



Workplace Violence Prevention Plan

Monroe Personnel Service, LLC and Temptime

Effective 9/23/2026 · California Labor Code Section 6401.9

Person responsible for this Plan

Debra Mugnani Monroe, President

(415) 732-7520 (after hours, our answering service will page us)

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1. Purpose and Scope

Monroe Personnel Service, LLC and Temptime ("Monroe") is committed to providing a workplace free from violence, threats and intimidation. This Workplace Violence Prevention Plan ("Plan") describes how we prevent, report, respond to and learn from workplace violence, as required by California Labor Code Section 6401.9.

This Plan covers all Monroe employees: our in-house staff, and our service providers, the employees we place in our clients' workplaces. It is a stand-alone document that works together with our Injury and Illness Prevention Program (IIPP).

This Plan is available at all times on the Employee Forms and Resources page at www.temptime.com. Any employee may request a copy from Monroe at no cost.

2. Responsibility

Debra Mugnani Monroe, President, has the authority and responsibility for implementing and maintaining this Plan. Her responsibilities include receiving and investigating reports, coordinating with our clients, arranging training, keeping the Violent Incident Log and records, and reviewing this Plan at least once a year.

3. Definitions

Workplace violence means any act of violence or threat of violence that occurs in a place of employment, including the use of physical force or a weapon against an employee, whether or not the employee is injured. It does not include lawful acts of self-defense or defense of others.

Threat of violence means any verbal or written statement, including texts, emails, social media posts or other electronic communications, or any behavior or 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.

California law recognizes four types of workplace violence:

- **Type 1:** violence by a person who has no legitimate business at the worksite, such as a stranger committing a crime.
- **Type 2:** violence directed at employees by customers, clients, patients, students, visitors or others the employer serves.
- **Type 3:** violence against an employee by a present or former employee, supervisor or manager.
- **Type 4:** violence by a person who does not work there but has or is known to have had a personal relationship with an employee.

4. Prohibited Conduct

The following conduct is prohibited at any Monroe or client workplace, while on assignment, and in any communication related to work. This list is not complete:

- Physically striking, pushing or injuring another person, or threatening to do so
- Threatening an individual, their family or friends, or their property, in person, by phone, in writing or electronically
- Intimidation, stalking, or conduct that causes a reasonable fear for personal safety
- Sexual assault, and threatening conduct related to sexual harassment or domestic violence
- Bringing, displaying or using a firearm or other weapon at a client workplace or while on company business
- Intentionally damaging, or threatening to damage, property
- Bullying, or hostile or abusive language directed at another person in a threatening manner
- Retaliating against anyone who reports a concern in good faith or takes part in an investigation

Violations may result in discipline up to and including removal from the assignment and termination of employment, and may be reported to law enforcement.

5. Employee Involvement

We involve our employees in developing, carrying out and reviewing this Plan by:

- Asking for employee input on workplace violence hazards during periodic check-ins, particularly for new assignments
- Inviting employees to suggest improvements to this Plan at any time by contacting Monroe or emailing staffing@temptime.com
- Including employees who were involved in an incident in the post-incident review, where appropriate
- Considering employee feedback during the annual review of this Plan

6. Coordination With Client Employers

Most of our employees work at our clients' locations, so preventing workplace violence is a shared responsibility. We coordinate with each client as follows:

- When we take a job order, we discuss the work environment, including public contact, working alone, handling cash or late hours, and ask about any known workplace violence concerns.

- We ask each client to include our employees in its own workplace violence prevention plan, emergency procedures and alert systems, and to tell our employees how to use them.
- We ask clients to notify us immediately of any workplace violence incident involving one of our employees and to share the results of their investigation. We notify the client of any report we receive about their workplace.
- Where a client's violent incident log records an incident involving one of our employees, we record the incident in our own log as well.
- If a serious hazard cannot be corrected promptly, we may remove our employees from the assignment until it is.

7. Reporting Workplace Violence

In an emergency, call 911 first. Then notify the client supervisor on site and Monroe as soon as it is safe to do so.

Report any workplace violence, threat or concern, however minor, to Monroe right away:

- Call (415) 732-7520. After hours, the answering service will page us.
- Email staffing@temptime.com, or tell Debra Mugnani Monroe directly.
- If you are on assignment, also tell the client supervisor, unless the concern involves that supervisor.

You may also report a concern to law enforcement or to Cal/OSHA at any time. Please also tell us if you have a restraining order or other protective order that covers your workplace, so we can help keep you safe. This information will be kept as confidential as possible.

No Retaliation

Monroe will not retaliate against any employee who, in good faith, reports workplace violence, asks for help, takes part in an investigation, or seeks help from law enforcement. Anyone who retaliates will be subject to discipline up to and including termination.

8. Responding to Reports and Communicating With Employees

Every report is taken seriously. When we receive a report, we will:

- Make sure anyone in immediate danger is safe, and call 911 if needed
- Contact the client if the report involves a client workplace
- Investigate promptly and keep information as confidential as possible
- Let the employee who reported know the outcome of the investigation and any corrective action, as appropriate

We communicate with employees about workplace violence through new hire orientation, annual training, periodic check-ins, our website, and direct contact whenever a specific concern arises.

