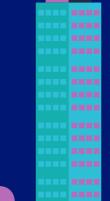






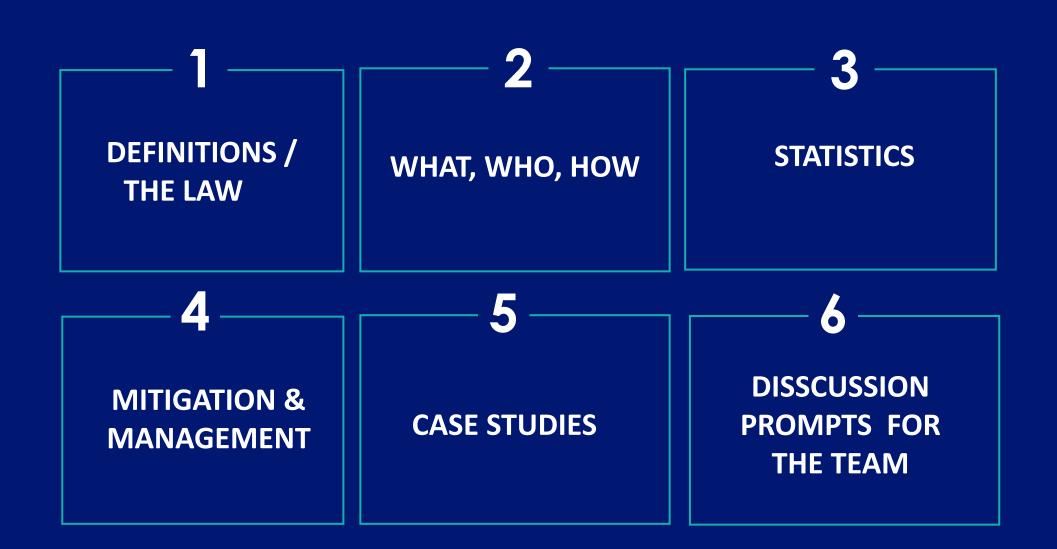
## Monthly Threat in Focus JULY - VIOLENCE IN THE WORK-PLACE





## **VIOLENCE IN THE WORK-PLACE**





## VIOLENCE IN THE WORK-PLACE -DEFINITIONS/THE LAW



#### "Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work" 1.

#### The Health and Safety at Work Act 1974

Employers have a legal duty to ensure, as it is reasonably practicable, the health, safety and welfare of their employees whilst they are at work.

**The Management of Health and Safety at Work Regulations 1999** Employers must consider the risks to employees (what is reasonably foreseeable violence) and assess those risks to ensure appropriate and effective mitigations and managements are in place.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) if death, a specified injury or incapacity requiring seven or more days to be taken off work due to an injury as a result of violence at work, as an employer you must notify your enforcing authority. Safety Representatives and Safety Committees Regulations 1977 (a) and The Health and Safety (Consultation with Employees) Regulations 1996 (b) you must inform, and consult with, employees in good time on matters relating to their health and safety.

**The Corporate Manslaughter and Corporate Homicide Act 2007** – A company can be found guilty of corporate manslaughter as a result of significant negligence towards the safety management of individuals in their work space. For example, where a failure in the management of health and safety results in a fatality.

**Equality Act 2010 Discrimination and Harassment under this Act are often associated to Violence in the workplace.** For more information, <u>here</u>.

HSE Violence Law HSE Corporate Manslaughter Law



WHAT	FOUR TYPES OF WORKPLACE VIOLENCE: Worker on Worker assault – employees arguing escalating into violence. <u>3.</u> Personal Relationship – domestic violence, this could include visits to a persons place of work by an abusive partner or violence on duty by a colleague who is an abusive partner or former partner.
	<b>Criminal Intent</b> - generally a stranger intent on committing an offence from terrorism to burglary, an example of this is a worker vulnerable to being assaulted upon disturbing a burglary suspect. <u>4.</u> <b>Customer/Client assault</b> – when a worker is attacked by client or customer, carers are particularly vulnerable in this area due to the mental health issues of come clients. <u>5.</u>
wно	INDUSTRIES MORE VULNERABLE TO WORKPLACE VIOLENCE INCLUDE: Logistics, Construction, Security, Healthcare, Public sector, Customer service, Law enforcement, Civil enforcement, Late-

night entertainment.

HOW

WORKPLACE VIOLENCE CAN INCLUDE ACTS SUCH AS:

Physical Violence, Incivility (discourteous action) and bullying (repeated, unwanted, harmful actions to humiliate, offend, and cause distress) 6. Work place violence is particularly difficult to mitigate against should the assault arise from a prank. (Example the assault on Chris Rock by Will Smith at the Oscars 7.)

