



## **Model Policy Statement on Prevention of Violence to Retail Staff**

### **1. Joint Statement**

(Company) and Usdaw recognise that violence and abuse pose a significant risk to the health and safety of retail workers. Industry figures show that 20,000 shopworkers are physically attacked each year and an even greater number are exposed to threats of violence and verbal abuse. Violence is a serious health hazard both for immediate victims of attacks and for their colleagues. It is also damaging to the business because of high levels of sickness absence and the loss of experienced staff. (Company) acknowledges that it has a duty under health and safety law to protect its staff. (Company) and Usdaw are committed to working in partnership to make sure that employees can work in an environment that is free from violence and the fear of violence. This policy outlines how this commitment will be fulfilled. All members of staff throughout the organisation are urged to make themselves familiar with the policy and to co-operate fully in its implementation.

#### **1.1 Definition of violence**

For the purposes of this policy, the Health and Safety Executive's definition of violence is adopted. Violence is defined as:

'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.'

This definition includes physical violence, verbal abuse, and harassment on the grounds of sex, race, disability or sexual orientation.

### **2. Responsibilities for Implementing Policy**

All staff are required to co-operate with the implementation of this policy.

*(A section then needs to be inserted identifying the responsibilities at the various levels of the organisation – the structure should make it clear that the Main Board/Chief Executive have overall responsibility for the successful implementation of the policy.)*

*A named senior manager (eg HR Director) should have operational responsibility for:*

- *Putting the policy into practice.*
- *Reporting regularly to the Main Board/Chief Executive on the progress of the policy.*
- *Setting up reporting system for incidents and collating data.*



- Ensuring that risk assessments are carried out on all stores and that competent advice and support is available when needed.
- Ensuring that the resources are available to provide training for all staff.
- Setting up procedures to make sure that staff who are involved in incidents are given support and assistance (eg access to counselling, help with police/court procedures, financial support, etc).

*Regional managers duties should include:*

- Responsibility for making sure that reports of incidents are being submitted.
- Responsibility for making sure that risk assessments are being done in stores in the region.
- Responsibility for making sure that preventive measures are being put in place.

*Store managers duties should include:*

- Encouraging reporting of incidents.
- Carrying out risk assessments in consultation with Usdaw safety rep.
- Providing training for all staff on the policy.
- Providing immediate support and assistance to staff when they need it.
- Making sure that Usdaw safety reps are given sufficient time to carry out their functions and to attend relevant union training.

*Duties for all staff should include:*

- Co-operation with the policy.
- Acting responsibly to avoid putting themselves or others in danger.
- Reporting incidents.
- Raising any concerns with their store manager and Usdaw rep.

*Udaw safety reps should:*

- Use their investigation and inspection powers to monitor the policy in their workplace.
- Co-operate with the store manager on the risk assessment.
- Encourage members to report incidents.
- Make sure that members who are injured are given access to Usdaw legal service support).

### 3. Training

(Company) and Usdaw recognise the importance of effective training of staff in ensuring the success of this policy. Training will:

- Ensure that staff are able to play their role in the implementation of the policy.
- Prepare staff beforehand so that they are better able to cope if they are involved in an incident.
- Inform staff about the support provided by (Company) and by Usdaw if they are involved in an incident.

Basic training will be provided to all staff including part-time and temporary workers at induction.

Basic training will:

- Emphasise the importance of not putting themselves or others at risk to protect property.
- Explain the importance of reporting incidents.
- Ensure that the worker is familiar with any security measures in the store.
- Ensure that the worker knows what to do if they are involved in an incident or if they observe a suspected shoplifter.

Basic induction training will be reinforced following an incident or at regular intervals (specify frequency) using the staff newsletter/in-store training sessions/etc.

Staff who have key roles to play in the implementation of this policy such as security staff and store managers will be given more detailed training to enable them to carry out their role.

## 4. Risk Assessment

(Employer) and Usdaw recognise the value of a joint union/management approach to the management of the risk of violence and abuse. The starting point for such an approach is the development of detailed risk assessments.

It is recognised that the risks will vary from store to store, depending on location, the layout of the store, the customer base and many other factors.

This means that risk assessments must be developed on a store by store basis taking account of local conditions.

The store manager will work with the staff/Usdaw rep(s) in each store to develop the store-based risk assessment.

