

Workplace Violence Prevention Plan

Taquería La Esperanza

Broadway location — 3140 Broadway, Sacramento, CA 95817

Version	1
Effective date	2026-08-09
Responsible person	María Delgado, General Manager
Legal references verified	2026-08-05

1. Purpose and Scope

This is the written Workplace Violence Prevention Plan ("the Plan") of Taquería La Esperanza for the Broadway location worksite at 3140 Broadway, Sacramento, CA 95817. It is established under California Labor Code 6401.9 (SB 553) and covers every employee who works at this site, including supervisors, part-time employees, and temporary staff.

The Plan is in effect at all times. Every employee, and every authorized employee representative, can read this Plan and obtain a copy at any time, free of charge.

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2026-08-05

2. Element 1 of 12: Responsible Persons (Lab. Code §6401.9(c)(2)(A))

The following person has the authority and responsibility for implementing and maintaining this Plan at this worksite:

Responsible person: María Delgado

Job title: General Manager

The responsible person has the authority to correct workplace violence hazards, to spend what is reasonably needed to correct them, and to stop work if employees are in danger. All supervisors share responsibility for carrying out this Plan in the areas they supervise. When the responsible person is not on site, the most senior employee present carries these duties until the responsible person returns.

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3. Element 2 of 12: Employee Participation (Lab. Code §6401.9(c)(2)(B))

Taquería La Esperanza obtains the active involvement of employees and, where employees have them, their authorized representatives in developing and implementing this Plan. Employees are involved through:

- Regular safety or staff meetings
- Employees review and comment on the draft plan
- A suggestion box or written report form

In the employer's own words, how employees were and will be involved:

PROVIDED BY THE EMPLOYER:

We read the draft plan out loud in Spanish and in English at the staff meeting on March 14, 2026, and everyone got a paper copy to mark up. The closers asked for a light over the back door and for a second person on the deposit run; both are in this plan because they asked for them. There is a comment box by the time clock, and safety is on the agenda at the shift meeting on the first Saturday of every month.

Employee involvement is ongoing, not one-time: employees take part in identifying and evaluating hazards (Element 8), in post-incident investigations (Element 11), in reviews of this Plan (Element 12), and in shaping training (Element 10).

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4. Element 3 of 12: Employee Compliance with the Plan (Lab. Code §6401.9(c)(2)(E))

Taquería La Esperanza uses the following procedures so that both supervisory and nonsupervisory employees follow this Plan:

- Every employee is trained on this Plan before working without direct supervision, and again as described in Element 10.
- Supervisors watch for and correct unsafe practices as part of normal supervision, and follow the Plan's procedures themselves.
- Following this Plan is a condition of work for everyone, including managers and the owner. Repeated or deliberate failure to follow it is addressed through coaching first, then through the normal disciplinary process.
- No employee is ever disciplined for reporting a concern, reporting an incident, or asking a question about this Plan.
- Whether the Plan is actually being followed is checked in every review under Element 12.

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5. Element 4 of 12: Coordination with Other Employers (Lab. Code §6401.9(c)(2)(C))

Employees of Taquería La Esperanza do not currently work at sites shared with other employers, so multi-employer coordination does not currently apply at this worksite. If that changes -- for example, work begins at a client site, or another employer moves into the building -- the responsible person will contact the other employer before work begins to exchange violence-prevention procedures, confirm that everyone working on the shared site has had workplace violence training covering that site's hazards, agree on how incidents involving anyone on the site are reported, investigated, and recorded between employers, and align emergency response.

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6. Element 5 of 12: Reporting Violence Concerns Without Fear of Retalial (Lab. Code §6401.9(c)(2)(D), (F)(i))

Any employee may report a violent incident, a threat, or any other workplace violence concern -- including a concern about a customer, a coworker, a supervisor, or a person from outside the business -- to Taquería La Esperanza or to law enforcement, without fear of reprisal. Reports may be made verbally or in writing.

Employees may use any of these reporting channels:

- Tell any supervisor directly
 - Tell the plan's responsible person directly
 - A written report form
 - Directly to law enforcement, including by calling 911, instead of or in addition to telling Taquería La Esperanza.
- No employee needs permission from anyone here first.

