

Tips

Workplace Violence / Personal Threat

Verbal abuse and physical violence is never acceptable on site



Toolbox talk

Workplace Violence / Personal Threat

Every effort should be made to limit any situation that may arise where a work area is isolated from the rest of the workplace. Wherever possible, provide some means of summoning assistance if required or try and have a second worker in the same area.

When faced with a potentially violent situation:

- try not to put yourself or others in harm's way
- if threatened, try to summon assistance
- keep cool, don't over react
- if possible, walk away. It's not a sign of defeat – it's the right thing to do
- report the incident as soon as possible to your supervisor and record in your 'incident book'
- if you can do so without escalating the risk to yourself, obtain any witness details and try to photograph or record the aggressive person and their vehicle
- involve the Police if threats have been made or any actual harm or damage has occurred.