

Workplace Violence awareness Month



WHAT MEAN “WORKPLACE VIOLENCE”

Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers, and visitors. According to data from the Occupational Safety and Health Administration (OSHA), acts of violence and other injuries is currently the third-leading cause of fatal occupational injuries in the United States. **During April, OSHA encourages employers and employees to understand the risks and reduce workplace violence.**

Understand the risks!

While workplace violence can happen in any place at any time, some workers are at increased risk. OSHA identifies workers who exchange money with the public, delivery drivers, healthcare professionals, public service workers, customer service agents, law enforcement personnel, and those who work alone or in small groups as the most vulnerable. Providing services and care, working with unstable people, and working where alcohol is served may also impact the likelihood of violence. Time of day and location of work, such as working late at night or in areas with high crime rates, are also risk factors that should be considered when addressing issues of workplace violence.

How can you support workplace violence hazards reduction?

Taking precautions and understanding risk factors are the most effective ways to reduce the risk of workplace violence. Essilor-Luxottica EHS recommends the following precautions:

- Be sure to Always have the Emergency Action Plan card available, follow its instructions and immediately report potential cases of Workplace Violence.
- Take a workplace violence prevention training program in Leonardo.
- Assess worksites for safety and security vulnerabilities. Make sure your facility is safe, secure, and well-maintained. Educate your staff about emergency exits and evacuation routes.

10 Tips for Conflict Resolution and De-Escalation:

1. Be Empathetic/Don't Judge
2. Acknowledge Personal Space and Safety
3. Be Mindful of Your Nonverbal Cues
4. Avoid Overreacting
5. Focus on Feelings
6. Avoid Challenging Questions to Build Rapport
7. Set Boundaries
8. Focus on the Big Picture
9. Allow Time for Reflection
10. Allow Time for Decisions

De-Escalation Do's and Don'ts:

Do

Validate their feelings with responses like:

I'm glad you asked that question!
I want to help you.
Let's find a solution together.
How can I make your day?

**See Leonardo for “De-Escalating Conflict” Training*

Don't

Dismiss their feelings with responses like:

I can't...
But...
Calm down.
No.

REMINDER: This month be sure to: Complete your “**Monthly EHS checklist**” in CAMS!

Don't forget to share your feedback and suggestions on how we can improve our health and safety programming!

Contact RetailSafety@luxotticaretail.com with any questions.

