



NEW YORK RETAIL WORKPLACE VIOLENCE PREVENTION POLICY

**Adopted on January 6, 2026, by Sprouts Farmers Market
Pursuant to New York Labor Law Section 27-e.**

A. Sprouts Farmers Market POLICY ON WORKPLACE VIOLENCE

1. Sprouts Farmers Market is committed to the safety of its team members. Sprouts Farmers Market recognizes that workplace violence presents a serious threat to its retail team members. Sprouts Farmers Market has a zero-tolerance policy for any violence or threats of violence in its workplace. Any act or threat of violence will be investigated so that appropriate action is taken.
2. Retaliation against individuals who complain of workplace violence or the presence of factors or situations in the workplace that might place retail team member at risk of workplace violence, or who testify or assist in any proceeding under the law, is unlawful and not permitted.
3. This Workplace Violence Prevention Policy is designed to meet the requirements of New York State Labor Law Section 27-e. This policy may be modified as workplace conditions require. Federal or state statutory provisions, as well as applicable local laws concerning violence against retail workers and remedies available to victims of violence in the workplace, may affect the policies and/or training provided under this policy.
4. Sprouts Farmers Market provides their retail team members, in writing in English and in the language identified by each employee as the primary language of such employee, at the time of hiring and at every annual workplace violence prevention training provided, a notice containing such employer's retail workplace violence prevention policy and the information presented at such employer's workplace violence prevention training program.

B. WORKPLACE VIOLENCE DEFINED

1. Workplace violence is any physical assault or act of aggressive behavior occurring in the workplace. Workplace violence includes but is not limited to:
 - a. Any verbal or physical threat or attempt to inflict physical injury on a team member
 - b. Any intentional display of force which gives an employee reason to fear or expect bodily harm
 - c. Intentional, wrongful, and nonconsensual physical conduct with a team member that causes injury



- d. Stalking a team member with the intent of causing fear of harm for a team members physical safety and health, when such stalking has arisen through and in the course of employment

2. Additional Definitions

- a. "Employer" means any person, entity, business, corporation, partnership, limited liability Sprouts, or an association employing at least ten retail team members. The term shall not include the state, any political subdivision of the state, a public authority, or any other governmental agency or instrumentality.
- b. "Retail employee" means a team member working at a retail store for an employer.
- c. "Workplace" means any location away from a team member's domicile, permanent or temporary, where an employee performs any work-related duty in the course of their employment by an employer.

"Retail store" means a store that sells consumer commodities at retail and which is not primarily engaged in the sale of food for consumption on the premises.

C. FACTORS/SITUATIONS THAT MAY CREATE RISK FOR WORKPLACE VIOLENCE

1. Although workplace violence can occur in any work setting, some factors or situations may pose a greater degree of risk. One of the first steps in preventing violence at the workplace is recognizing these factors or situations that may make it more likely to occur. They can include (but are not limited to):
 - a. Working late night or early morning hours
 - b. Exchanging money with the public
 - c. Working alone or in small number
 - d. Uncontrolled access to the workplace

D. Sprouts Farmers Market METHODS OF PREVENTING WORKPLACE VIOLENCE

1. Sprouts Farmers Market may implement methods of eliminating or reducing the risk of violence at its workplace. These methods include (where applicable):
 - a. Increasing lighting in remote work areas
 - b. Secure workplace access
 - c. Installing security hardware



- d. Use of security personnel as needed
- e. Improving communication procedures regarding potential risks between shifts/team members
- f. Providing training on workplace violence prevention, including recognizing early warning signs, de-escalation tactics, and active shooter response
- g. Establishing systems for reporting incidents of workplace violence

E. EARLY WARNING SIGNS OF WORKPLACE VIOLENCE

1. While Sprouts Farmers Market may implement methods to prevent workplace violence, team members can also take measures to keep both themselves and the workplace safe from violence. One of these measures is to recognize the early warning signs of potentially violent behavior in both customers and coworkers. These behaviors can include:

- a. Customers
 - i. Intimidation
 - ii. Bullying
 - iii. Verbal abuse
 - iv. Other disrespectful/discourteous conduct
- b. Coworkers
 - i. Behavioral changes (possibly including poor job performance)
 - a) Mood swings
 - b) Uncharacteristic changes in behavior or display of emotion
 - c) Depression
 - d) Withdrawal
 - e) Paranoia
 - ii. Numerous conflicts with, or expression of hostility directed at coworkers, supervisors, or other customers
 - iii. Excessive complaints about unfair treatment
 - iv. Overreaction to criticism, evaluation, or performance review
 - v. Bringing or brandishing a weapon in the workplace



- vi. Signs of abuse of alcohol or drugs
2. Observation of the above behaviors should be immediately reported to the Store Manager, Human Resources Business Partner, Loss Prevention Contact, or the ethics hot line.

F. EMERGENCY PROCEDURES

1. In the event of an emergency due to violence in the workplace, team members should follow the emergency procedures which can be accessed in the Emergency Procedure Binder, located at the front end near the customer service podium. The plan can also be accessed on the Vine portal.
2. Team members should be aware of all emergency exits and meeting places to be utilized in the event of workplace violence. The location of emergency exits, and meeting places can be found on your evacuations maps that are located throughout the facility. In addition, the evacuation plan can be located in the Emergency Procedure Binder
3. In emergency situations, team members are always authorized and allowed to call 911 for emergency law enforcement.

