



December 8, 2011

## ZERO TOLERANCE POLICY STATEMENT

All Postal Employees have the right to perform their duties in an atmosphere free of threats, assaults, verbal berating, or other acts of workplace violence. The Hawkeye District is committed to providing a violence free working environment reflective of dignity and respect for all its employees. Threats or assaults made directly or indirectly toward any employee or customer, even in jest, will not be tolerated.

Effective immediately, this **ZERO TOLERANCE POLICY** places all employees on notice that threats, assaults, verbal berating or other acts of violence committed against other Postal Employees or Customers will result in corrective action, up to and including removal from the Postal Service. Any Employee or Customer who has been subjected to a threat or assault should immediately report the incident to a Manager, Supervisor or the Postal Inspection Service. Management personnel must address these situations immediately and take prompt and appropriate action to ensure the safety and security of all our employees and customers.

Although broadly defined, the following definitions will help you understand when a threat, assault or other acts of workplace violence have occurred:

A threat is a statement or act intended to inflict harm or injury on any person, or on their property. Threats include words or actions intended to intimidate another person or any intentional display of force that could give the victim reason to fear or expect immediate bodily harm.

A violent act is not necessarily limited to fatalities or physical injuries. Any intentional words or acts meant to provoke another can potentially escalate into an injury or other physical harm if not addressed by management. Threats of suicide are considered acts of violence.

**The Hawkeye District will not Tolerate Acts or Threats of Violence in our Workplaces!**

Handwritten signature of William J. Herrmann in black ink.

William J. Herrmann  
District Manager

Handwritten signature of Jeffrey Harris in black ink.

Jeffrey Harris  
Senior Plant Manager

Handwritten signature of Vanessa Kellum in black ink.

Vanessa Kellum  
Manager, Des Moines NDC