other employers (ex. Contracted security staff and other employers on site), when applicable, to ensure those employers and their employees understand their respective roles as provided in the plan. These other employers and their staff shall be provided with training on the Company's WVPP.

Managers and Supervisors

Responsibilities include:

- Implementing the plan in their work areas;
- Providing input to the Administrator regarding the plan;
- Participating in investigations of workplace violence reports; and
- Answering employee questions concerning this plan.

Employees

Responsibilities include:

- Complying with the plan;
- Maintaining a violence-free work environment;
- Attending all training;
- Following all directives, policies, and procedures; and
Reporting suspicious persons in the area and alerting the proper authorities when necessary.

5. Employee Participation & Communication

The Company believes that open communication is the key to maintaining a safe, healthy and secure working environment. This includes open communication and dialogue between employees, supervisors, and customers on any workplace safety, health and security issues.

The creation and maintenance of this plan depends on employee input and views about

1. workplace violence hazards/types
2. how to investigate, train for and address those hazards/types, and
3. how to implement, maintain and improve the WVPP

Employees may, at any time, provide input or discuss their concerns about anything related to this WVPP or workplace violence, included, but not limited to:

1. the identification, evaluation and correction of workplace violence hazards/types,
2. training, and
3. the reporting and investigation of workplace violence incidents.

Employees can discuss their input or concerns with any of the following individuals:

- Directly to the WVPP Coordinator
- Directly to supervisors;
- During regularly scheduled staff meetings; or,
- During an employee survey concerning workplace violence that the Company will conduct annually (See Appendix C – Workplace Violence Prevention Plan Employee Survey)

6. Compliance

The Administrator is responsible for ensuring the plan is clearly communicated and understood by all employees. The following techniques are used to ensure all employees understand and comply with the plan:

- Training employees, supervisors, and managers of the provisions of WVPP when they are hired and periodically through memos, safety meetings, electronic mail, staff meetings, and training.
- Providing comprehensive workplace violence prevention training to managers and supervisors concerning their roles and responsibilities for plan implementation;
- Recognizing employees who demonstrate work practices that promote the WVPP in the workplace
- Providing training and other services to employees whose compliance is deficient with the WVPP
- Evaluating employees to ensure their compliance with the plan;
- Disciplining employees for failure to comply with WVPP and participate in any in threats of violent behaviors, including but not limited to dismissal.
- Ensuring all employees receive a copy and have access to the WVPP
- Ensuring training of this plan is conducted on an annual basis.

7. Communication

Managers and supervisors are responsible for communicating with employees about workplace violence in a form readily understandable by all employees. Employees are encouraged to inform their supervisors about any threats of violence or workplace violence. Employees may use the Incident Reporting Procedures section of this plan to assist in their reporting of incidents or contact the WVPP Coordinator, manager/supervisor or the Human Resources Department. No employee will be disciplined or retaliated against for reporting any threats of violence or workplace violence.

After the employee has reported their concerns about any threats of violence or workplace violence to WVPP Coordinator, manager/supervisor or the Human Resources Department. The WVPP Coordinator will conduct a timely, neutral and impartial investigation. The WVPP Coordinator will then inform the employee of the results of their investigation and any corrective actions to be taken as part of the Company's responsibility in complying with hazard correction measures outlined in this plan.

8. Training

We have established the following policy with respect to training all employees on workplace security. 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 periodically thereafter. Training shall also be provided to all new employees, to other employees for whom training has not previously been provided and to all employees, supervisors, and managers given new job assignments for which specific workplace security training for that job assignment has not previously been provided. Additional training and instruction will be provided to all personnel whenever the employer is made aware of new or

previously unrecognized security hazards.

General workplace security training and instruction includes, but is not limited to, the following:

- This plan;
- Workplace violence risks that employees may encounter in the industry and/or position;
- How to recognize the potential for violence and escalating behavior;
- Definition of the four types of workplace violence: Type 1, 2, 3 and 4;
- Recognition of workplace security hazards including the risk factors associated with the four types of workplace violence;
- Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to the WVPP Coordinator, managers/supervisors and HR.
- Strategies to de-escalate behaviors and to avoid physical harm;
- The Company's alerts, alarms, or systems that are in place to warn of emergencies;
- Routes to evacuate/escape;
- How to report incidents to law enforcement if needed;
- Posted or distributed workplace security information;
- Instructions to all employees regarding workplace security hazards unique to their position, to the extent that such information has not previously been covered in other training.

Employees assigned to respond to alerts, alarms, or systems that are in place to warn others will receive additional training that includes:

- General and personal safety measures;
- Aggression and violence predicting factors; (See Appendices F, G & H)
- Characteristics of aggressive and violent persons;
- Verbal intervention and de-escalation techniques and physical maneuvers to defuse and prevent violent behavior; (See Appendices F, G & H)
- Strategies to prevent physical harm; (See Appendix H)

Training will occur:

- When the plan is first established;
- At time of hire or transfer if applicable;
- Annually
- When new equipment or work practices are introduced; and
- When a new or previously unrecognized workplace violence hazard has been identified

Training records will be maintained a minimum of at least one (1) year.

