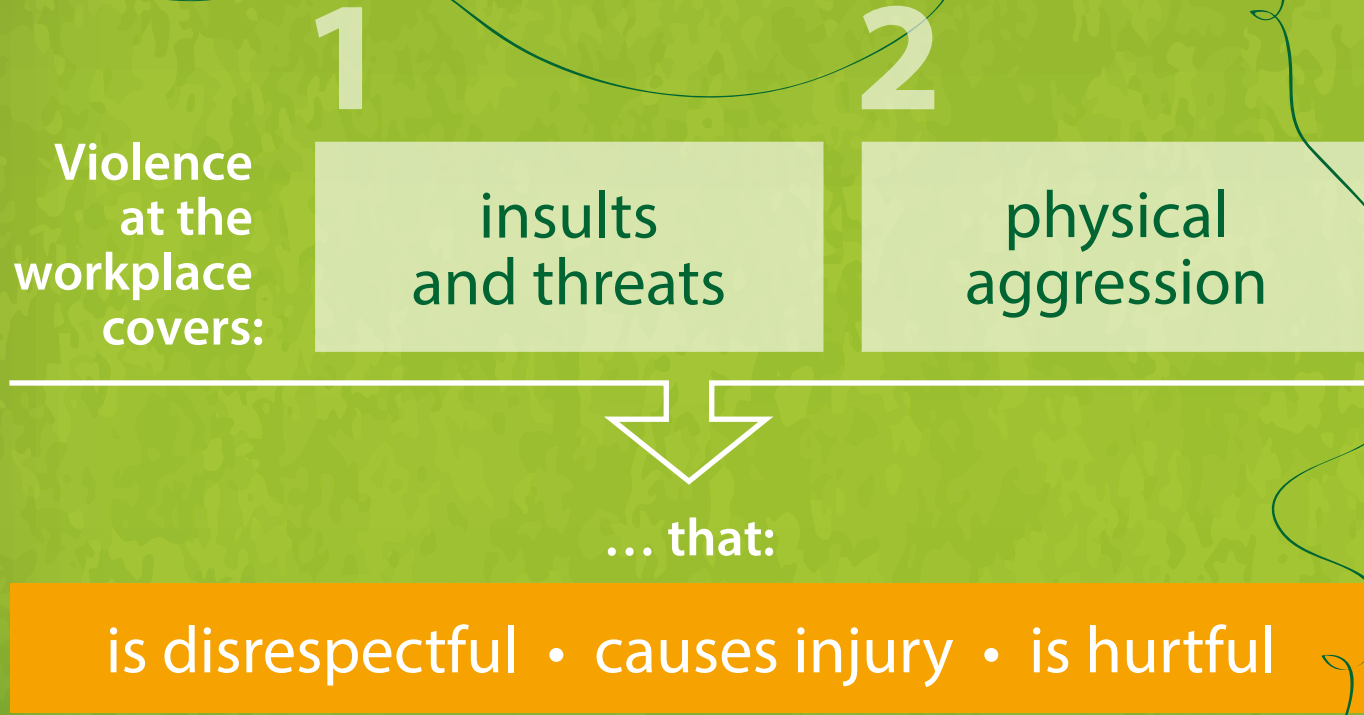
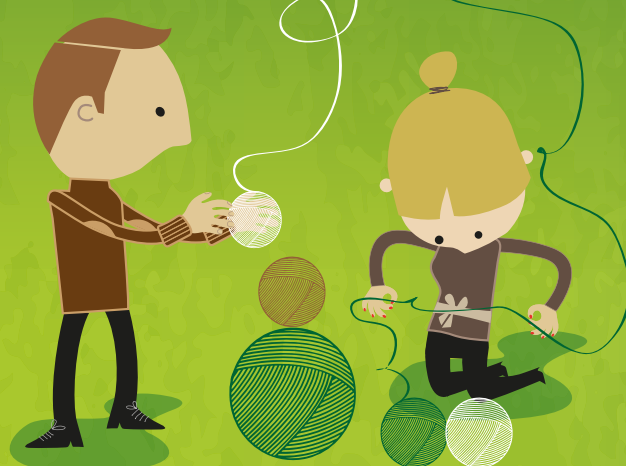
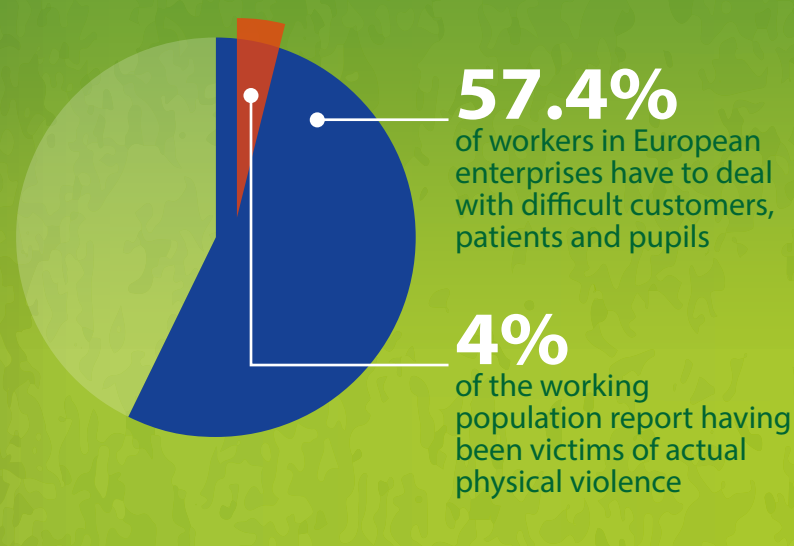