Taquería La Esperanza does not retaliate, and does not permit anyone else to retaliate, against an employee for reporting. Retaliation includes firing, cutting hours, punitive shift changes, or any other adverse action taken because someone reported. That protection covers reports made to law enforcement exactly as it covers reports made here: no employee is disciplined, questioned about their loyalty, or treated differently for calling the police about something that happened at work. Every report that reaches Taquería La Esperanza reaches the responsible person, who records it and follows the investigation and communication procedures in Element 6.

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7. Element 6 of 12: Communication with Employees and Investigation Results (Lab. Code §6401.9(c)(2)(F))

Taquería La Esperanza communicates with employees about workplace violence matters -- including newly identified hazards, changes to this Plan, and the results of investigations -- through:

- Staff or safety meetings
- Posted notices or a bulletin board
- A team group chat or text thread

Every reported concern and every incident is investigated promptly and fairly by the responsible person. The employee who reported, and the employees involved, are informed of the results of the investigation and of any corrective action taken. Results are shared in a way that respects the personal-information limits described in the Violent Incident Log section of this Plan.

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8. Element 7 of 12: What Counts as Workplace Violence, and the Four Types (Lab. Code §6401.9(a))

"Workplace violence" means any act of violence or threat of violence that happens at a place of employment. At Taquería La Esperanza it includes, but is not limited to, all of the following:

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The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress -- whether or not the employee is physically hurt.

- Any incident involving the threat or use of a firearm or any other dangerous weapon, including a common object used as a weapon -- whether or not the employee is physically hurt.
- The four types of violence described below.

Workplace violence does not include lawful acts of self-defense or defense of others.

This definition is deliberately wider than "someone got hurt". A threat that is never carried out, a weapon shown but never used, a shove that leaves no mark, and an incident nobody called the police about are all workplace violence, and every one of them is reported under Element 5 and recorded in the violent incident log described later in this Plan. Employees are trained on this definition so that what gets reported and logged matches what the law counts.

Labor Code 6401.9 also identifies four types of workplace violence, which describe WHO commits the act. This Plan addresses all four:

- Type 1 (criminal intent): violence by a person who has no legitimate business at the worksite -- for example, someone who enters to commit a robbery or another crime.
- Type 2 (customer or client): violence directed at employees by customers, clients, patients, students, visitors, or other people receiving our services.
- Type 3 (worker-on-worker): violence against an employee by a present or former employee, supervisor, or manager.
- Type 4 (personal relationship): violence committed in the workplace by a person who does not work here but has or had a personal relationship with an employee.

Because members of the public can enter this workplace and employees handle or store cash or valuables, Type 1 and Type 2 violence are the most likely risks at this worksite. Type 3 and Type 4 violence can occur at any workplace, and this Plan treats them just as seriously.

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9. Element 8 of 12: Identifying, Evaluating, and Correcting Workplace Violence Hazards (Lab. Code §6401.9(c)(2)(I), (J))

Taquería La Esperanza identifies and evaluates workplace violence hazards using all of the following: an inspection of the worksite when this Plan was first established; scheduled periodic inspections; an inspection after every workplace violence incident; and an evaluation whenever Taquería La Esperanza learns of a new or previously unrecognized hazard. Employees take part in inspections, and any employee can flag a hazard at any time through the reporting channels in Element 5.

Hazards and controls specific to this worksite:

Public access. Members of the public can enter this workplace, which creates exposure to Type 1 and Type 2 violence. Controls in place:

- Entrances, service areas, and parking are kept well lit and visible.
- Employees acknowledge people who enter and stay aware of who is in the workplace.
- Clear sightlines are maintained between work areas and public areas wherever practical.

- Employees are trained to recognize the warning signs of escalating behavior and to disengage and summon help rather than argue.

Service counter. Employees work at a counter, register, or drive-through window facing the public. Controls in place:

- The counter area is arranged so an employee always has a way out from behind it.
- The counter area remains visible from at least one other work area whenever practical.
- Employees step back and disengage from an aggressive person at the counter or window; they never lean out or reach through to engage.