At each store a written record of the risk assessment will be kept which includes:

- Brief description of the risks involved, including any risk factors specific to that store.
- Details of the groups of workers exposed to the risks.
- Brief details of the preventive measures in place to prevent or reduce the risks.
- Date when the risk assessment was last reviewed.

To make sure that the local risk assessment is tailored to the needs at the particular store, the store manager and staff/Usdaw rep(s) will pay particular attention to the following points.

### 4.1 Reporting system

Reporting procedures are in place to allow staff to report incidents. *(Description of system or reference to where details of system can be found – eg in staff handbook.)*

Staff are encouraged to report all incidents including incidents of verbal abuse, intimidation or harassment. The record of staff reports is an essential piece of information for the development of the local risk assessment.

The support of the store manager and the Usdaw rep(s) is essential to get this message across. Staff must be trained in the use of the reporting system, particularly at induction. Staff must have confidence that reports will be treated with sensitivity and will be taken seriously. Where reports reveal a serious or persistent problem, prompt action must be taken to provide the staff involved with suitable support.



## 4.2 Consultation with staff

The staff who work in the store will know better than anyone if there are particular risks of violence or abuse. Consultation with the staff will provide a 'reality check' to make sure that the risk assessment is effective.

Opportunities should be taken to consult with staff on the issue at staff briefings/through the store forum, etc.

Usdaw safety reps will be given the time and facilities to talk privately with the staff they represent to make sure that consultation is effective.

## 4.3 Local store profile

In addition to the incident reports and the knowledge and experience of staff, other vital information for the local risk assessment will be available from the police, local authority and neighbouring businesses.

Information from such sources will be shared when the store manager and staff/Usdaw rep(s) develop and review the risk assessment.

## 4.4 Specific issues

As with any risk assessment it is important that consideration is given to particular risks that may only affect particular workers or groups of workers.

Examples may include:

- Lone workers such as home delivery drivers.
- Night shift workers.
- Keyholders.
- In-house security staff.

Where there are particular groups of workers or specific risks, the store manager and Usdaw rep(s) will make sure that details are included in the written record of the risk assessment.

# 5. Taking Action to Prevent Violence

(Company) and Usdaw are committed to working in partnership to agree on the measures that may be required at the store following the risk assessment and to make sure that these agreed measures are put into practice.

The store manager will consult with staff/Usdaw safety reps on the preventive and protective measures that will be adopted. If store managers are unable to put measures in place – eg where approval from a more senior manager is required – they will refer the matter to the appropriate level of management and will keep the staff/Usdaw reps informed of the result.

Because of the complicated nature of the risk and the variation between stores, there is no single, simple solution to the problem. Any procedures will need to be tailored to local conditions and circumstances.

Examples of actions that may be appropriate include:

### Environment

Access to store, car park, physical layout of store, lighting, visibility, etc.



## Physical security

Panic alarms, design of tills, checkouts or counters, safe areas for staff location of cash office, cctv., security guards, etc.

## Procedures

Dealing with shoplifters, till snatches, armed robberies. Cash handling, banking. Staffing levels. Complaint/refund procedures.

## Reinforcement of staff responsibilities for implementing policy

Identifying who is responsible for implementation of policy at store level and above. Importance of commitment and support from line managers. Clear statement of the limited duties of general assistants.

## Training

Identifying who provides training at local store level. Especially induction of new staff on basics of policy – awareness of risks, knowledge of procedures, importance of reporting, not putting themselves at risk.

As far as possible measures should be agreed at local level between the store manager and the staff/Usdaw reps. If it is not possible to agree on the appropriate action at that level or if any person is concerned that the policy is not being implemented properly at store level, they will refer the problem to the *regional manager/HR Director/other appropriate senior manager*. Usdaw reps/members will also refer the problem issues to the Usdaw Area Organiser.

(Company) and Usdaw recognise the value of sharing good practice. Where measures implemented in one store prove to be effective and may be suitable for use in other stores, the internal communication system (eg staff newsletter, intranet) will be used to pass on the good practice.

## 6. Support for Staff Involved in Incidents

The main purpose of this policy is to prevent violent incidents from occurring in the first place and to ensure maximum safety for staff. However we recognise that it will not be possible to completely eliminate all incidents. (Company) and Usdaw are fully committed to providing all necessary support to workers who are involved in incidents or are witnesses to incidents.

Store managers and supervisors will be trained to provide support for their staff. While recognising the importance of good customer service, we also recognise that there will be occasions when customer behaviour is unacceptable. On such occasions managers must give prompt support to the staff involved.

