

Sample risk assessment – work-related violence and aggression

Step 1: Identify hazards	Step 2: Assessing the risks			Step 3: Additional control measures (further actions needed)		
What are the hazards?	Who is at risk?	Current controls (What are you already doing?)	Level of risk? (Your estimate of the remaining risk level, based on the current controls. For example, High, Medium, Low)	Additional Controls Needed (Further action to reduce the remaining risk level to be as low as possible)	Action by whom and by when?	Date completed
Work-related violence and aggression	All customer-facing employees (management, supervisors, employees, or security)	<ul style="list-style-type: none"> CCTV is installed so that staff have visibility of all high-risk areas. Signage is also in place informing customers that CCTV is in operation. External high-risk areas around cash points, entrances and exits are well lit to deter thieves or violent individuals. All employees have unrestricted visibility across the store. A communication system is in place for employees to keep in contact, and the use of code words is practised to inform colleagues of potential violent or aggressive customers or thieves. Cash management policy is in place for the safe handling of cash. Procedures are in place for the storage of personal belongings that could be attractive to thieves. Procedures are in place for the storage and reduction of availability of potential missiles for aggressive customers. Physical barriers between staff and customers are in place. 	Low/Medium/High	<p>Senior management are actively involved in the communication and promotion of a positive health and safety culture.</p> <p>Specific training at a managerial level is provided to managers and supervisors on how to prevent and manage aggression and violence.</p>	<p>Included in senior management comms by end of XX/XX/202X.</p> <p>Arranged by _____.</p>	

		<ul style="list-style-type: none"> • Panic alarms are available to staff for use in emergency situations. Mobile panic alarms are also available. • Training of employees regarding company policy in dealing with difficult situations that may arise, as well as de-escalation techniques and communication skills. • The ‘Don’t be a hero’ policy is in place and communicated to all staff. If an employee is suspicious of theft, they are trained not to engage and to report the incident to management. • Shop doors can be locked from the till using the magnetic-lock system. • A safe area, such as the back office or staff areas, is identified as an area of refuge if required by staff. It can be locked from inside with a working phone to contact authorities or management, and eye holes fitted. • Access to staff areas is prevented through the use of coded access doors and key fobs, to which only staff members know the codes to. • An individual site security assessment is completed to identify potential security risks for each site. • A full incident recording and reporting procedure is in place. All incidents of violence and aggression are encouraged to be logged by employees. 				
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An tÚdarás Sláinte agus Sábháilteachta
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This risk assessment is a template only and used to illustrate common control measures for violence and aggression. Control measures must always be based on risk assessment carried out at the place of work.