
Overview

This standard is about protecting yourself and other employees from the risks of violence in the workplace. It includes undertaking a dynamic risk assessment and defusing a potentially dangerous situation by minimising actions or words that may trigger violent behaviour and by showing respect and understanding for people, their property and rights. It is about responding to a situation, trying to calm it down and, when necessary, or appropriate, leaving a threatening situation safely. It is also about reviewing the incident for recording and monitoring purposes and making necessary changes as a result of the review.

This standard is for anyone who finds themselves in a situation at work where they need to protect themselves and other employees from the risks of violence.

Performance criteria

You must be able to:

1. conduct a dynamic risk assessment of your workplace
2. assess the levels of threat by stepping back from the situation
3. analyse the environment where the incident is taking place or likely to take place
4. note any potential objects that could be used as a threat of violence or a weapon
5. identify all people, including yourself, affected by violence
6. identify the range of options and safest actions to take during violent or dangerous situations
7. carry on monitoring the situation and be prepared to re-assess the threats
8. consider alternative options if the levels of threat change
9. assist in defusing a potentially violent situation
10. maintain a safe distance and display professional attitude towards unacceptable behaviour
11. communicate with those presenting unacceptable behaviour respecting them, their property and their rights
12. keep the situation under review and minimise the risks to the safety of all those affected by the incident
13. take actions to control the situation and avoid its escalation
14. request assistance to minimise the risks of injury to yourself and other employees
15. discontinue contacts with those presenting unacceptable or violent behaviour
16. leave the situation if the threat to your and other employees' safety cannot be managed
17. explain actions to take for yourself and other employees involved
18. explain the likely consequences if the present situation continues or gets worse
19. review the sequence of events leading up to the incident
20. discuss with relevant employees whether organisational procedures helped or hindered the incident
21. complete records of incident in accordance with organisational requirements
22. summarise yours and other employees' actions at the time of the incident
23. describe circumstances and severity of the incident and the measures taken to protect yourself and other employees
24. assess the organisation's and your own risks relevant to your and other employees' job roles and activities

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25. assess your adequacy for dealing with similar incidents
 26. make recommendations to the relevant employees for reducing the risks of further similar incidents
 27. identify areas where you and others would benefit from training
 28. contribute to good practice by sharing relevant non confidential information with other employees to reduce incidents of violence
 29. use support and advice to help prevent any incidents-related health problems
 30. follow legal responsibilities, rules of social media and your organisation's policy and procedures

Knowledge and understanding

You need to know and understand:

1. your own and other employees' legal duties for ensuring well-being, safety and health in the workplace
2. the procedures for safeguarding confidentiality in accordance with data protection regulation
3. your legal duties for ensuring your and other employees' well-being, safety and health in the workplace
4. the relevant procedures for reporting injuries, diseases, near misses and dangerous occurrences
5. the process of dynamic risk assessment of a potentially violent situation
6. the environment where the incidents may take place
7. the potentially dangerous objects that could be used for threats of violence or as a weapon
8. the safety options and actions during dangerous and violent situations
9. how to identify the levels of threat to yourself and other employees
10. your own and other employees' job roles and responsibilities
11. your own and other employees' capabilities and limitations in terms of protecting yourselves in potentially violent situations
12. when it is appropriate and possible to maintain a safe distance and avoid physical contact
13. the importance of showing respect for people, their property and rights
14. how to avoid discriminatory or oppressive behaviours and language
15. how to interpret non-verbal language and the importance of acknowledging other people's personal space
16. the importance of remaining alert to triggers of violent behaviour
17. the importance of planning how you and other employees should leave a situation
18. the signs that a situation could escalate to violent behaviour and how to recognise these
19. the types of action to take to calm down dangerous or violent situations
20. the circumstances when to leave the scene of the incident and seek help
21. the safety techniques for leaving dangerous or violent situation
22. the nearest exit routes when at risk of physical violence
23. the importance of logging off if at risk of threats in a virtual environment

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24. your organisation's procedures for dealing with violent and dangerous behaviours
 25. the procedures to follow where you or other employees are unable to calm down the situation
 26. the importance of having the opportunity to talk to someone about the incident after it happened
 27. the reports and the records about a potential or actual incident of violence
 28. the methods of communication during dangerous or violent situations
 29. the relevant legislation for health and safety at work
 30. the rules and etiquette of social media and online methods of communication
 31. the legal responsibilities and your organisation's policy and procedures

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Protect yourself and other employees from the risks of violence in the workplace



Glossary