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| **ES15** | **Violence at Work Risk Assessment** |
| **Unit Name** |  | **Unit Number** |  |
| **Risk Assessment Completed** | Date | Signed |
| **1st review** | Date | Signed |
| **2nd review** | Date | Signed |
| **3rd review** | Date | Signed |

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| **Step 1 – Identify the hazards, risks and control measures**  |
| This document outlines the general hazards and risks, which are a foreseeable risk, and which may result in violence in the workplace as a result of our business operation. It identifies controls to reduce the likelihood of harm or injury so far as reasonably practicable. If you have identified any other hazards which potentially pose a risk, include these at the bottom of this section.This document is not intended to identify circumstances linked to a major event crisis, such as hostage taking or terrorist attack, which are covered in the Crisis Management Guide. It relates exclusively to work-related violence and not to personal disputes between employees. Nor does it relate to sexual harassment and bullying. Guidance or support in relation to sexual harassment and bullying should be sought from the People Business Partner or Nominated Safeguarding Lead. All employees must be made aware that any concerns regarding any inappropriate behaviours, including harassment, hostile, abusive or discriminatory behaviour, should be reported, either to their manager, the People Business Partner, their Nominated Safeguarding lead or via the SpeakUp! Channels..**Note** - Assessments must be reviewed every 3 years, whenever there is a significant change in the activity, and following any incident involving the activity. Risk assessments must be retained for a period of 6 years. |
| **What are the hazards?** | **Who might be harmed?** | **How might they be harmed?** | **What actions must be taken to control the risk?** |
| * Verbal abuse or threats, including face to face, online and via telephone
* Physical attacks
 | Compass EmployeesAgency StaffOther third parties | Dealing with or being in the vicinity of * people under the influence of drugs and alcohol
* people with mental health condition
* aggressive or disgruntled customers

Being the victim of theft or robbery | * Individuals trained how to recognise early signs of aggression and how to behave in conflict situations
* Signage in place to make members of the public aware that aggressive behaviour will not be tolerated
* Support available for employees who have experienced work-related violence or aggression
* Staff trained not to confront anyone behaving aggressively, but to call for assistance by Security and/or Police as soon possible
* Lone working avoided, including leaving the unit for short periods, and especially in the dark, for example to take out rubbish
* When subjected to aggressive behaviour staff trained to:
	+ Keep calm and polite, maintain eye contact and to adopt a relaxed posture
	+ Maintain a safe space and, where possible, to manoeuvre so that there is a barrier or locked door between employee and the person(s)
* When transporting valuables and cash, staff trained to:
	+ Use a vehicle rather than going on foot
	+ Vary routes and times
	+ Avoid secluded areas, dead-ends etc.
	+ Ensure that valuable items are not on display
	+ Be aware of their surroundings at all times
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| **What are the hazards?** | **Who might be harmed?** | **How might they be harmed?** | **What actions must be taken to control the risk?** |
|  |  |  | * In the case of a robbery staff are trained to:
	+ Comply with demands, hand over requested goods and not offer resistance
	+ Be observant so as to be able to describe events, assailants etc in order to assist the police in apprehending the person(s)
	+ Call for assistance as soon as it is safe to do so and call the police
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| **Additional control measures that may be required to further lower the risk of violence** | **Yes/No****NA** | **Provide details** |
| * Employees trained in diffusion techniques and post incident action
* Personal attack alarms may need to be carried by employees at all times
* Measures in place to ensure staff safety when handling money
* Panic buttons installed in areas where the risk and likelihood of exposure to abuse/attack or opportunity of theft is high
* Security collection company to collect cash
* Where collection by security collection company is not possible staff work as a team of two when taking cash from the unit, or when transporting cash within the unit
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| **What are the hazards?** | **Who might be harmed?** | **How might they be harmed?** | **What actions must be taken to control the risk?** |
| * Additional hazards
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| * Additional hazards
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| **Step 2 – Complete the Site-Specific Assessment** |
| Depending on the type of activities carried out at your unit, additional specific risk factors may need to be considered. Answer the below questions Yes or No. If Yes, confirm in the Actions/Comments section that the relevant Management Actions are in place, or note why these have not been implemented. |
| **Risk Factors** | **Yes/No** | **Management Action if ‘Yes’** | **Actions/****Comments** |
| Does your unit serve alcohol and/or host large scale events? |  | Ensure Challenge 25 process are in placeConsider drink limitsConsider use of security teamsConsider installation of mirrors and/or CCTV at key locationsEnsure staff are trained to deal with people under the influence of alcoholConsider the use of drug dog teamsConsider the implementation of bag searchesWhere relevant, ensure queueing systems are suitable |  |
| Is your unit a customer facing venue or accessible to members of the public? |  | Ensure staff are trained to deal with challenging customersConsider use of security teamsConsider installation of mirrors and/or CCTV at key locationsConsider restricting access to limit areas accessible to the publicWhere relevant, ensure queueing systems are suitable |  |
| Does your unit handle cash? |  | Ensure cash taking units, such as tills, are not easily accessible to the publicEnsure safes are located in secure areas and are locked at all timesWhere possible use a security company for the collection of cashConsider installation of CCTV at key locationsEnsure staff are suitably and sufficiently trained |  |
| Are valuables or cash carried between sites or in public areas within the site? |  | Consider working in teams of twoEnsure items are not on readily on show to an opportunistEnsure Lone Worker Risk Assessment is in place where relevantEnsure staff are suitably and sufficiently trained |  |
| Is your unit a hospital or similar setting where there is an increased risk of contact with aggressive patients or members of the public, patients with a known history of violence and/or unstable/volatile patients? |  | Refer to the sector specific processes and training requirements |  |