



SAFETY



CONVERSATION

WHAT YOU'RE GOING TO LEARN

In this safety conversation we will discuss the impact of workplace assaults and violence as well as what our team member can, and should do in these situations.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Understand the types of risks associated with workplace assaults or violence
- Know what to do, to ensure your own safety and wellbeing in these circumstances
- Understand what the reporting & escalation processes are for these incidents

WHAT YOU NEED TO KNOW

Why is this important?

Across the catering, hospitality, and service industries we are seeing an increase in the number of cases of verbal abuse, bullying and even violence to staff. This is clearly unacceptable, and we must be sure that both the physical and mental wellbeing of our teams is a priority. These cases are from both customers and staff and therefore it is important to know what immediate action should be taken, as well as what the reporting process is. This will ensure, we look out for each other.

Aggressive, Rude or Violent Customers

There has been a marked increase in unacceptable behaviour from customers to our front-line teams, which can be intimidating and scary. So, what should team members do in the first instance?

- Watch out for early signs of aggressive behaviour, where identified make your supervisor or manager aware immediately
- Try to stay calm, keeping control of your tone of voice and being careful with the words you use - it is usually best to say nothing and not engage
- If possible, defuse the situation by changing the subject or walking away
- Create a physical barrier between yourself and the individual to reduce the risk of physical harm; this could be a table, bar or service counter
- Report all incidents to your supervisor or manager regardless of how minor the situation might appear.

Unacceptable Behaviour from Colleagues

Unfortunately, unacceptable behaviour, assaults and violence can be received from our own colleagues, and this too is not acceptable or appropriate in the workplace. Whilst this is rare in our workplaces it is important that all team members know what to do and how to report this behaviour.

- This can be in the form of bullying, exclusion, inappropriate comments, online abuse, sexual harassment, and violence
- Any such behaviour **must be reported** to either your supervisor or manager immediately
- If team members are uncomfortable or unable to report these situations to the management within their unit then this should be reported via **Compass Speak Up** by either calling 0800 041 8157 or visiting www.letintegritybeyourguide.com/speakup

What not to do?

- Try to strike or physically engage with the aggressor
- Engage with the individual by using your own aggressive behaviour
- Stand too close to the individual, but rather keep your distance, and create a physical barrier
- Make any gestures or point as this may aggravate the individual

Topic: Verbal Abuse or Violence at Work



BE MINDFUL

- Lookout for signs of aggressive or unacceptable behaviour and report this
- Be aware of your surroundings and identify where you can create physical barriers
- Consider your own behaviour to others around you including your colleagues, be mindful that your "banter" is not "banter" to everyone

SPEAK OUT

- Report all inappropriate behaviour via the correct reporting lines
- Where you are not comfortable reporting incidents to your own management, this should be reported via [Compass Speak Up](#) or call 0800 041 8157

GET INVOLVED

- If you see any unacceptable behaviour towards others, report it and support them
- Don't be bully, exclude or be inappropriate to your own team members; consider your own behaviour

YOUR VALIDATION

- What incidents should be reported?
- Who can you report incidents to if you are uncomfortable reporting incidents to your own management?

MORE INFORMATION

- Compass Connect – HR and HSE Teams
- Violence at Work Risk Assessment
- [Compass Group Speak Up](#)
- HSE Website



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