

# Threat of Violence.

No	Activity	Hazard	Person(s) in Danger	Control Measures	Residual Risk Rating
21	Work that involves close contact with anyone who has the potential to threaten or be violent.	Potential for violence in the workplace.  Violence Intimidation Assault Verbal abuse	Employees Contractors	<ul style="list-style-type: none"> <li>• Ensure mobile phones are charged and working and be aware of any weak signal areas as other communication methods may be required.</li> <li>• Report all incidents of potential violence from customers and colleagues as soon as possible so that it can be investigated to prevent recurrence.</li> <li>• Risk assess activity and plan activities accordingly (it is important that you are aware of all possible instances where violence as a result of work might happen).</li> <li>• Ensure that tools and equipment are locked away when not in use.</li> <li>• If threatened, do not retaliate, and remove yourself quickly and safely from the location and return to your vehicle and lock the doors.</li> <li>• Report the incident as soon as practicable.</li> <li>• Aim to be professional, courteous and polite to customers and colleagues at all times.</li> <li>• Support and counselling will be offered to all victims.</li> <li>• Increase your distance and avoid sustained eye contact.</li> <li>• Adopt a relaxed posture, move slowly, rather than suddenly, and maintain calm facial expressions.</li> <li>• You should try to control any signals of anxiety and stress.</li> </ul>	Low

# Threat of Violence.

No	Activity	Hazard	Person(s) in Danger	Control Measures	Residual Risk Rating
21	Work that involves close contact with anyone who has the potential to threaten or be violent.	Confrontational Customer Contact  Violence Intimidation Assault Verbal abuse	Employees Contractors	<ul style="list-style-type: none"> <li>You should try to control any signals of anxiety and stress.</li> <li>Take immediate, preventative action if you think a situation may become violent.</li> <li>If you are robbed, co-operate but do not do more than requested. Avoid turning away from the attacker or making sudden movement.</li> <li>Report any threats of violence or harassment to your Line Manger and Team Leader. Report to the Incident Line (0330 123 1092).</li> </ul> <div> <p><i>When completing your on-site risk assessment, record any conversations in your job pack and inform your Line Manager immediately.</i></p> </div>	Low