9. Employee Access to the WVPP and the Workplace Violence Incident Log

All employees are entitled to unobstructed access to review and obtain a copy of the Workplace Violence Prevention Program (WVPP) or the Workplace Violence

Incident Log. Unobstructed access means that employees may, as part of their regular work duties, communicate with management or co-workers without interference.

To request a copy, please email to hr-safety@sarkujapan.com. Human Resources will respond within a reasonable timeframe, typically no more than 5 business days.

The Workplace Violence Incident Log will be maintained a minimum of at least five (5) years.

10. Incident Reporting Procedures

Responding to Actual or Potential Workplace Violence Emergencies

In the event of an actual or potential workplace violence emergency, the WVPP Coordinator or a member of management will alert employees of the presence, location, and nature of the workplace violence through the following methods:

- Verbally notify the employees in the location by phone, WhatsApp or text to the employees
- Call the Risk Management Department at 437-339-8953
- Call the HR hotline at 1-888-352-6283 or by email to hr-safety@sarkujapan.com

When any employee becomes aware of an actual or potential workplace violence emergency, they shall notify the WVPP Coordinator, manager/supervisor or Risk Management Department.

Employees should implement the run or hide protocols where appropriate. Evacuation routes and sheltering locations will be communicated to affected staff. Please refer to Appendix E - Evacuation Route/Plan specific to your location.

Employees can obtain help from staff assigned to respond to workplace violence emergencies, such as security personnel by calling the following number:

- Their direct supervisor or manager of the location
- The security department of the local mall management or
- The Risk Management Department at 437-339-8953

If no security personnel are located at the worksite or the employee believes they need to call law enforcement immediately, employees shall call 911 to report the incident and request assistance from law enforcement.

Emergencies and Reporting a Crime

For immediate assistance in an emergency, call 911. Employees should also notify WVPP Coordinator, manager/supervisor or the Risk Management Department as soon as possible.

Reporting Workplace Violence Concerns

Employees who witness or experience threats of violence or workplace violence can report the incident to WVPP Coordinator, manager/supervisor or the Human Resources Department at 1-888-352-6283. Employees may report anonymously and without fear of reprisal by submitting the incident in writing through inter-office mail or via email to hr-safety@sarkujapan.com

Restraining Orders

Employees or other personnel affiliated with the Company who have an active restraining order issued against another person that includes the workplace, are encouraged to provide a copy of the restraining order to WVPP Coordinator, manager/supervisor or the Human Resources Department. If a manager, supervisor or a member of the Human Resources Department receives notification of a restraining order that includes the workplace, they will notify the WVPP Coordinator to decide what actions, if any, need to be initiated.

In addition, if you are currently seeking a restraining order, please notify WVPP Coordinator, manager/supervisor or the Human Resources Department to discuss the issues and the Company may also be able to file a Temporary Restraining Order (TSO) against an individual who has engaged in workplace violence or threats of violence.

11. Hazard Assessment

The WVPP Coordinator will perform workplace hazard assessment in the form of periodic inspections which will identify and evaluate workplace violence/security hazards and threats of workplace violence. 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.

Workplace hazard assessments will include but is not limited to:

- An annual review of the past year's workplace violence incidents; and
- Periodic physical security assessments using the Hazard Assessment & Control Checklist (Appendix B)
- Employee Survey's (see Appendix C – Workplace Violence Prevention Plan Employee Survey)

The Workplace Violence Prevention Hazard Assessment & Control Checklist (See Appendix B) can be used to assist with the security assessment. Inspections are performed according to the following schedule:

- No less than once a year;
- When the plan is implemented;
- When new, previously unidentified workplace violence/security hazards are recognized;
- When workplace violence injuries or threats of injury occur;
- Whenever workplace conditions warrant an inspection;
- Within 30 days of reported incident a follow-up inspection is warranted.

Our establishment performs inspections for each type of workplace violence by using the methods specified below to identify and evaluate workplace hazards.

Hazard Correction

Work practice controls will be used to correct unsafe work conditions, practices, or procedures that threaten the security of employees.

Work practice controls are defined as procedures, rules, and staffing that are used to effectively reduce workplace violence hazards. Work practice controls may include, but are not limited to:

- Appropriate staffing levels;
- Provision of dedicated safety personnel (i.e. security guards);
- Employee training on workplace violence prevention methods; and
- Employee training on procedures to follow in the event of a workplace violence incident.

Corrective actions will be implemented in a timely manner based on the severity of the hazard, documented and dated. All Hazard Corrections will be documented on the Hazard Correction Form (See Appendix D) as well as the Workplace Violence Incident Log (Excel).

