



# VIOLENCE AND AGGRESSION

## CONTROL MEASURES

*Control measures are specific actions or procedures that are put in place to manage or mitigate identified risks. They are reactive measures that are implemented after risks have been identified and assessed as part of the risk management process. Control measures are designed to reduce the likelihood or impact of risks, and they can take many forms, including administrative controls, engineering controls, and personal protective equipment.*

**Physical security measures:** Implement security measures such as access control systems, video surveillance, alarm systems, and well-lit premises to deter potential acts of violence and aggression.

**Workplace design:** Design the physical layout of the workplace to enhance safety and security, considering factors like visibility, escape routes, and secure areas.

**Personal protective equipment (PPE):** Provide appropriate PPE, such as panic buttons, personal alarms, or wearable devices, to employees who may be at higher risk of workplace violence.

**De-escalation and conflict resolution training:** Train employees in de-escalation techniques and conflict resolution strategies to defuse potentially volatile situations and prevent escalation into violence.

**Security personnel and measures:** Deploy trained security personnel or establish partnerships with security services to provide a visible presence and rapid response to incidents.

**Work schedule and staffing:** Consider the impact of workload, overtime, and staffing levels on the potential for workplace violence. Ensure sufficient staffing to manage high-risk situations effectively.

**Zero-tolerance policy:** Clearly communicate a zero-tolerance policy for workplace violence and aggression. Enforce disciplinary measures for offenders to deter such behaviour.

**Incident response and emergency preparedness:** Develop and practice emergency response plans specific to workplace violence incidents. Establish clear protocols for reporting, assessing, and managing incidents effectively.

**Collaboration with external entities:** Establish partnerships with law enforcement agencies, local authorities, and community resources to address workplace violence and aggression effectively.



## PSYCHOSOCIAL HAZARDS FACT SHEET 11

### DO

Ensure that staff understand the “zero tolerance policy” and know that their safety is the organisations top priority. They should know that they can disconnect an abusive phone call or end and interaction with an aggressive customer at any time.

Implement radio systems and distress buttons for workers to request the presence other people immediately.

Ensure adequate staffing – long waits and hold times may lead to customer frustration which they may take out on workers.

Establish a systematic approach to mitigate the risk of workplace violence and trauma.

Engage in consultation with individuals who may be exposed to violence or trauma in the workplace.

Assign specific roles to all individuals in the event of a violent incident, such as providing support to the affected worker, contacting the police, or managing public redirection.

Conduct research to identify and implement appropriate controls, including personal alarms, barriers at counters, and mirrors that compel offenders to reflect on their actions.

Collaborate with workers to develop policies for safe interactions in enclosed areas, such as placing worker desks near doors and installing emergency alarms on desks.

Promptly reach out to any worker affected by violence or trauma to assess their well-being and encourage them to seek medical evaluation.

Provide support services for workers experiencing violence or trauma.

### DO NOT

Require field workers to operate individually even in situations where there is a potential for violence or trauma.

Fail to engage in consultations with the workers responsible for carrying out the tasks.

Disregard the potential risks of violence and trauma to the workers.

Place the expectation on workers to handle and manage difficult situations without adequate assistance or support from management.