G. DE-ESCALATION TACTICS

1. De-escalation defined: the use of communication or other techniques during an encounter to stabilize, slow, or reduce the intensity of a potentially violent situation without using physical force, or with a reduction in force.
2. When may de-escalation be necessary?
 - a. When early warning signs escalate into obstructive, threatening, or damaging behavior, such as:
 - i. Becoming argumentative (with customers, coworkers, or management)
 - ii. Refusing to obey policies and procedures
 - iii. Verbal or physical threats of violence
 - iv. Damaging Sprouts Farmers Market property or equipment
 - b. De-escalation tactics
 - i. Be empathetic and nonjudgmental – pay attention to what is said
 - ii. Respect personal space – be aware of your position and posture



- iii. Keep tone and body language neutral or very positive towards the person
- iv. Focus on the person's feelings
- v. Positive/helpful communication
 - 1. "I can see you are upset. I'm here to help."
 - 2. "I'm here for you."
 - 3. "Please let me help you."
 - 4. "I will call and see if we can get help today."
- vi. Ignore challenging questions
- vii. Set limits
- viii. Apologize or express sympathy
- ix. Allow silence for reflection
- x. Allow time for decisions - give other person a few moments to calm down
- c. Behavior to avoid:
 - i. Standing rigidly and directly in front of another person
 - ii. Pointing your finger
 - iii. Excessive gesturing or pacing
 - iv. Faking a smile

H. ACTIVE SHOOTER RESPONSE

1. The Federal Bureau of Investigation ("FBI") defines an active shooter as "an individual actively engaged in killing or attempting to kill people in a populated area".
2. In the event of an active shooter at the workplace, team member should **RUN – HIDE – FIGHT**.
3. **RUN**
 - a. If there is an accessible escape path, attempt to evacuate the workplace.
 - b. Be sure to:

- i. Have an escape route and plan in mind
- ii. Evacuate regardless of whether others agree to follow
- iii. Leave your belongings behind
- iv. Help others escape, if possible
- v. Prevent individuals from entering an area where the active shooter may be
- vi. Keep your hands visible and follow law enforcement instructions
- vii. Do not attempt to move wounded people
- viii. Call 911 when you are safe

4. HIDE

- a. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
- b. Your hiding place should:
 - i. Be out of the active shooter's view
 - ii. Provide protection if shots are fired in your direction (i.e., a room with a closed and locked door)
 - iii. Not trap you or restrict your options for movement
- c. To prevent an active shooter from entering your hiding place lock the door and block the door with heavy furniture.
- d. If the active shooter is nearby:
 - i. Silence your cell phone and/or pager
 - ii. Turn off any source of noise (i.e. radios, televisions)
 - iii. Hide behind large items (i.e. cabinets, desks)
 - iv. Remain quiet
- e. If evacuation and hiding are not possible:
 - i. Remain calm



- ii. Dial 911, if possible, to alert police to the active shooter's location
 - 1. If you cannot speak, leave the line open and allow the dispatcher to listen
- 5. **FIGHT** – Take action against the active shooter
 - a. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
 - i. Acting as aggressively as possible against him/her
 - ii. Throwing items and using improvised weapons
 - iii. Yelling
 - iv. Committing to your actions
- 6. Information to provide to 911 operator
 - a. Location of the active shooter
 - b. Number of shooters (if more than one)
 - c. Physical description of shooter(s)
 - d. Number and type of weapons held by shooter(s)
 - e. Number of potential victims at location

I. REPORTING WORKPLACE VIOLENCE INCIDENTS

- 4. Any SPROUTS team member who becomes aware of workplace violence including a physical assault, threat, or similar behavior must immediately report the facts and circumstances of that behavior to reported to the Store Manager, Human Resources Business Partner, Loss Prevention Contact, or the Ethics Hot line.
- 1. If a team member witnesses or is involved in a workplace violence incident where there is an immediate threat to the employee's safety or to the safety of others, or if a serious injury has occurred the employee should immediately call 911 for law enforcement or medical assistance and then notify their supervisor, store manager, and the loss prevention department.



2. SPROUTS does not allow retaliation against any individuals who complain of workplace violence or the presence of factors or situations in the workplace that might place retail team members at risk of workplace violence or who testify or assist in any proceeding.

J. TRAINING

1. SPROUTS will provide interactive information and training on the policy to all team members upon hire, and then annually thereafter. Training topics may include (but are not limited to) the following:
 - a. The policy and how to obtain a copy of the policy at no cost
 - b. The requirements under the Retail Worker Safety Act as contained in Labor Law Section 27-e
 - c. Measures team members can use to protect themselves when faced with workplace violence from customers or other coworkers.
 - d. De-escalation tactics
 - e. Active shooter information
 - f. Emergency procedures
 - g. Workplace specific emergency exits and meeting places.
 - h. How team members can report workplace violence incidents or concerns to SPROUTS or law enforcement without fear of reprisal