



**Islamic Republic Of Afghanistan
Kabul Municipality**



WORKPLACE ANTI-VIOLENCE POLICY STANDARD OPERATING PROCEDURES

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Signature: _____



Islamic Republic Of Afghanistan Kabul Municipality



Policy Statement:

The Kabul Municipality maintains a zero tolerance standard of violence in the workplace. The purpose of this SOP is to provide Municipality employees guidance that will maintain an environment free of violence and the threat of violence.

Definitions:

Workplace Violence: Behavior in which an employee, former employee or visitor to a workplace inflicts or threatens to inflict damage to property, serious harm, injury or death to others at the workplace.

Threat: The implication or expression of intent to inflict physical harm or actions that a reasonable person would interpret as a threat to physical safety or property.

Intimidation: Making others afraid or fearful through threatening behavior.

Zero-tolerance: A standard that establishes that any behavior, implied or actual, that violates the policy will not be tolerated.

Procedure:

When a violent act occurs:

- If the act or altercation constitutes inform your immediate manager or supervisor.
- If the offender is the supervisor him/herself contact the appropriate Department Director.
- The Department Director will contact the Human Resources Director, who will take responsibility for coordinating response to the incident.
- In instances that involve emergency situations, or criminal activity, the Human Resources Director will contact the Mayor and the Police Department. Incidents involving emergency situations and/or criminal activity will be referred to the Police Department for assessment and, if necessary, inquiry.
- In instances when it is not appropriate to refer an incident to the Police Department, the Human Resources Director will attend the case and make a recommendation regarding the need for an inquiry. If an internal inquiry is recommended, the Human Resources Director will coordinate the inquiry process.

Conducting an Inquiry

Incidents involving emergency and/or criminal activity will be referred to the Police Department for inquiry. Incidents that do not involve an emergency situation, and/or criminal activity, will be handled by the Human Resources Department. The Human Resources Director, in consultation with the Mayor, will determine whether an inquiry is needed and who will conduct the inquiry.

1. Data Collection



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There are great liabilities and legal implications associated with violent behavior in the workplace, therefore, before beginning any inquiry, consult with higher management and the Human Resources Department.

The inquiry that you conduct could lead to disciplinary action; please be sensitive to the rights of all persons involved and proceed in a manner that demonstrates objectivity, fairness and a concern for confidentiality.

2. Interview with the Alleged Victim

When talking with the alleged victim, speak clearly and non-judgmentally. Approach the interview in a sensitive, supportive manner. The goal of the interview is to develop a true and accurate account of the incident.

- Obtain the date/time of the violent incident.
- Find answers to the questions: who, what, when and where. Find out what specifically happened in this and any other incidents.
- Determine the background of the situation, including the relationship between the parties before the incident.
- Obtain the names of anyone else who:
 - Saw or heard the incident
 - The person has talked with about the incident
 - The person believes has also had encounters with the alleged offender.
- Find out what the person did in response to the violent encounter.
- Find out whether the person has documented the incident, or any other violent encounters that the person has had with the alleged offender.
- Reassure the person that the KM is actively responding to the incident and that any retaliation will not be tolerated.

3. Interview With the Alleged Offender

Approach the interview in a non-judgmental, sensitive manner. Keep in mind that a person is innocent until proven at fault. Unreasonable assumptions of guilt before an inquiry has been completed can impede an appropriate inquiry.

- Present the incident or incidents described by the victim, or your own observations if you directly saw the incident.
- Get the alleged offender's side of the story.
- Do an inquiry with such questions as:



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"Describe the incident that occurred between you and the victim."

- Describe your relationship with the victim and other interactions that you have had."
- Listen attentively as the alleged offender talks.
- Advise the offender of the seriousness of any form of retaliation against the recipient/victim, or any action that might be interpreted as retaliation.

Penalties

1. Disciplinary action would be taken against the accused if found guilty. Action may involve a warning (verbal or written), transfer, or termination of employment depending on the seriousness of the case.
2. Serious bypass of this policy may result in employment being terminated immediately. This means that no warnings will be given.

PREPARED BY:

APPROVED BY:

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