12. Post Incident Response and Investigation

We have established the following policy for investigating incidents of workplace violence. Our procedures for investigating incidents of workplace violence, which include threats and act of violence, include, but is not limited to:

1. Reviewing all previous incidents.
2. Visiting the scene of an incident as soon as possible.
3. Interviewing involved employees and witnesses.
4. Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
5. Determining the cause of the incident.
6. Taking corrective action to prevent similar incidents from occurring.
7. Recording the findings and ensuring corrective actions are taken.
8. Obtain any reports completed by law enforcement.

Managers and supervisors will use the Workplace Violence Incident Form (See Appendix A) to assist in documenting incidents and investigations.

These procedures will occur following an incident:

- Provide immediate medical care or first aid;
- Investigate:
 - Identify all employees involved in the incident;
 - Take pictures if applicable;
 - If evidence will be taken from police, do not touch;
 - Gather statements from those involved or that witnessed the incident if applicable;
 - Review video, texts, emails, etc. if applicable;
- Offer staff individual trauma counseling resources if applicable;
- Conduct a debriefing with all affected staff;
- Determine if corrective measures developed under this plan were effectively implemented; solicit feedback from all personnel involved in the incident as

to the cause of this incident and if injuries occurred, how injury could have been prevented;

- Document and ensure documents are saved in a confidential area;
- Identify and implement corrective action if applicable;
- Record the incident in the Workplace Violent Incident Log (Excel);
- Create written report to include, but not limited to:
 - Date
 - Time
 - Location
 - Description of the type (I, II, III, IV) workplace violence and circumstances leading up to it
 - How it was resolved
 - Did workplace violence policies/procedures work
 - Corrective Action

13. Recordkeeping and Retention

An effective record-keeping system helps in selecting the appropriate level of controls to prevent recurrence and in determining required training. *All records of workplace violence hazard identification, evaluation, and correction, as well as training records and violent incident logs, shall be made available to employees and their authorized representatives, upon request and without cost, for examination and copying within 15 calendar days of a request. Records should be kept up to date.*

- Records of workplace violence hazard identification, evaluation, and correction will be maintained for a minimum of five (5) years in accordance with the recordkeeping requirements of the Company's WVPP.
- Training for each employee, including the employee's name, training dates, type of training, and training provider will be maintained for a minimum of one (1) year.
- Records of violent incidents (Workplace Violence Incident Log Excel) will be maintained a minimum of five (5) years at the Human Resources Department at Head Office.
- Records of workplace violence incident investigations for a minimum of five (5) years.
- Cal/OSHA Form 300 for five (5) years.

Injuries that occur from a Workplace Violence incident that are reportable to CAL/OSHA are those which result in the following:

1. Loss of consciousness;
2. Restriction of work or motion;
3. Transfer to another job or termination of employment; or
4. Medical treatment beyond first aid.
5. Complete the CAL/OSHA Form 5020 for each injury or illness that results in lost time beyond the date of the incident or require medical treatment beyond first aid.

Workplace violence includes assaults that take place on the employer's premises and at other locations where employees are engaged in work-related activities or are present as a condition of employment.

Records that should be maintained in a confidential location for each incident include but are not limited to:

- **Incident Reports** – any acts of aggression should be recorded; they may be threatening to the worker, but may not result in injury, (i.e. pushing or shouting). The report should describe who was threatened or assaulted, the type of activity, (i.e. unprovoked sudden attack), and all other circumstances of the incident. The records should include a description of the location/environment, potential or actual costs, lost time, nature of injuries sustained, etc.
- **Minutes of safety meetings** – should be taken and should contain findings, corrective actions recommended relative to workplace violence, along with department's response and completion dates for action items.
- **Employee questionnaires** – which should that assess employee views of high-risk work areas and activities.

The following records should also be maintained.

- **Training records** – which should include dates that training was conducted, type of training given, employees trained, etc.
- **Inspection records** – which should include dates of inspection, areas inspected, all findings and recommendations, any control measures implemented, etc.

All workplace violence records, including violent incident investigations shall be made available to the division (Cal/OSHA) upon request.