Cash and valuables. Employees handle or store cash or other valuables at this worksite -- a known robbery risk factor.

In the employer's own words, how cash and valuables are handled:

PROVIDED BY THE EMPLOYER:

We keep no more than \$150 in each register drawer. Anything over that goes into the drop safe under the counter, and only the manager on duty has the code. Deposits go to the credit union on Freeport Boulevard on Tuesday and Friday mornings, never after dark, and two people always go together.

Controls in place:

- The amount of cash kept in any register is held to the minimum the business needs.
- Excess cash is moved to a locked safe or off site as soon as practical.
- Bank deposits are made at varying times and by varying routes, and not alone at night where avoidable.
- If a robbery occurs, employees comply, hand over what is demanded, and never resist, chase, or follow the robber.

Working alone or at night. Some employees work alone or at night at this worksite.

In the employer's own words, who, when, and doing what:

PROVIDED BY THE EMPLOYER:

The closing cook and the closing cashier lock up together at 10:30 p.m. Monday through Thursday and at midnight on Friday and Saturday -- nobody closes alone. On Sunday the prep cook is here by himself from 6:00 a.m. to 7:30 a.m. with the front door locked until we open.

Controls in place:

- Employees working alone check in with the responsible person or a designated coworker on an agreed schedule.
- Every employee working alone or at night carries, or has immediate access to, a way to summon help.
- Doors not in use are kept locked during solo work and during opening and closing.
- Closing and cash-heavy tasks are assigned to two people wherever the schedule allows.

Late-night public hours. The business is open to customers late at night or before dawn. Controls in place:

- Exterior lighting is checked regularly and repaired promptly.
- Entrances are limited during late-night hours where practical.

- Work areas near the entrance remain visible from outside, so employees are never hidden from view.

Industry-specific hazards (restaurant or food service). Inspections at this worksite pay particular attention to:

- Intoxicated, aggressive, or non-paying customers, especially late in the evening.
- Crowding and long waits that escalate frustration at the counter or host stand.
- Robbery risk during opening, closing, and register counts.

When a hazard is identified, it is evaluated together with the employees exposed to it and corrected in a timely manner. If a hazard cannot be corrected immediately, interim protections -- such as changed procedures, added staffing, or restricted access -- are put in place until the correction is complete. Each identified hazard, its evaluation, and its correction are recorded, and those records are kept for at least 5 years.

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10. Element 9 of 12: Emergency Response (Lab. Code §6401.9(c)(2)(G))

Taquería La Esperanza responds to actual and potential workplace violence emergencies as follows:

- Alerting: employees are warned of an emergency using a code word or phrase, a phone call or group text alert, and shouting a direct warning.
- Getting away: employees move away from the danger to a safe location. The employer's evacuation and sheltering arrangements are described below.
- Calling for help from law enforcement: any employee may call 911 immediately whenever anyone's safety is threatened. No one needs a manager's permission to call 911.
- Getting help from assigned responders: no security personnel and no other assigned emergency responders work at this worksite. Employees get help by calling 911 first, then alerting the responsible person named in Element 1. Nobody waits for an internal responder, because there is none to wait for.
- No confrontation: employees never pursue, corner, or attempt to disarm a violent person, and never chase a person who leaves with money or property.
- Accounting for people: after an evacuation, the responsible person -- or the most senior employee present -- accounts for every employee and reports anyone missing to emergency responders.
- Aid: once it is safe, employees provide first aid and stay with injured people until emergency services arrive.

In the employer's own words, where employees go and how they know:

PROVIDED BY THE EMPLOYER:

Everyone goes out the back kitchen door into the alley and meets at the bus shelter on the corner of Broadway and 34th. If the back door is blocked, we go out the front and turn left, away from the parking lot. The closing manager counts heads at the bus shelter and calls 911 from there.

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11. Element 10 of 12: Training (Lab. Code §6401.9(c)(2)(H), (e))

Taquería La Esperanza provides effective training on this Plan: when the Plan is first established; to every new employee before they work without direct supervision; whenever this Plan is changed; and whenever a new or previously unrecognized hazard is identified. Training is repeated at least annually (every 12 months).

