

## How to deal with violence in the Workplace

All employees are entitled to be in a safe workplace. The Employer has a legal obligation to provide a safe workplace, where an employee can arrive at work and be provided with safety guidelines and safe equipment that will enable the employee to carry out their duties without any hindrance.

Work-related violence may involve an incident where a person is abused, threatened or assaulted in circumstances relating to their work. Employers generally are well informed of their obligations and they set out to ensure that they are legally compliant. Not only do they perform their duty of care towards their employee because of their legal obligations, but they want their employees to be safe and happy during the time spent at work.

Sometimes a situation occurs that is unexpected and unintended and an unfortunate incident occurs.

If employees are involved in physical attacks on each other, both employees should be summarily dismissed from their employment. Fighting in the workplace is unacceptable and constitutes an act of serious misconduct.

If an employee is physically assaulted by a customer in the workplace, irrespective of the reason, then the police should immediately be called. The employer should have no hesitation in ensuring that charges for assault are laid against such a person.

Any violence at work is unacceptable. Feeling safe at work is a right and all employers are aware of this right and their duty of care to protect their employees. Employees owe respect to each other and should ensure that they follow the health and safety rules that apply in the workplace. Any person who comes into the workplace must abide by the rules of courtesy and respect and has no right to be aggressive or disrespectful to any person in that workplace. Employees who deal with members of the public have a right to feel secure at work and should not fear any threats from anyone, including the public.

Violence should not happen and will not be tolerated in our workplace.