14. Annual Review

The Company's WVPP will be reviewed annually and updated as needed considering the following criteria:

- Staffing;
- Sufficiency of security systems;
- Job, equipment, and facility design and risks/ perform the environmental risk factor assessment
- Modifications or additions to tasks and procedures that affect plan implementation;
- Newly identified hazards;
- Prior year incidents/review of the Workplace Violent Incident Report Log (Excel);
- Analysis of Type I, II, III or IV workplace violence incidents
- Identified deficiencies; Was the WVPP effective for any incidents that occurred
- Feedback provided by employees and managers/supervisors and/or employee surveys);
- If applicable, implement corrective action

15. Workplace Violence Incident Report Log (Excel)

The Workplace Violence Incident Report Log (Excel) will be maintained by the WPPV Coordinator. The following information will be placed into the Workplace Violence Incident Report Log, if known, and only to the extent that its inclusion is permitted by and consistent with federal and/or state law or regulation. The Workplace Violence Incident Report Log shall be reviewed during the annual

review of the workplace violence prevention plan required in subdivision. The information recorded in the Workplace Violence Incident Report Log shall include, but is not limited to:

1. The date, time, specific location, and department of the incident.
2. A detailed description of the incident.
3. A classification of who committed 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.
4. 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, in a high crime area, isolated or alone, unable to get help or assistance, working in a community setting, working in an unfamiliar or new location, or other circumstances.
5. A classification of where the incident occurred, including, but not limited to, whether it was in an office, sales floor, hallway, restroom or bathroom, parking lot or other area outside the building, personal residence, break room, cafeteria, or other area.
6. The type of incident, including whether it involved any of the following:
 - Physical attack, including biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
 - Attack with a weapon or object, including a gun, knife, or other object.
 - Threat of physical force or threat of the use of a weapon or other object.
 - Sexual assault or threat, including rape or attempted rape, physical display, or unwanted verbal or physical sexual contact.
 - Verbal harassment.
 - Animal attack.
 - Other.
7. Consequences of the incident, including:
 - Whether medical treatment was provided to the employee.
 - Who, if anyone, provided necessary assistance to conclude the incident.
 - Whether security was contacted and whether law enforcement was contacted.
 - Amount of lost time from work, if any.
 - Actions taken to protect employees from a continuing threat, if any.
8. Information about the person completing the violent incident log, including their name, job title, phone number, email address, and the date completed.


16. Management Representative Authorization

I, Michael Fricker, Chief Financial Officer of Sarku Japan, hereby authorize and ensure, the establishment, implementation, and maintenance of this written workplace violence prevention plan and the documents/forms within this written plan. I believe that these policies and procedures will bring positive changes to the workflow, business operations, and overall health and safety as it relates to workplace violence prevention.

Name and title of person authorizing this WVPP:

Name: Michael Fricker Title: Chief Financial Officer

Signature of person authorizing this WVPP:

Signature:  Date: 11.27.2025

Appendix A - WORKPLACE VIOLENCE INCIDENT FORM

This form must be completed for every record of violence in the workplace

Incident ID #*:	Date and Time of Incident:	Department:
Specific Location of Incident:		

** Do not identify employee by name, employee #, or SSI. The Incident ID must not reflect the employee's identity)*

Describe Incident (Include additional pages if needed):

Assailant information:

Assailant	Check which one applies	Assailant	Check which one applies
Customer		Partner/Spouse of Victim	
Vendor		Parent/Relative of Victim	
Family or Friend		Robber/Burglar	
Customer			
Client		Animal	
Student		Co-Worker/Supervisor/Manager	
		Stranger	
		Other:	

Classification of Circumstances at time of the incident:

Circumstance at time of event	Check which one applies	Circumstance at time of event	Check which one applies
Employee Performing Normal Duties		Poor Lighting	
Employee Isolated or Alone		High Crime Area	
Unable to Get Help or Assistance		Working in a Community Setting	
Employee Rushed		Low Staffing Level	

Unfamiliar or New Location			

Classification of Where/Location Incident Occurred:

Where incident occurred	Check which one applies	Where incident occurred	Check which one applies
Dining Room		Hallway	
Parking Lot/Outside Building		Kitchen	
Office (list which office)		Restroom	
Conference Room		Storage	
		Warehouse	

Type of Incident (check as many apply):

Type of Incident	Check all that apply	Type of Incident	Check all that apply
Robbery		Grabbed	
Verbal Threat or Harassment		Kicked	
Sexual Threat, Harassment, or Assault		Hit with an Object	
Animal Attack		Shot (or Attempted)	
Threat of Physical Force		Bomb Threat	
Threat of Use of Weapon or Object		Vandalism (of Victim's Property)	
Assault With A Weapon or Object		Vandalism (of Employer's Property)	
Robbery		Pushed	
Bitten		Scratched	
Hit with Fist		Slapped	
Knifed (or Attempted)		Arson	

Consequences of incident:

Consequences of Incident	Yes	No
Medical care provided?		
Law enforcement called?		
Did anyone provide assistance to conclude the event?		
Security contacted?		
Days lost from work? _____		
Actions taken by employer to protect employees from a continuing threat?		

