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## Overview

This standard is about implementing policies and procedures to reduce the risks of violence in the workplace. It includes the skills and knowledge required to make sure the measures and guidelines are in place for reducing violence at work, ensuring managers and other employees follow the procedures and are properly equipped to do so. It also covers reviewing the implementation of procedures for preventing violence at work.

This standard is for anyone responsible for the implementation of policies and procedures which deal with reducing violence at work.

## Performance criteria

### *You must be able to:*

1. appoint responsible persons in charge of managing reports of potential and actual incidents of violence
2. record complaints or incidents reported by service-users, visitors and employees
3. contribute to reducing risks of violence to employees by following all appropriate preventative measures
4. contribute to maintaining employees' safety
5. provide appropriate equipment for employees at risk of violence to summon immediate assistance
6. provide relevant training for all employees to minimise the risks of violence
7. inform employees on methods of assessing the levels of risk and managing threatening situations
8. manage incidents being reported by employees and actioned by relevant persons in accordance with organisational procedures
9. brief all employees about evacuation procedures in the event of serious incident and breakaway techniques
10. arrange opportunities to practice procedures before employees face difficult situations
11. provide appropriate support for anyone affected by violence at work
12. review the effectiveness of preventative procedures on a regular basis
13. confirm the competence and awareness of the organisation's policy and procedures, required of those with specific responsibilities for security
14. assess the number of incidents of unacceptable behaviour by analysing records
15. identify patterns in violent incidents based on the types of responsibilities, job roles, locations and activities involved
16. collate additional details about individuals involved, triggers of violence, precautionary measure and the outcomes
17. discuss with relevant employees how the risks of violence at work are being managed
18. monitor the outcomes of relevant training and assess any further training needs
19. record the outcomes of the review and amend policies and procedures
20. carry out consultations with employees and get their approval on policies and procedures
21. communicate changes to policies and procedures to all employees

## Knowledge and understanding

### *You need to know and understand:*

1. the procedures for safeguarding confidentiality in accordance with data protection regulation
2. your legal duties for ensuring your and other employees' well-being, safety and health in the workplace
3. the channels of communication within your organisation
4. the relevant procedures for reporting injuries, diseases, near misses and dangerous occurrences
5. the job roles and responsibilities of all employees you are responsible for
6. the rights of individuals and how these rights may be affected in violent situations
7. the training requirements for employees
8. the circumstances when physical intervention is necessary
9. the responsible officers for recording potential and actual incidents of violence at work
10. the procedures for processing comments, compliments and complaints for service-users, visitors and workers
11. the types of precautionary measures and communication equipment to be utilised by employees who are at immediate risk of violence
12. the levels of support and advice for those affected by violence at work
13. how to carry out a detailed review of policies and procedures
14. the competence requirements for security and an assessment of risk levels
15. the responsibilities of employees at most risk and the impact of the procedures on carrying out their duties
16. the importance of checking policies and procedures are fit for purpose and compliant with relevant legislation
17. when it is appropriate to alter the policies and procedures in accordance with employees' requirements
18. the methods of ensuring full compliance with the amendments
19. the relevant legislation for health and safety at work
20. the rules and etiquette of social media and online methods of communication
21. the legal responsibilities and your organisation's policy and procedures

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Implement policies and procedures to reduce the risks of violence in the workplace



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## Glossary