

No	Activity	Hazard	Person(s) in Danger	Control Measures	Residual Risk Rating
29	All work activities where customer contact is likely	Customer Contact Aggressive customers that may cause physical injury	Employees	If a customer is getting agitated and aggressive: <ul style="list-style-type: none"> - Let the customer do the talking. - Don't take their complaint personally. - Don't get drawn into an argument. - Politely withdraw. - Avoid letting the aggressor get between you and your escape route. - Contact your line manager. <p>When completing your on site assessment, record any conversations in your job pack and inform your line manager immediately.</p>	Low