Workplace Violence Type 1, 2, 3, 4

Workplace Violence Type 1, 2, 3, 4	Description of Workplace Violence Type	Check which type applies
Type 1	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 workers with the intent to commit a crime.	
Type 2	workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	
Type 2	workplace violence against an employee by a present or former employee, supervisor, or manager.	
Type 4	workplace violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee	

Completed by:

Name:	Title:	Date:
Telephone:	Email:	
Signature:		

Corrective Action Implemented if Applicable: (Each incident log is reviewed by the WVPP Coordinator and other members of the threat management team to determine if any immediate changes are needed to the WVPP.)

If an employee is injured due to a workplace violence incident, the following must be completed:

- Ensure employees receive timely and appropriate medical treatment.
 - Employers must ensure all needed medical care is provided through the employer's workers compensation insurance provider.
 - Employers must give employees notice of workers' compensation eligibility within one working day of a workplace violence incident.
- Record required information about the violent incident in the employer's violent incident log.
- Investigate and evaluate the workplace violence incident and determine and implement changes needed to reduce workplace violence hazards in the workplace.
- Review the effectiveness of the written workplace violence prevention plan and revise the plan if necessary.
- Report all serious injuries and deaths, as defined in title 8, section 330(h) , to Cal/OSHA in accordance with title 8, section 342(a).
- Complete the "Employer's Report of Occupational Injury or Illness" (Form 5020) for each injury or illness that results in lost time beyond the date of the incident or requires medical treatment beyond first aid.
- Record all cases on the Cal/OSHA Form 300 .

Report (if applicable) Written by:

Name:	Title:	Date:
Telephone:	Email:	
Signature:		

Each incident will be logged in the Workplace Incident Log (Excel) by the Human Resources Department upon received from the WVPP Coordinator and reviewed immediately and annually.

Appendix B - HAZARD ASSESSMENT & CONTROL CHECKLIST

Completed by:

Name:	Title:	Date:
Telephone:	Email:	
Signature:	Location:	

This checklist can help you or your workplace violence/crime prevention committee to evaluate the workplace and job tasks to see what situations may place employees at risk of assault. It is not confined to a single industry or occupation but can be used for any workplace. Adapt the checklist to fit your own needs. It is very comprehensive and not every question will apply to your workplace, write "N/A" in the NOTES column. Add any other questions you think are important.

This checklist is designed to evaluate the workplace and job tasks to help identify situations that may place employees at risk of workplace violence.

Step 1: Identify risk factors that may increase the Company's vulnerability to workplace violence events

Step 2: Conduct a workplace assessment to identify physical and process vulnerabilities

Step 3: Develop a corrective action plan with measurable goals and target dates

1. Risk Factors for Workplace Violence

Cal/OSHA and NIOSH have identified the following risk factors that may contribute to violence in the workplace. If you have one or more of these risk factors in your workplace, there may be a potential for violence.

Yes	No	Notes/Action Plan
		Do employees have contact with the public?
		Do they exchange money with the public?
		Do they work with, guard, or transport valuable items like money, jewelry, or other property?
		Do they work alone?
		Do they work late at night or during early morning hours?
		Is the workplace often understaffed?
		Is the workplace located in an area with a high crime rate?
		Has the site experienced a robbery or other violent event in the last 3 years?
		Do employees enter areas with a crime rate?
Yes	No	Notes/Action Plan/N.A.
		Do they have a mobile workplace (vehicle, work van, etc.)?
		Do they deliver passengers or goods?
		Do employees perform public safety functions that might put them in conflict with others?
		Do they ever perform duties that could upset people (deny benefits, turn off utilities, collect

		debts, confiscate property, terminate child custody, etc.)?	
		Do they deal with people known or suspected to have a history of violence?	
		Do any employees or supervisors have a history of assault, verbal abuse, harassment, or other threatening behavior?	
		Has the site experienced threats, harassment, or other abusive behavior in the past 3 years?	

2. Inspecting Work Areas/Position Specific Workplace Risks

All Areas	Some Areas	Few Areas	No Areas		Notes/Action Plan
				Are nametags, ID cards required for employees (omitting personal information such as home address)?	
				Are employees notified of past violent acts in the workplace?	
				Are there trained security personnel, accessible to employees in a timely manner?	
				Do security personnel have sufficient authority to take all necessary action to ensure employee safety?	
				Is there established liaison with local police?	
				Are bullet resistant windows or similar barriers used when money is exchanged with the public?	
				Are areas where money is exchanged visible to others who could help in an emergency? (For example, you can see cash register areas from outside)?	
				Is a limited amount of cash kept on hand, with appropriated signs posted?	
				Could someone hear an employee who called for help?	