## VIOLENCE IN THE WORK-PLACE – STATISTICS 8.9.

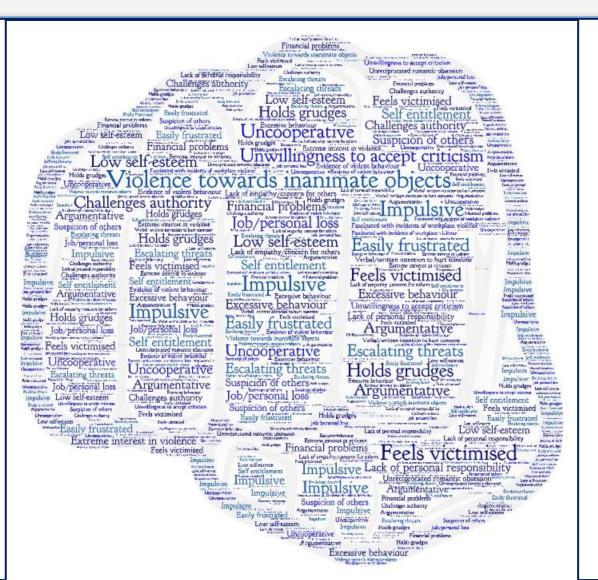


Customer/Client assault represents 40% of all workplace violence

> An estimated **60%** of work-place violence offenders **were strangers** to the victim.

Personal relationships represent 6% of all reported offences in the workplace.

> Criminal Intent represents 25% of workplace violence offences but over 50% of workplace homicides



38% per cent of cases, resulted in injuries described as severe bruising, or minor bruising or a black eye

Worker on worker assaults represent >25% of all offences

Estimated **668,000 incidents** of Violence at work (2019/2020) Assaults – 299,000 Threats 389,000

## VIOLENCE IN THE WORK-PLACE – MITIGATION AND MANAGEMENT <u>10.</u>



	S.A.F.E.R.
Step back	Do not rush in, physically step back if possible.
	You see more and have a better chance of assessing correctly with space.
Assess threat	Identify potential dangers by consciously assessing with 'P.O.P.S.
	Person
	If you have met the person before, what do you know about them?
	Do they have a history of anger or aggression? Are they a known criminal?
	How do they appear? Are they suffering from the effects of drink or drugs?
	Object
	Assess the situation with regard to the risk presented by any objects:
	Knives and other edged weapons. Apparently innocent articles - scissors, syringes,
	screwdrivers, bottles, cans, glasses, etc
	Place
	Staircases
	Remote areas - away from observation of others or safe refuge
	Routes to or from work
	Exits that are blocked.
	Situation
	Holiday periods like Christmas, New Year, end of term, etc.
	Flight disruption
	Time of day
	Duty of care to others, to exit the situation appropriately.
Find Help	Consider what help is needed, or who can be communicated with.
	Do not deal with an incident on your own if there is any potential for you to be hurt.
Evaluate Options	Decide what options are available and select the one most likely to work.
Respond	You must now respond using the best course of action selected from your evaluation of the options.

#### **BEHAVIOURAL INTERVENTIONS**

#### Training

- Communication skills
- Recognising non-verbal/verbal aggressive indicators. (View WJ behavioural safety here)
- Recognising mental health indicators.
- Recognising domestic violence indicators.
- De-escalation tactics.

#### ENVIRONMENTAL INTERVENTIONS

- Cash control measures
- Sufficient lighting.
- Entry and exit controls.
- Panic alarms.
- Surveillance/blind spots

#### **PHYSICAL INTERVENTIONS / RESPONSES**

- Adequate First Aid resources for both aggressor and victim.
- Appropriate restraint and physical removal techniques.

#### **ADMINISTRATIVE ACTIONS / INTERVENTIONS**

- Report witnessed and or experienced activity or indicators associated with violence in the work place.
- Ensure to record contemporaneous notes of incident.
- Robust procedures for vetting , and 'leavers & Joiners' protocols.
- Creating a culture of support.
  - Including on-line advice toolboxes and H&S policies
  - Confidential advice & support line for employees. WJ 0300 123 1100
- Appropriate incident and near-miss reporting, recording and escalation.

## **VIOLENCE IN THE WORK-PLACE - CASE STUDIES**



**Three Security Officers Arrested for Brawling on-duty at Wimbeldon** 

- An argument between two on duty officers (regarding an unauthorised extended lunch break) escalated into violence.
- When a supervisor tried to intervene all three engaged in further violence against each other.
- The three male Knights Group Security officers were arrested for affray.

#### **Emergency Worker Assaulted Approaching Non-Residential Burglar**

An emergency worker was racially harassed and assaulted when investigating a non-residential burglary

#### WHAT CAN ADVISORY SERVICES DO FOR YOU

- 1. <u>Practical Training</u>
- Provide Conflict Management Resolution training
- First Aid Training
- Building security staff's awareness and confidence in managing and recognising threats, vulnerabilities and understanding risk implications
- 2. Perform a Bespoke Site Specific Threat Assessment

Advisory Services can conduct a Site Survey to review external risk factors including:

- Activists Profiles
- Crime Analytics
- 3. Our written reports
- Identifying any exploitable vulnerabilities/areas.
- Design bespoke technical, physical and operational counter measures that are targeted to reduce the threat specific to your site.
- Advice on effective incident mitigation and management capabilities working in conjunction with Local Authorities.

For Bespoke Support where it counts most, please contact Wilson James Advisory Services: <u>advisoryservices@wilsonjames.co.uk</u>

# VIOLENCE IN WORK PLACE - DISCUSSION PROMPTS FOR YOUR TEAM



## Who are the Threat Actors?

## What makes the workforce or Visitors to the workspace Vulnerable?

What are the control measures available to mitigate and manage against the Risk Likelihood of violence occurring in the workplace?









