SAFE OVER SUMMER

Violence and Aggression

Violence and aggression in the workplace can take many forms, including verbal abuse, threats, intimidation, physical assault, or harassment. These behaviours pose serious risks to the safety, wellbeing, and mental health of workers. Some of the potential consequences include physical injury, psychological harm, increased stress, reduced morale, and disruption to productivity along with impacting on your personal situations away from work.

Primary Risks & Hazards to Spot

- **Verbal abuse:** shouting, insults, or offensive language that can cause psychological harm.
- **Threats and intimidation:** behaviour that creates fear or anxiety, impacting mental wellbeing.
- **Physical assault:** hitting, pushing, or other forms of physical harm.

Discuss / Share:
Where might you be at risk of violence or aggression today / tomorrow both at work or home?

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Critical Controls

- **Clear reporting procedures:** ensure all workers know how and where to report aggressive behaviour.
- **Situational Awareness:** the ability to perceive what is happening around you, being alert to changes in behaviour, tone, and/or body language.
- **Supportive leadership:** managers should actively promote respectful behaviour and respond quickly to incidents.
- **Zero-tolerance policies:** clearly communicate that violence and aggression will not be accepted.
- **Incident follow-up: p**rovide support to affected workers and review incidents to prevent recurrence.

Discuss / Share:
What controls work well to manage violence and aggression at work? What can we do as a team to improve our approach?