All Areas	Some Areas	Few Areas	No Areas	Are there enough exits and adequate routes of escape?	Notes/Action Plan/N.A.
				Can exit doors be opened only from the inside to prevent unauthorized entry?	
				Can employees observe customers/clients in waiting areas?	
				Do areas used for customers/clients' interviews allow co-employees to observe any problems?	
				Are waiting areas and work areas free of objects that could be used as weapons?	
				Are chairs and furniture secured to prevent use as weapons?	
				Is furniture in waiting areas and work areas arranged to prevent entrapment of employees?	
				Is customers/clients waiting areas designed to maximize comfort and minimize stress?	
				Are customers/clients in waiting areas clearly informed how to use the department's services so they will not become frustrated?	
				Are waiting times for customers/clients' services kept short to prevent frustration?	
				Are private, locked restrooms available for employees?	
				Is there a secure place for employees to store personal belongings?	
				Is the lighting adequate to see clearly in indoor areas?	
				Are there employee-only work areas that	

				are separate from public areas?	
				Is access to work areas only through a reception area?	
				Are reception and work areas designed to prevent unauthorized entry?	

3. Inspecting Exterior Building Areas

Yes	No		Notes/Action Plan/N.A.
		Do employees feel safe walking to and from the workplace?	
		Are the entrances to the building clearly visible from the street?	
		Is the area surrounding the building free of bushes or other hiding places?	
		Are security personnel provided outside the building?	
		Is video surveillance provided outside the building?	
		Is there enough to see clearly outside the building?	
		Are all exterior walkways visible to security personnel?	

4. Inspecting Parking Lot

Yes	No		Notes/Action Plan/N.A.
		Is there a nearby parking lot reserved for employees only?	
		Is the parking lot attended or otherwise secured?	
		Is the parking lot free of blind spots and is landscaping trimmed back to prevent hiding places?	
		Is there enough lighting to see clearly in the parking lot and when walking to the building?	
		Are security escorts available to employees walking to and from the parking lot?	

5. Security Measures

In Place	Should Add	Doesn't Apply	Does the Workplace Have:	Notes/Action Plan
			Physical barriers (Plexiglas partitions, elevated counters to prevent people from jumping over them, bullet resistant customer windows, etc.)?	
			Security cameras or closed-circuit TV in high-risk areas?	

			Panic buttons?	
			Alarm systems?	
			Metal detectors?	
			X-ray machines?	
			Door locks?	
			Internal telephone system to activate emergency assistance?	
			Telephones with an outside line programmed for 911?	
			Two-way radios, pagers, or cellular telephones?	
			Security mirrors (e.g. convex mirrors)?	
			Secured entry (e.g. "buzzers")?	
			Personal alarm devices?	
			"Drop safes" to limit amount of cash on hand?	
			Broken windows repaired promptly?	
			Security systems, locks, etc. tested on a regular basis and repaired promptly when necessary?	
			Is public access to the building controlled?	
			Are floor plans posted showing building entrances, exits, and location of security personnel?	
			Are these floor plans visible only to staff and not to outsiders?	
			Is other emergency information posted, such as telephone numbers, next to phone or programmed into phone?	
			Are special security measures taken to protect people who work late at night (escorts, locked entrances, etc.)?	
			Are visitors or clients escorted to offices for appointments?	
			Are authorized visitors to the building required to wear ID badges?	
			Are identification tags required for staff (omitting personal information such as the person's last name and social security number)?	

			Are employees notified of past violent acts by particular clients, patients, etc.?	
			Is there an established liaison with local police?	
			Are customers/clients in waiting areas clearly informed how to use the department's services so they will not become frustrated?	
			Are waiting times for patient or client services kept short to prevent frustration?	
			Are windows and views outside and inside clear of advertising or other obstructions?	
			Are security devices (locks, cameras, alarms, etc.) tested on a regular basis and repaired promptly when necessary?	
			Are security cameras and mirrors placed in locations that would deter robbers or provide greater security for employees?	
			Are employees protected through the use of bullet-resistant enclosures in locations with a history of robberies or assaults in a high crime area?	

6. Administrative/Work Practices

Yes	No		Notes/Action Plan/N.A.
		Employee Surveys are conducted to assist in Hazard Assessment	
		Are there emergency procedures in place to address robberies and other acts of potential violence?	
		Have employees been instructed to report suspicious persons or activities?	
		Are employees trained in emergency response procedures for robberies and other crimes that may occur on the premises?	
		Are employees trained in conflict resolution and in nonviolence response to threatening situations?	
		Is cash control a key element of the establishment's violence and robbery prevention plan?	
		Does the site have a policy limiting the number of cash registers open during late-night hours?	

		Does the site have a policy to maintain less than \$50.00 in the cash register?	
		Are signs posted notifying the public that limited cash, no drugs and no other valuables are kept on the premises?	
		Do employees have at least one other person throughout their shifts, or are other protective measures utilized when employees are working alone in locations, especially in a location with a history of robberies or assaults in a high crime area?	
		Are there procedures in place to assure the safety of workers who open and close the store?	
		Visitor/client sign in/out?	