Procedures will be agreed at store level for dealing with identifiable triggers of abusive or violent behaviour – for example:

- Procedures for apprehending suspected shoplifters.
- Procedures for dealing with customers who insist on refunds for goods (especially where there is suspicion of fraud).
- Procedures for dealing with customers who claim that they have been short changed.
- Procedures for customers who appear to be drunk or under the influence of drugs.

Customers who are violent or seriously or frequently abusive will be excluded from the store. Although shops are open to the public they are still private property. Managers have the right to refuse access for serious or persistent offenders or for known troublemakers. A store manager who acts reasonably to exclude such people will be given full support by more senior management.

We recognise in particular that (*Company*) has a duty of care to protect staff from abuse from members of the public which is racist, sexist or based on any disability.

## 6.1 Taking legal action

Where appropriate, (*Company*) will take legal action to protect staff from persistent harassment or threats of violence. Store managers who believe this is necessary should contact the appropriate senior manager. When taking legal action on behalf of individual workers, the company will bear any legal costs. Legal action may include:

- Taking out an injunction against individuals who refuse to obey an exclusion order or cause other civil nuisance.
- Making a request to the police or local authority for an Anti Social Behaviour Order against named individuals.
- Supporting an application to court for an injunction under the Protection from Harassment Act 1997.

## 6.2 Immediately after the incident

Following a serious incident such as an armed robbery or physical assault, the store manager or supervisor will ensure immediate support for the staff involved.

Prompt medical attention will be arranged for anyone who is injured.

Staff involved in the incident or witnessing the incident will be given the opportunity to talk about the incident in a supportive environment. Staff will be discouraged from driving themselves home if they are still in shock. They will be given the opportunity to call relatives or friends to arrange alternative transport or transport will be arranged for them.

The manager will inform any staff who are injured about the Criminal Injuries Compensation Authority and explain the importance of the injured person reporting the incident personally to the police within 48 hours (even if the police have already been involved). The manager will also explain to Usdaw members the support that Usdaw's legal service can provide in pursuing a CICA claim and will give the member an opportunity to talk to their Usdaw rep or contact their local Usdaw office.

Staff and public should be kept out of the area where a serious incident has occurred and nothing should be disturbed until the police say it can be done, unless it is necessary to take action to secure people's safety.

When clearing up after an incident, special care will be needed, particularly where there is blood and sharp material such as broken glass. Staff who are expected to clean up sharp material and body fluids will be trained in the techniques to follow. These include:

- Wearing puncture resistant gloves.
- Brushing up any sharp material that poses a cut risk and disposing of it in an approved solid container.



- Cleaning up any spilled body fluids with an approved disinfectant.
- Safe removal and disposal of used gloves and other materials.

### 6.3 Longer term support

Once it is safe and any injured persons have received the necessary treatment there will be a joint investigation by the manager and Usdaw rep. They will investigate what happened and review the protective procedures in place. Any changes required to improve the procedures will be jointly agreed and communicated to the staff.

The store manager will make sure that all staff are advised about access to counselling services. *(The route to the counsellor should be as confidential and quick as possible – eg through a store HR manager, by contacting a central employee support telephone line, or by giving employees access to an independent telephone counselling service.)*

If legal action arises from the incident and staff are called as witnesses, *(Company)* will provide them with support.

Staff who are asked to give witness statements by the police will give the business address rather than their home address. At a later date such statements may be read out in courts and may leave staff anxious about reprisals.

Staff will be given paid time-off to attend the local Victim Support Witness Service to prepare them for the hearing and advise them on any concerns. The manager will give sympathetic support to staff involved. If anyone suffers symptoms of stress or other health difficulties they will be encouraged to visit their GP and reminded of the access to counselling. If there are any other issues such as concern for personal safety the manager will help to raise these concerns with the police or appropriate authorities.

Any member of staff who has to take time-off work following an incident either to attend court or as a result of injury or health problems will have their earnings protected. *(There may be a need to define average earnings over what period for part-time workers who work varying hours).* Any time taken off will be regarded as special leave. It will not affect entitlements under any sick pay scheme and will not result in any action under any attendance management policy. Where someone is on long-term leave as a result of post-traumatic stress disorder or other injuries, the HR manager/Occupational Health manager/other appropriate manager will keep in contact with them to see what other support may be provided.

Udaw will assist members in any claims with the Criminal Injuries Compensation Authority. Members can access this support by completing a Legal Plus BL1 form available from their Udaw rep/local Udaw office.