THIRD-PARTY VIOLENCE IN THE WORKPLACE

WHAT IS IT?



Third-party violence is committed by non-colleague contacts (customers, pupils, patients, etc.)



WHAT ARE THE RISK FACTORS?

PROFESSIONS AT RISK

- Nurses and other healthcare workers
- Public transport workers
- Employees working in the customer's home
- Cashiers
- Security guards
- Messengers
- Police officers
- Social workers

and many more...

RISKY SITUATIONS

- Working face-to-face with clients, customers or others
- Working with people who have drug problems
- Working alone
- Evening and night work
- Handling goods, cash, valuables
- Inspection, control and general 'authority' functions
- Working for poorly managed organisations (invoicing errors, products not corresponding to what was advertised, or inadequate stocks and staff resources)

WHAT ARE THE POTENTIAL CONSEQUENCES OF VIOLENCE AT WORK?

For workers

- Fear, anxiety, stress
- Sleeping problems and fatigue
- Depression
- Post-traumatic stress disorder
- Physical injury

For the organisation

- Increased absenteeism
- Decreased motivation
- Reduced productivity
- Deterioration of labour relations
- Higher staff turnover and recruitment difficulties

18% of managers say there is a lack of information or adequate tools to deal with difficult customers/clients/pupils

HOW TO TACKLE THE PROBLEM

THE LAW

The 1989 Council Directive (89/391) covers health and safety at work. **It makes employers responsible for ensuring that employees do not suffer harm through work**

- 1 Organisation**

 - Reduce the cash kept on the premises
 - Don't isolate workers
 - Introduce a 'buddy' system
 - Introduce/increase security and accompanying staff
 - Have a proper transparent information management for clients
 - Increase transparency about staff location
 - Ensure limited access by outsiders
 - Introduce/improve management support
- 2 Work environment**

 - Video surveillance
 - Adequate lighting
 - Emergency exits
 - Broad counters
 - No hiding areas close to entrance
- 3 Provide employees with:**

 - Information**
Teach staff how to recognise unacceptable behaviour and handle threatening situations
 - Training**
De-escalation training and self-defence courses