Appendix C – Workplace Violence Prevention Plan Employee Survey

This questionnaire has been designed to assist departments in conducting a Workplace Violence Risk Assessment to determine Workplace Violence Prevention Plan requirements. All information provided on this form is anonymous and the employees are not required to provide their name. Please fill in the information where applicable. Your response to any question is optional.

Location: _____ Date: _____

Employee profile:

1. Name (Optional) _____
2. What is your current position? _____
3. What is your main worksite? _____
4. How long have you been employed in your current position? _____
5. Sex: Male ___ Female ___ Other _____
6. Which age group do you belong to?
15-19 ___ 20-29 ___ 30-39 ___ 40-49 ___ 50-59 ___ 60+ _____
7. Is there a written procedure in place to report an incident or workplace violence?
Yes ___ No ___
8. Do you know how to report an incident or workplace violence or any concern regarding your working environment? Yes ___ No ___
9. Do you feel at risk for workplace violence in your current position?
Yes ___ No ___

If yes, please provide your concerns:

10. Have you received any training that assists you in dealing with hostile, abusive or violent situations? Yes ___ No ___

11. Does your work area have adequate lighting and security provisions? (i.e. locked doors, security staff, access to parking, etc.) Yes___No___

12. Do you ever work alone or with a small number of co-workers? Yes___No___

13. At your current workstation or location, what changes could be implemented to make your job safer? (Physically, procedurally, training, etc.)

14. In your assessment or experience, where in the building or worksite would a violent incident most likely occur?

Waiting area/lobby___

Bathrooms___

Private offices___

Exits___

Parking Lot___

Walk-in coolers_____

Entrance___

Hallways___

Stairways___

Elevators___

Other_____

15. Have you experienced or witnessed any work-related workplace violence incidents at work? Yes___No___ If yes, please describe below.

16. Do you have any additional feedback or comments you would like to add in regards to workplace violence in the working environment? (Please write on the back if you need more room)

Thank you for participating in this survey. The information will add valuable input for the Workplace Violence Prevention Plan (WVPP) and assist the Company in creating a safe working environment.

Appendix D - Workplace Violence Hazard Correction Form

Person that identified the hazard:

Date issue was identified:

Overview of workplace violence: unsafe condition/threat/incident/security measure:

Why Did Unsafe Condition or Work Practice Exist?

Corrective Action Taken:

Name of person tasked with implementing corrective action:

_____ Title: _____

Correction date: _____

Appendix E - Evacuation route/plan

The main evacuation route for this location is marked by an "EXIT" sign within the store. Please refer to the mall's emergency exit maps posted throughout the building, typically near entrances, elevators, or escalators. These maps indicate the locations of exits and stairways and are maintained by mall management.

All employees must familiarize themselves with the specific evacuation route and plan for their workplace on their first day of employment or assignment at this location. It is essential to be aware of your surroundings and know the nearest exits when in the mall or any public space.

Appendix F - Do's & Don'ts when confronted with potential violence:

When a potential or actual violent incident occurs, follow these do's and don'ts:

DO

- Your best to stay calm;
- De-escalate and Speak to the other person quietly and calmly;
- Try to put some space between yourself and the perpetrator;
- Create physical barriers of protection, using objects, movement and communication to stop the perpetrator;
- Obey the perpetrator's orders in a robbery;
- Evacuate the area if possible; or if it is not possible to evacuate the area and you are not the immediate victim, try to take cover, such as under a desk
- Notify your manager/supervisor, when it is safe to do so;
- Document conversations immediately, perpetrator's description, and what occurred, obtaining names and any identification (driver's license or registration), if possible;
- If you are a manager and your employee has reported a violent act, report it to the proper authorities, then to your WVPP Coordinator, i.e. Operation Supervisor "OS", who will notify Risk Management Department at 437-339-8953;
- If there is immediate danger, call **9-1-1**, and then notify your manager when it is safe to do so.
- If there is no immediate danger, report the incident to your manager, and, if available, a Security Guard. Your manager will then notify your WVPP Coordinator (OS) or the Risk Management Department at 437-339-8953;
- When all the injured have been helped and are safe, notify your manager and the HR Department/WVPP Coordinator. If an employee has been injured, file an Employee injury report thereafter.

DO NOT

- Escalate by engaging in aggressive behavior or conversation.
- Try to out shout the other person or make any aggressive moves toward him/her;
- Argue with, fight with, or chase the perpetrator;
- Use defensive sprays or weapons;
- Try to break up or intervene unless you are specially trained. Do not risk getting hurt yourself.

Appendix G – Robbery in Progress

Robbery in Progress

If employees encounter a robbery taking place, instruct them to follow these procedures.

1. Remain calm and avoid any action that might incite the robber to act violently. The robber may be nervous, and further excitement by the employee can cause the robber to panic and harm the employee or bystanders.
2. Comply completely with the robber's demands. Do not fight or resist. Money and property are not worth the price of a life.