The appropriate manager will work with the Udaw rep to make sure that staff who want to return to work following a serious incident are provided with support to make sure they are rehabilitated back into appropriate work.

## 7. Networking with other Retailers/Police/Local Authority

*(Company)* and Udaw recognise that the success of partnership on this issue relies on the effective sharing of information with each other and with other organisations.

Where there is a 'Safer Shopping Partnership' or other suitable business crime reduction partnership in operation locally, they will work together to make sure that their store is involved.



They will in any case work together to develop links with Crime Prevention Officers in the local police and with officers of the local authority involved in crime and disorder reduction and in health and safety enforcement to make sure that protection standards in their store are sufficient for local conditions.

## 8. Consultation, Monitoring and Reviewing

(Company) and Usdaw recognise the importance of consultation at all levels to demonstrate commitment and ensure effective involvement in the implementation of this policy. (Company) and Usdaw are committed to the sharing of any data, research or other information that will assist in the successful operation of this policy.

### 8.1 Consultation with staff and safety reps

At the local store level Usdaw safety reps will be given time to carry out their functions under the Safety Representative and Safety Committee Regulations. They will use their powers to consult with members, inspect the workplace and investigate potential hazards to make sure that this policy is working as effectively as possible. If they identify any problems which may give rise to serious or imminent danger, they will raise the problem with the store manager straight away. If it is not possible to agree on the steps needed to protect against the danger, the matter will be referred as a matter of urgency to the appropriate level of senior management and the appropriate Usdaw official.

At the local store level the store manager and Usdaw reps will jointly monitor reports of incidents and the effectiveness of procedures. Every 3/6 months, or following a major incident, the policy will be reviewed at the store safety committee/staff briefing meeting/other appropriate local consultative structure. If the review identifies any problems or issues that cannot be dealt with at store level they will be referred to the appropriate level of senior management and the appropriate Usdaw official. The store manager will make sure that Usdaw reps/staff are kept informed of the senior management decision.

### 8.2 Regular joint employer/Usdaw review of policy

There will be a regular review of the overall operation of the policy by the appropriate senior management (eg HR Director, Chief Executive) and the appropriate Usdaw official (eg National Officer or Area Organiser for local agreements) at specified time intervals (eg 6 months/year). At these reviews information and data from the reports prepared by the appropriate senior manager for the main board/Chief Executive will be considered along with any other relevant information provided by either the company or Usdaw. Any changes to policies or procedures arising from the review will be communicated to all staff and Usdaw reps. *(If there is a suitable national consultative body involving lay reps such as a national forum or committee involving lay reps as well as Usdaw officials this may provide the most effective mechanism for this review).*

In addition to the regular routine reviews, either (Company) or senior Usdaw officials may request a review following a serious incident or any evidence of major failure in the policy.

*Usdaw*  
*Union of Shop, Distributive  
and Allied Workers*

[www.usdaw.org.uk](http://www.usdaw.org.uk)





## EUROPEAN SOCIAL DIALOGUE: MULTI-SECTORAL GUIDELINES TO TACKLE THIRD-PARTY VIOLENCE AND HARASSMENT RELATED TO WORK

EPSU, UNI europa, ETUCE, HOSPEEM, CEMR, EFEE, EuroCommerce, CoESS

### (I) INTRODUCTION

1. The aim of the Guidelines is to ensure that each workplace has a results-oriented policy which addresses the issue of third-party violence. The Guidelines set out the practical steps that can be taken by employers, workers and their representatives /trade unions to reduce, prevent and mitigate problems. The steps reflect the best practices developed in our sectors and they can be complemented by more specific and/or additional measures.
2. According to EU and national law, both employers and workers have obligations in the field of health and safety. Although, the duty to ensure the health and safety of workers in every aspect related to the work lies with the employer<sup>1</sup>, the employee also has a responsibility to take care, as far as possible, of their own health and safety and that of other persons affected by their actions at work, in accordance with their training and the instructions given by their employer. Employers also have an obligation to consult workers and/or their representatives and allow them to take part on all questions relating to health and safety at work. This reflects awareness that, in practice, a joint approach to health and safety is the most successful.