Training covers:

- This Plan, how to obtain a free copy of it, and how to participate in developing and implementing it.
- The workplace violence hazards specific to each employee's job, and the corrective measures in place for them.
- How to report incidents and concerns without fear of reprisal (Element 5).
- The violent incident log, and how to obtain copies of the records described in the Records and Access section of this Plan.
- The emergency response procedures in Element 9.

Training is delivered through an in-person staff meeting. Every training session, in every format, includes an opportunity for interactive questions and answers with a person knowledgeable about the employer's Plan. A recorded video on its own is never treated as completed training.

A record of each training session is kept, including the training date, the contents or a summary of the session, the names and qualifications of the trainers, and the names and job titles of the employees who attended. Training records are kept for at least 1 year.

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12. Element 11 of 12: Post-Incident Response and Investigation (Lab. Code §6401.9(c)(2)(K))

After any workplace violence incident, Taquería La Esperanza responds in this order:

1. Make people safe first: move employees away from the danger, call 911 if there is any injury or continuing threat, and provide first aid.
2. Notify the responsible person immediately.
3. Record the incident in the violent incident log, as described in this Plan.
4. Investigate promptly: the responsible person investigates every incident, involving the employees affected, and identifies what allowed the incident to happen.
5. Correct: hazards revealed by the incident are corrected under Element 8, and employees are protected from any continuing threat while corrections are made.
6. Communicate: the people involved are informed of the investigation results and the corrective action taken (Element 6).
7. Review: every incident triggers a review of this Plan's effectiveness (Element 12).

Incident investigation records are kept for at least 5 years. They never contain medical information as defined by Civil Code 56.05 -- medical details stay with treatment providers, not in the investigation file.

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13. Element 12 of 12: Plan Review and Effectiveness (Lab. Code §6401.9(c)(2)(L))

Taquería La Esperanza reviews the effectiveness of this Plan and updates it as needed. A review takes place:

- At least once a year. An annual review is scheduled from this Plan's effective date.
- After every workplace violence incident.
- Whenever a deficiency in the Plan is observed or becomes apparent.

Employees and their authorized representatives take part in every review. Each review looks at the violent incident log, the hazards identified and corrected since the last review, and whether the procedures in this Plan are actually being followed in daily work. Changes made after a review are communicated to employees (Element 6) and trained under Element 10.

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14. Violent Incident Log

Taquería La Esperanza records every workplace violence incident in a violent incident log, with the entry made as soon as practical after the incident. Entries are based on information provided by the employees who experienced the incident, witness statements, and investigation findings -- not on hearsay or assumption.

Each log entry records: the date, time, and location of the incident; the type of violence (Type 1 through Type 4, as defined in Element 7); a detailed description of what happened; a classification of who committed the violence; the circumstances at the time; a classification of where it happened; the kind of incident (such as an attack with or without a weapon, a threat, a sexual assault, or an animal attack); the consequences, including whether security or law enforcement was contacted and what their response was, and the actions taken to protect employees from a continuing threat; and the name, job title, and entry date of the person completing the record.

Log entries omit personal identifying information. No entry contains information sufficient to identify any person involved in an incident -- no names, addresses, email addresses, telephone numbers, social security numbers, and no details that, combined with publicly available information, would reveal a person's identity.

The violent incident log is kept for at least 5 years, and entries are never deleted within that period.

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15. Records and Access to the Plan

This Plan is in effect at all times and is available to employees and their authorized representatives at all times, free of charge.

Taquería La Esperanza creates and keeps the following records:

- Workplace violence hazard identification, evaluation, and correction records: kept at least 5 years.
- Workplace violence training records: kept at least 1 year.
- The violent incident log: kept at least 5 years.
- Incident investigation records: kept at least 5 years, and never containing medical information.

When an employee or an authorized employee representative requests the hazard records, the training records, or the violent incident log, Taquería La Esperanza provides them within 15 calendar days of the request, at no cost. All records related to this Plan are made available to Cal/OSHA (the Division of Occupational Safety and Health) on request, without delay.

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