

▶ *Hanover Risk Solutions*

Workplace Violence Checklist

Designated, competent, and responsible observers should make periodic assessments to identify and evaluate workplace security hazards for threats of workplace violence. These assessments should be scheduled on a regular basis; when new, previously unidentified security hazards are recognized; when occupational deaths, injuries, or threats of injury occur; when a safety, health, and security program is established; and whenever workplace security conditions warrant an assessment.

Periodic evaluations for security issues include identifying and evaluating potential workplace security hazards and changes in employee work practices which may lead to compromising security.

This checklist may help identify present or potential workplace violence problems. If an answer to a question indicates the presence or potential for violence, it should be thoroughly investigated and corrective actions taken.

	YES	NO	NA
Is there a zero tolerance for violence as "part of the job" by managers, supervisors, and/or employees?			
Have employees been trained to recognize and control hostile and escalating aggressive behaviors and to manage assaultive behavior?			
Have customers, clients, or coworkers assaulted, threatened, yelled, pushed, or verbally abused employees or used racial or sexual remarks?			
Are employees required to report incidents or threats of violence, regardless of injury or severity, to management?			
Are medical and counseling services offered to employees who have been assaulted?			
Can employees adjust work schedules to use the "Buddy System" for visits to clients in areas where they feel threatened?			
Are access and freedom of movement within the workplace restricted to those persons who have a legitimate reason for being there?			
Do employees work where assistance is quickly available?			
Are cellular phones or other communication devices made available to field staff to enable them to request aid?			

	YES	NO	NA
Are alarm systems, such as panic alarm buttons, silent alarms, or personal electronic alarm systems, being used for prompt security assistance?			
Are alarm systems tested on a monthly basis to confirm correct functioning?			
Is training provided on a regular basis covering the correct response to alarm soundings?			
Does the workplace security system have functioning door locks and secure windows?			
Are security guards employed; closed-circuit cameras and mirrors used to monitor dangerous areas; and metal detectors used in the facility?			

▶ To learn more about Hanover Risk Solutions, visit hanoverrisksolutions.com



The Hanover Insurance Company
440 Lincoln Street, Worcester, MA 01653

hanover.com

Copyright ©2016, ISO Services, Inc.

The recommendation(s), advice and contents of this material are provided for informational purposes only and do not purport to address every possible legal obligation, hazard, code violation, loss potential or exception to good practice. The Hanover Insurance Company and its affiliates and subsidiaries ("The Hanover") specifically disclaim any warranty or representation that acceptance of any recommendations or advice contained herein will make any premises, property or operation safe or in compliance with any law or regulation. Under no circumstances should this material or your acceptance of any recommendations or advice contained herein be construed as establishing the existence or availability of any insurance coverage with The Hanover. By providing this information to you, The Hanover does not assume (and specifically disclaims) any duty, undertaking or responsibility to you. The decision to accept or implement any recommendation(s) or advice contained in this material must be made by you.