After the Robbery

Immediately after the robbery, ensure that no employees and guests have been injured. Once that has been established, follow these steps.

1. Seek medical attention for any person who has sustained physical injury, call 911 if required, or immediately call your local police department.
2. Complete the Suspect Description Form.
3. Close and secure the area until the police arrive. This procedure will help preserve the scene of the crime for fingerprints and other physical evidence.
4. Preserve any notes that the robber may have written, such as a request for money/valuables.
5. If your location has cameras, preserve the video footage of the incident.
6. Each employee involved in the incident should write down their own description of the robber and events and should complete the Suspect Description Form. Employees should not confer with other witnesses or compare notes.
7. When all injured have been helped and are safe, notify your Operations Supervisor (OS).

Report any violent situations you witness or experience to a manager/supervisor, WVPP Coordinator or Risk Management when safe to do so.

WVPP Coordinator (OS) Contact Information: _____

Risk Management Department at 437-339-8953

Appendix H - Active shooter workplace safety protocol

How to respond when an active shooter is in your vicinity.

Quickly determine the most reasonable way to protect your life. Customers and other employees are likely to follow the lead of employees and managers during an active shooter situation. Familiarize yourself with your workspace, your surroundings, and your building, and be aware of your environment. Know the locations of emergency exits and your evacuation plan.

Evacuate/Run

- Remain calm. Have an escape route and plan in mind.
- Upon hearing or seeing an active shooter, move away from the active shooter. Assess your surroundings and determine if it is safe for you to evacuate the building. If a shooter is in the front of the store, all staff should leave the front of the store by exiting through the swing doors into the back kitchen. If a shooter is in the back kitchen, all staff should leave the store through the front of the store.
- Decide if it is safe to exit the store at the opposite way of the shooter and follow the hallways to an outside exit. If it is, notify those around you to follow you (quietly if possible).
- Lead staff away from the area of interest, continually listening for sounds or sights that indicate that it may no longer be safe to evacuate.
- *****Do NOT pull the fire alarm***** Pulling the alarm can create confusion as to whether what is happening is a drill. An alarm could send everyone out of rooms and in large groups into hallways and common areas where they could be in harm's way and draw emergency responders into danger as well.
- Help others but do not let them hold you back.
- Leave your belongings.
- Keep your hands visible when you exit the building to show that you are not carrying a weapon.
- Follow instructions from Police.
- Do not run to the Police as you may be mistaken for the aggressor and/or impede rescue efforts.

Hide/barricade if you cannot evacuate/run

- If you cannot evacuate, find a place to hide.
- The best hiding place is one that offers cover, meaning behind an object that will protect you from a bullet (i.e., a safe, behind a brick column, behind a dumpster).
- If cover is unavailable, concealment is key. Concealment means hiding behind or under something that conceals your location (i.e., closed blinds in an office,

behind an overturned table, behind a parked car, etc.).

- If you stay inside the back kitchen, make sure the back door is locked and secured.
- Lock the front swing doors to the front of the store and barricade these doors from the inside with any large objects in the back kitchen.
- Turn off the lights.
- Stay away from the doors, remain quiet, call 911 and report your location and how many people are with you. Follow the police operators' instructions from this point onwards.
- Hide in area out of the shooters view and stay low to the ground.
- Quietly notify those around you to search for cover and concealment. If possible, find a hiding place for multiple people and usher in those around you.

For Street location:

- Upon hearing, seeing or receiving information about an active shooter outside of the store / in the area. Staff should immediately lock all doors front and back.
- Staff and customers should move to the back kitchen out of sight of the front doors / windows and stay low.
- Call 911 and advise the police operator of your location, how many people are with you and take directions from the police operator.

Report any violent situations you witness or experience to a manager/supervisor, WPP Coordinator (your OS), Risk Management Department or HR when safe to do so.

Risk Management Contact at: 437-339-8953

Human Resources Contact Info:

Hotline : 1-888-352-6283

Email : hr-safety@sarkujapan.com

Fax : 1-866-472-0490

Appendix I - WVPP Acknowledgement (Time of Hire)

I hereby acknowledge receipt of the Workplace Violence Prevention Plan (WVPP) and agree to read and abide by the guidelines and procedures contained therein. I understand that violations of these guidelines and procedures constitute reason for disciplinary actions up to and including possible discharge.

I acknowledge that I have had the opportunity to ask questions while reviewing this plan with a member of management, the WVPP or the Human Resources Department.

I understand that if I feel unsafe at work, see an area that has safety hazards without protocols in place, have concerns regarding workplace violence, or any issue regarding my working environment, I can notify a manager/supervisor, the Human Resources Department or the WVPP Coordinator at any time without fear of retaliation.

Employee Name (print) _____

Employee Signature _____ Date _____

Send to Human Resources by email to hr-safety@sarkujapan.com or
by fax at 1-866-472-0490