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<sup>1</sup>EU law includes the following Directives:

- ✓ Directive 89/391/EEC on the introduction of measures to encourage improvements in the safety and health of workers at work. Article 5 (4) states "*The workers' obligations in the field of safety and health at work shall not affect the principle of the responsibility of the employer.*"
- ✓ Directive 2000/43/EC of 29 June 2000 implementing the principle of equal treatment between persons irrespective of racial or ethnic origin
- ✓ Directive 2000/78/EC of 27 November 2000 establishing a general framework for equal treatment in employment and occupation
- ✓ Directive 2002/73/EC of 23 September 2002 amending Council Directive 76/207/EEC on the implementation of the principle of equal treatment for men and women as regards access to employment, vocational training and promotion, and working conditions

3. The signatory social partners from the local and regional government, healthcare, commerce, private security, education sectors<sup>2</sup> are increasingly concerned about the impact of third-party violence on employees because it not only undermines an individual's health and dignity, but also has a very real economic impact in terms of absences from the workplace, morale and staff turnover. Third party-violence can also create an environment that is unsafe and even frightening to the public and service users and therefore has a wide negative social impact.
4. Work-related third-party violence and harassment can take many forms. It could:
  - a) Be physical, psychological, verbal and/or sexual
  - b) Be one-off incidents or more systematic patterns of behaviour, by an individual or group
  - c) Originate from the actions or behaviour of clients, customers, patients, service users, pupils or parents, members of the public, or of the service provider
  - d) Range from cases of disrespect to more serious threats and physical assault;
  - e) Be caused by mental health problems and/or motivated by emotional reasons, personal dislike, prejudices on grounds of gender, racial/ethnic origin, religion and belief, disability, age, sexual orientation or body image.
  - f) Constitute criminal offences aimed at the employee and his/her reputation or the property of the employer or client which may be organised or opportunistic and which require the intervention of public authorities
  - g) Deeply affect the personality, dignity and integrity of the victims
  - h) Occur at the work place, in the public space or in a private environment and is work related.
  - i) Occur as cyber-bullying/cyber-harassment through a wide range of information and communication technologies (ICT).
5. The issue of third party violence is sufficiently distinct from the question of violence and harassment (among colleagues) in the workplace, and sufficiently significant in terms of its impact on the health and safety of workers and its economic impact to warrant a distinctive approach.
6. Although there are sectoral and organisational differences with regard to third-party violence faced by workers in different occupations and workplaces, the key elements of good practice and steps to tackle it are common to all working environments. These elements are: a partnership approach; clear definitions; prevention through risk assessment, awareness raising, training; clear reporting and follow-up; and appropriate evaluation.
7. With the support of the European Commission the multi-sectoral social partners organized two major conferences in Brussels on 14 March 2008 and 22 October 2009 at which the employers' and trade unions' research into third-party violence was presented along with case studies and joint conclusions. These Guidelines build on these initiatives. They complement the cross-sectoral Framework Agreement on Harassment and Violence at Work of 26 April 2007.

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<sup>2</sup> See annex for details



8. The way in which particular services are organised and provided reflects national, regional and local circumstances. Where social partners are already implementing the measures set out in these Guidelines the main action to take will be to report on progress made.
9. The multi-sectoral social partners recognize that the employers and workers have professional, ethical and legal obligations to third parties as well as to each other. .

## **(II) AIM**

1. The aim of these Guidelines is to support action(s) by employers, workers and their representatives / trade unions to prevent, reduce and mitigate third-party violence and its consequences.
2. The multi-sectoral social partners recognize that practical measures for the prevention and management of work related harassment and/or third party violence have yet to be developed in many workplaces. These measures should:
  - a) Increase awareness and understanding of employers, workers, their representatives and other public authorities (e.g. health and safety agencies, police, etc) of the issue of third party violence
  - b) Demonstrate the commitment of social partners to work together and share experiences and good practice in order to help each other prevent and manage problems of harassment and/or violence instigated by third parties in order to reduce the impact on employees' health and well-being, sickness absence and productivity
  - c) Provide employers, workers and their representatives at all levels with Guidelines to identify, prevent manage and tackle problems of work related harassment and violence instigated by third parties.

## **(III) STEPS TO IDENTIFYING, PREVENTING, REDUCING AND MITIGATING WORK-RELATED HARASSMENT AND VIOLENCE BY THIRD-PARTIES**

1. The likelihood of third-party harassment and/or violence occurring can be reduced through raising awareness of the issue to employers, employees and service users and ensuring that managers and workers receive appropriate guidance and training.
2. The most successful initiatives to tackle violence involve both social partners from the very beginning and involve a 'holistic' approach, covering all aspects from awareness raising over prevention and training to methods of reporting, support for victims and evaluation and ongoing improvement.
3. Employers should have a clear policy framework for the prevention and management of harassment and violence by third parties which should be incorporated into their general health and safety policies. These policies should be developed by the employers in consultation with workers and their representatives, in accordance with national legislation, collective agreements and/or practice. In particular health and safety risk assessments of workplaces and individual job functions should include an action-oriented assessment of the risks posed by third-parties.

