Violence and aggression at work

Some staff may be at increased risk of suffering from violence and aggression whilst at work.

Safety point	Why?	What do you do?
Employers must protect staff at risk from being verbally or physically abused, threatened or assaulted at work by members of the public or other staff. Staff particularly at risk are those who provide services such as cash transactions, deliveries, collections and security, or who represent authority.	For employers violence can lead to low morale, difficulties to recruit and retain staff. Aggression and violence can also create higher insurance premiums and compensation payouts. For employees, violence can cause pain, suffering and even death. Serious or persistent verbal abuse or threats can also damage health through anxiety or stress.	Are any of your staff at increased risk from violent or aggressive behaviour? Yes ☐ No ☐ The following staff are at risk from violence and aggression and note from what activity
Talk to staff to find out if there is a problem.	You may not be aware that staff feel threatened.	Have you discussed this with staff? Yes ☐ No ☐
Record all incidents and classify them to judge their potential severity.	To show if a serious problem exists.	Our record of incidents is kept at
Look for ways to stop incidents happening in future, put measures in place and check that they work.	If you keep doing things in the same way you could have violent or aggressive events occuring again.	Have you looked at ways to prevent incidents from happening? Yes ☐ No ☐ Record any changes to working practices.
For staff at greater risk of violence or aggression		
The hazard is	The controls in place are	Further action will be

Safety point	Why?	What do you do?
Staff must be properly trained to deal with violence and aggression.	This will reduce potentially violent situations in the workplace and help staff to know how to calm a situation.	Does your staff training programme include violence and aggression issues? Yes ☐　　　No ☐ Do you do refresher training? Yes ☐　　　No ☐
You may need an alarm system and back up support for staff.	This can make a workplace more secure and create a safe environment for staff to work in.	Have you got an alarm system in the premises? Yes ☐　　　No ☐ Do you provide back up support immediately available to staff? Yes ☐　　　No ☐ If not what do you expect staff to do
If there is a violent incident involving a staff member you will need to respond quickly to avoid any long-term distress.	You can reduce the severity of the after effects of the incident and help the staff member feel able to return confidently to work.	Do you have arrangements for victims to talk through their experience? Yes ☐　　　No ☐ Would you be able to arrange time off if necessary? Yes ☐　　　No ☐ Could you arrange specialist counselling if needed? Yes ☐　　　No ☐ Could you arrange legal help for a victim if necessary? Yes ☐　　　No ☐ Have you thought about the effects on other staff? Yes ☐　　　No ☐