9. Compliance

All employees, including supervisors, are expected to follow this Plan. We ensure compliance by training every employee, following up on concerns during check-ins, recognizing employees who report hazards, and applying our disciplinary process, described in Section 3.4 of our Employee Handbook, fairly and consistently when the Plan is not followed.

10. Emergency Response

During an actual or potential emergency, such as an active threat, a person with a weapon, or a physical attack:

- Move away from the danger and get to a safe place. Do not try to confront or restrain the person.
- Call 911. Follow instructions from law enforcement.
- At a client location, follow the client's emergency alert, evacuation and shelter procedures. Clients are asked to explain these to our employees on the first day of an assignment.
- Our in-house staff follow the emergency procedures of the building or location where they are working.
- Once safe, notify the client supervisor and Monroe so we can account for all of our employees and provide support.

11. Identifying and Evaluating Hazards

We identify and evaluate workplace violence hazards:

- When we take each new job order, by reviewing the work environment and job duties with the client
- When an employee reports a concern, and after any incident
- When we learn of a new or previously unrecognized hazard at a client location
- During our annual review of this Plan, including our own in-house work locations

We consider factors such as contact with the public, working alone or in isolated areas, handling cash or valuables, working late or early hours, poor lighting or unsecured entrances, and any history of incidents at the location. We may visit a location when needed.

12. Correcting Hazards

When a hazard is identified, we work with the client, or take action ourselves, to correct it promptly. Examples include asking the client to change staffing so an employee does not work alone, adjusting schedules, improving security or check-in procedures, changing assignment duties, or removing our employee from the assignment until the hazard is corrected.

13. After an Incident

After any workplace violence incident, we will:

- Make sure the employee receives any needed medical care, and help with any workers' compensation claim
- Offer support to affected employees and allow time to speak with law enforcement
- Investigate the incident with the client, identify its causes, and correct any hazards found
- Record the incident in the Violent Incident Log
- Report to Cal/OSHA within 8 hours when the incident results in a serious injury, illness or death
- Review this Plan to see whether it should be changed

14. Training

All employees receive workplace violence prevention training when they are hired and at least once a year after that. Additional training is provided when a new hazard is identified or this Plan changes. Training is interactive and gives employees the chance to ask questions of a person who knows this Plan. It covers:

- This Plan, how to get a copy, and how to take part in developing and carrying it out
- The definitions and requirements of California Labor Code Section 6401.9
- How to report workplace violence incidents or concerns to Monroe or law enforcement without fear of retaliation
- Workplace violence hazards specific to the employee's job, and the corrective measures in place
- How to seek help to prevent or respond to violence, and strategies to avoid physical harm
- The Violent Incident Log and how to obtain copies of required records

How Training Is Provided

- Online training: we will email each employee links to workplace violence prevention training through our insurance carrier's training portal (Philadelphia Insurance), to be completed when hired and each year after that.
- Monroe's own Plan: along with the training links, we send a copy of this Plan and explain how to report concerns to Monroe. We also hold an annual training session by Zoom that covers this Plan and includes time for questions.
- Questions: employees may ask questions at any time by calling Debra Mugnani Monroe at (415) 732-7520 or emailing staffing@temptime.com, and will receive a prompt answer.
- Records: we keep the portal's completion records and our Zoom attendance records for at least one year.

15. Violent Incident Log

Monroe records every workplace violence incident involving our employees in a Violent Incident Log (Attachment A). The log is based on information from the employees involved, witnesses and the client, and does not include personal identifying information such as names, addresses or Social Security numbers.

16. Recordkeeping

Monroe keeps the following records:

- **Hazard identification, evaluation and correction:** 5 years
- **Training records** (dates, summary of content, trainer name and qualifications, and names and job titles of attendees): 1 year
- **Violent Incident Log:** 5 years
- **Incident investigation records:** 5 years

Employees may request these records, which will be provided within 15 calendar days of the request.

17. Review of This Plan

Monroe will review this Plan at least once a year, whenever a weakness is identified, and after any workplace violence incident, and will update it as needed. Each review will include employee input.

Debra Mugnani

Debra Mugnani Monroe, President

9.11.26

Date of last review

Attachment A**Violent Incident Log**

Do not include personal identifying information (such as names, addresses, phone numbers or Social Security numbers) of the employees or other people involved. Keep completed logs for 5 years.

Date and time of incident	
Location (client worksite or Monroe location, and type of location, such as office, parking lot, reception area)	
Detailed description of what happened	
Who committed the violence	☐ Type 1: stranger with criminal intent ☐ Type 2: client, customer or visitor ☐ Type 3: co-worker, supervisor or manager ☐ Type 4: person with a personal relationship to the employee
Circumstances at the time	☐ Employee was working alone or in an isolated area ☐ Employee was performing usual job duties ☐ Employee was performing duties outside normal duties ☐ Other (describe below)
Type of incident	☐ Physical attack ☐ Attack with a weapon or object ☐ Threat of physical force or use of a weapon ☐ Sexual assault or threat ☐ Animal attack ☐ Other (describe below)
Consequences: were police called? Injuries? Actions taken to protect employees from further harm	
Client notified? Name of client contact (not the employee's name)	
Completed by (name and job title) and date	