

DISTRICT MANAGER, CUSTOMER SERVICE & SALES  
RIO GRANDE DISTRICT



February 3, 2020

All Employees of the RIO GRANDE DISTRICT

**SUBJECT: Zero Tolerance Policy and Procedures**

A Postal Service employee has a right to perform his or her assigned duties in an atmosphere free of threats, assaults, and other/or acts of workplace violence. We are committed in the effort to ensure a safe working environment for all employees. Threats or assaults made directly or indirectly toward any employee or Postal Service customer, even in jest, will not be tolerated. This misconduct causes very real concern and apprehension on the part of employees and customers to whom this type of action is directed.

This *Zero Tolerance Policy* places all employees on notice that threats, assaults, or other acts of violence committed against other Postal Service employees or customers will result in corrective action, up to and including removal from the Postal Service. Any employee who has been subjected to a threat or assault is by this policy instructed to immediately report the incident to a postmaster, manager, or supervisor and/or to the Inspection Service. Employees should report any unusual situation that has the potential to cause workplace violence. Threats of suicide are considered acts of violence. The Inspection Service is to be contacted concerning any threatening situation which may lead to a violent act - **the toll free number is 877-876-2455**. Reports to the Inspection Service, at the request of the employee who reports the incident, will be handled anonymously.

Below are definitions to help you understand and clarify when a threat, assault, or other act of workplace violence has occurred:

**Threat (broadly defined)** — A statement or act that carries the intention to inflict harm or injury on any person, or on his or her property. Threats also include words or actions intended to intimidate another person or to interfere with the performance of his or her official duties (e.g., standing in front of a corridor with a menacing posture and not permitting another person access to load a Postal Service vehicle).

**Assault (broadly defined)** — Any willful attempt to inflict injury upon the person of another, when coupled with an apparent ability to do so, or any intentional display of force that would give the victim reason to fear or expect immediate bodily harm. Note: An assault may be committed without touching, striking, or doing bodily harm to another person (e.g., throwing a brick at a person that does not actually strike the person). Violence is not limited to fatalities or physical injuries. We recognize that any intentional words, acts, or actions meant to provoke another can escalate and result in injury if they are not immediately and appropriately addressed by management.

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For

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