4. The multi-faceted nature of third party violence means that policies must be tailored to each work environment. As a matter of good practice policies should be kept under regular review in order to take account of experience and related developments in legislation, technology, etc. Over time research, experience and technological advances should provide better solutions than are currently available.
5. A suitable policy framework for an employer is underpinned in particular by the following elements:
  - a) On-going information and consultation with managers, workers and their representatives / trade unions at all stages
  - b) A clear definition of third-party violence and harassment, giving examples of different forms this can take
  - c) Appropriate information to clients, customers, service users, members of the public, pupils, parents and/or patients outlining that harassment and violence towards employees will not be tolerated and that if appropriate legal action will be taken
  - d) A policy based on risk assessment which can take into account the various occupations, locations and working practices, allow the identification of potential problems and the design of appropriate responses and practices, for example:
    - ✓ Managing expectations by providing clear information regarding the nature and level of service clients/customers/service users/pupils and parents should expect and the provision of procedures for third parties to express dissatisfaction and for such complaints to be investigated
    - ✓ Incorporating safer environments into workplace design
    - ✓ Provision of suitable 'tools' to safeguard employees, e.g. communication channels, monitoring, security measures, etc
    - ✓ Cooperation agreements with the relevant public authorities such as police, justice, social services and inspectorates
  - e) Appropriate training for management and employees which will include general safety in relation to work tasks and the working environment, and which may incorporate more specific skills such as techniques to avoid or manage conflict.
  - f) A procedure to monitor and investigate allegations of harassment and/or violence from third-parties, and to inform the victims of the progress of any relevant investigation and action.
  - g) Clear policies on the support to be provided to employees who are exposed to harassment and/or violence by third-parties, which, for example and depending on the circumstances, could involve medical (including psychological), legal, practical, and/or financial support (e.g. additional insurance cover which goes beyond statutory obligations)
  - h) Clear requirements regarding the reporting of incidents by employees and on the measures taken to protect these employees from possible reprisals and address issues to other public authorities e.g. police, health and safety agencies, etc, within national practices and procedures.
  - i) Clear policies on when it is appropriate to file complaints, report a crime or share information regarding perpetrators of third-party violence with other employers and public authorities, respecting personal integrity, confidentiality, legal obligations and data protection principles.
  - j) A transparent and effective procedure for recording facts and figures for monitoring and ensuring follow up of the policies put in place



- k) Measures to ensure that the policy framework is well-known and understood by management, workers and third-parties
6. In this regard the multi-sectoral social partners highlight the importance of working with other appropriate partners at the national or local level to identify and prevent violence and harassment by having consistent policy approaches.

#### **(IV) IMPLEMENTATION AND NEXT STEPS**

Implementation and follow-up of the Guidelines will comprise three stages.

##### **Stage 1 – Commitment and dissemination**

The signatory social partners will disseminate the Guidelines and take measures to assess and address the issue of third-party harassment and violence using the identified policy framework in Section 3 above.

- ✓ Jointly request the European Commission to support a project to disseminate and promote the Guidelines, including through workshops to be organised before the end of 2011
- ✓ Encourage the promotion of the Guidelines in Member States at all appropriate levels taking account of national practices, through joint and/or separate actions. Given the interest of the matter under consideration, the social partners will also transmit this document to all relevant players at European and national levels. They will also invite their members outside the EU to make use of the Guidelines.

##### **Stage 2 – Awareness Raising**

The national social partners will publicise the issue of third-party harassment and violence and develop and share best practice in this field within their sectors. This may include any means appropriate to the current state of knowledge and experience of the phenomenon of third party violence in the Member State and/or sector and taking into account work already undertaken in this area, including the possibilities of:

- ✓ Further research
- ✓ Publications
- ✓ Conferences drawing together interested parties to share good practice and/or work towards solutions to the problem

##### **Stage 3 - Monitoring and follow-up**

The signatory social partners will:

- ✓ Give a progress report in 2012 to their respective sectoral social dialogue committees and entrust the European Social Dialogue Committees of the respective sectors to prepare a joint report.
- ✓ When preparing the next EU social dialogue work programme, the social partners will take account of these Guidelines.
- ✓ Multi-sectoral meetings of follow-up will be organized as appropriate and a final joint evaluation will take place in 2013

## Advice from the TUC

There must be a clear definition of what work-related violence is. This must go beyond simply physical assaults to include threatening language and verbal abuse. Verbal abuse, as well as the harm it may do in its own right, may develop into physical abuse if it is not challenged.

