

Category 5 Standard

S5265 Workplace Aggression and Violence Standard

Issue No.: A3

Issue date: December 2015
Review date: December 2020

MAYOR OF LONDON

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1 Purpose

- 1.1 London Underground (LU) fully recognises the potentially damaging effects of aggression and violence in any form against individuals, work performance and the organisation as a whole and is determined to take action to deal with the issue. The purpose of this standard is to outline the requirements of LU in support of this company policy with the objectives of:
- I. reducing the risks to employees from aggression and violence;
 - II. protecting employees from all forms of aggression and violence whenever possible;
 - III. providing appropriate aftercare to employees who have been subjected to aggression and violence;
 - IV. ensuring that employees are aware of and fulfil their responsibilities to protect themselves against workplace aggression and violence, including the avoidance of initiating and / or provoking aggressive or violent incidents.

2 Scope and definition

- 2.1 This Standard applies to London Underground operational staff only.

- 2.1.1 Anybody who deals directly with the public may face aggressive or violent behaviour. They may be sworn at, threatened or even attacked. Additionally, this may be racially/religiously aggravated if, for example, at the time of the incident or immediately before or afterwards, there is a demonstration of hostility towards the victim based on the victim's race, colour, nationality, religion or ethnic origin. Aggressive and violent behaviour may also be aggravated through other prejudicial forms such as homophobic/transgender abuse.

2.2 Workplace Aggression and Violence

LU makes a clear distinction between workplace aggression and workplace violence as follows:

2.2.1 Definition of Workplace Aggression

LU defines workplace aggression as incidents in which persons are abused either verbally and/or through gestures in circumstances relating to their work, involving an explicit or implicit threat to their safety, wellbeing or health.

See section 6.1 for the definition of verbal abuse/abusive gestures

2.2.2 Definition of Workplace Violence

LU defines workplace violence as incidents in which persons are threatened and/or physically assaulted in circumstances relating to their work.

See section 6.1 for the definition of threat and assault.

2.2.3 Definition of the LU workplace

The workplace is defined as any LU property, i.e. station, train, office, rolling stock depot or work premises, any non-LU station served by LU trains, and any other premises or sites visited by an LU employee while at work.