To encourage reporting, there should be an agreed reporting form. This should be kept as short as possible, to encourage those affected by violence to complete the reporting process. One approach which works well is to have a single page report capturing key details, with extra sheets provided to capture detail where this is needed in more serious incidents.

The reporting form should be written in plain and straightforward language, which will direct the person completing it to provide factual evidence. The critical elements for reporting are the incident time and location; a description of assailant; and a description of any injuries suffered.

Translated forms should be available for all workers for whom English is not their primary language. If this is not possible, efforts should be made to provide interpretation to allow a report to be made. All workers should be briefed on the expectation to report violent incidents, particularly where workers may not read or write English as their primary language.

Crucially, the worker involved must be given the necessary time to complete the report form in full, as soon as possible after the incident. This will ensure that the incident details are fresh in the mind, and allows for the report to be actioned as quickly as possible after the incident has occurred. Employers should not insist on employees waiting until breaks to complete the forms.

Whilst reporting can be done electronically through smartphones, tablets or other devices, a copy must be provided to the worker upon completion. This should be a hard copy provided at the time that the report is submitted or a soft copy emailed to the employees preferred email address.

The report form should also give details on how feedback will be provided to the affected worker, along with the timescale for action. It is important that staff see action being taken as this will encourage more staff to report similar incidents in the future.

## Draft form

This form ([https://www.tuc.org.uk/sites/default/files/Violence%20and%20Abuse%20Reporting%20Form%20%28pdf%29\\_0.pdf](https://www.tuc.org.uk/sites/default/files/Violence%20and%20Abuse%20Reporting%20Form%20%28pdf%29_0.pdf)) should be used to report all instances of violence and abuse, whether physical or verbal, that are directed to anyone working on our behalf. This includes abuse and threats made over the telephone. Reports must be made as soon as possible after the incident. The victim must be given time away from their duties for this report form to be completed. It should be given to the line manager who is responsible for ensuring it is processed and action taken in accordance with the agreed policy on reporting and preventing work-related violence.



### Work Related Violence and Abuse Reporting Form

This form should be used to report all instances of violence and abuse, whether physical or verbal, that are directed to anyone working on our behalf. This includes abuse and threats made over the telephone. Reports must be made as soon as possible after the incident. The victim must be given time away from their duties for this report form to be completed. It should be given to the line manager who is responsible for ensuring it is processed and action taken in accordance with the agreed policy on reporting and preventing work-related violence.

**Victim's Name:**

**Victim's Address:**

**Victim's Contact Telephone Number:**

**Victim's Email Address:**

**Date of incident:**

**Time of Incident:**

**Precise address and location of incident:**

**Name(s) of the person(s) being violent or abusive (if known):**

**Description of the person(s) being violent or abusive:**

**Is CCTV footage available? YES/NO**

**If telephone abuse or threat, is a recording available? YES/NO**

**Nature of Incident:**

- |  |   |
|--|---|
| <input type="checkbox"/> Stalking  | <input type="checkbox"/> Armed Assault - Use of weapon such as gun, knife, etc. |
| <input type="checkbox"/> Destruction of Property   | <input type="checkbox"/> Verbal Abuse   |
| <input type="checkbox"/> Physical Assault: Hitting, fighting, pushing, spitting or shoving | <input type="checkbox"/> Sexual Harassment                                      |
| <input type="checkbox"/> Armed Assault - Use of object as weapon                           | <input type="checkbox"/> Other (specify)  |

**Verbal Abuse? YES/NO**

*Please give details:*

**Physical Violence? YES/NO**

*Please give details, including any weapons used:*

**Please describe any injuries suffered – give as much detail as you can:**

# Hazards Conference

## Violence against workers

**Activity:** Identifying the risks – What is the problem where you work?

**Aims:** To understand the extent of work-related violence  
To identify the issues where you work

**Task:** Describe the main violent incidents that happen in your own work.

Who causes the violence?

What are the triggers that make it more likely?

What are the effects on workers?

For more than 30 years the HSE has used the following definition for work-related violence:

**Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.**

Does their definition cover the incidents where you work?

Are there any aspects of the incidents in your work that are not covered by the HSE definition?



# Hazards Conference

## Violence against workers

|                  |  |
|------------------|--|
| <b>Activity:</b> | <b>Looking at control measures</b>   |
| <b>Aims:</b>     | <p>To discuss what is being done to control the risk of violence in your work</p> <p>To think about what else needs to be done to protect workers</p>  |
| <b>Task:</b>     | <p>Violence against workers can happen in any workplace. But it is generally recognised that workers who face the public are exposed to particular risks. Most of the HSE guidance is focussed on this '3<sup>rd</sup> party' violence.</p> <p>Why do you think HSE focuses on 3<sup>rd</sup> party violence?</p> <p>What steps have your employers taken to protect workers from violence from members of the public – patients, clients, customers, etc.?</p> <p>What systems are in place for reporting incidents of violence or abuse?</p> <p>How effective are these control measures?</p> <p>What else is needed to provide better protection to workers where you work?</p> |

# Hazards Conference

## Violence against workers

**Activity:** **Organising to protect workers**

**Aims:** To identify how union health and safety reps can use their powers to help workers

To think about what else unions can do to persuade employers, regulators and Government to do more to protect workers

**Task:** Under the SRSC Regulations safety reps have legal functions to investigate potential hazards, to carry out workplace inspections and to consult with the workers they represent. How can reps use these legal functions to tackle the problems of violence to staff in their workplaces?

Over the years a number of unions have campaigned to raise awareness of the issue of work-related violence and to improve protection for workers who are on the frontline. Examples include Usdaw's Freedom from Fear campaign, Community's campaign for safety for betting shop staff, Unison campaigns in the health service and other public services and GMB campaigns for security staff, ambulance workers and education support staff.

What else do you think unions should be doing nationally to help protect workers from violence?

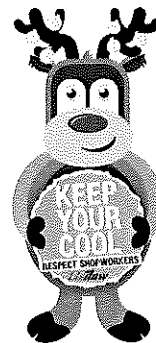


# Respect for Shopworkers Week

13-19 November 2017

## Survey of violence and abuse against retail staff

**KEEP  
YOUR  
COOL**  
RESPECT SHOPWORKERS



Store size: ☐ Less than 30 staff ☐ 30-300 staff ☐ More than 300 staff

Employer:

Division:

Home Postcode:

1. In the workplace, how often have you been a victim of verbal abuse in the last 12 months?

1-2 times ☐ 2-3 times ☐ every month ☐ every week ☐ every day ☐ never ☐

2. How often have you been threatened by a customer in the last 12 months?

1-2 times ☐ 2-3 times ☐ every month ☐ every week ☐ every day ☐ never ☐

3. Have you ever been a victim of physical violence from a customer?

YES / NO

☐ Please tick this box if you've been assaulted in the last 12 months

4. Can you tell us a little about the incidents of abuse/threats/violence you have experienced?

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5. Have you ever reported an incident to your employer? YES / NO

6. On a scale of 1 to 10, how supportive was your employer after you reported the incident?

UNSUPPORTIVE 1 2 3 4 5 6 7 8 9 10 SUPPORTIVE

7. What more could your employer do to support shopworkers after an incident of verbal abuse, a threat or physical assault?

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8. From your experience on the shopfloor, do you believe that over the past 12 months shoplifting has:

Increased significantly ☐ Increased slightly ☐ Stayed the same ☐ Decreased slightly ☐ Decreased significantly ☐

9. Do you believe that the law should treat assaults on shopworkers more seriously, in the same way that emergency service workers are protected whilst carrying out their duties?:

Yes ☐ No ☐ Unsure ☐

10. Are you a member of Usdaw? YES / NO

11. If not, would you be interested in joining? YES / NO

12. Usdaw membership form (F1a) completed? YES / NO

Please send completed forms to Usdaw's Central Office. Just write FREEPOST USDW on the envelope and put it in the post.

Alternatively, complete this survey online at [www.usdaw.org.uk/RespectSurvey](http://www.usdaw.org.uk/RespectSurvey)

#Respect17

*Usdaw*  
Union of Shop, Distributive  
and Allied Workers  
[www.usdaw.org.uk](http://www.usdaw.org.uk)



ABUSE IS NOT PART OF THE JOB - RESPECT SHOPWORKERS

August 2017