

IT Taxis Aggressive Customers - Risk Assessment

The risk assessments contained in this document have been carried out in accordance with the method of Qualitative Risk assessment. This approach seeks to standardise the values given to risk in order to provide better comparisons.

A Hazard is a process or substance with the potential to cause harm, a Risk is the likelihood of that hazard causing injury and how serious it would be.

The "Risk" number is obtained by multiplying numbers seeking to quantify both the likelihood and severity of consequence of any particular risk. In the methodology used in this document the numbers are obtained from the matrix below and multiplied together to gain the final Risk number. So that:

$$\text{Likelihood} \times \text{Consequence} = \text{Risk}$$

Risk numbers for both before and after the implementation of controls are provided for comparison.

Figure 1. Likelihood/consequence matrix

Likelihood		Consequence	
1	Rare - Unheard of	1	Trivial - no lost time
2	Unlikely - Known within the industry but no history in the company	2	First Aid on site -Return to work that day
3	Possible - Known to have happened at least once within the company	3	Major Injury - Requiring treatment off site
4	Likely - Known to have happened many times in the company	4	Single Fatality
5	Frequent - More likely than not to occur	5	Multiple Fatalities

Ref:	Operation	Hazard	Persons at risk	Risk level L C R	Control measures	Residual Risk L C R	Industry Best Practice
a	Dealing with vulnerable customers	Physical/Verbal Abuse	Employees / 3 rd Parties	3 3 9	<p>Hear the person out, don't interrupt or try to make your point. Instead listen attentively, using head nods or short verbal statements i.e.; ok, I see, to encourage the person to keep talking.</p> <p>Keep asking for elaboration and clarification. When you show that you are open to hearing and understanding what the person is saying, this will eventually encourage the individual to calm down.</p> <p>Show concern on your face. Your facial expressions should be attentive and concerned. Indicate your interest in what the person is saying by maintaining a pleasant and relaxed facial expression and maintain eye contact.</p> <p>Keep your voice tone soft. Never raise your voice volume so that you can be heard over a person who is yelling. This will only make the other person shout even louder.</p> <p>Do not argue. Arguments occur when you listen to what the person is saying with the intent on finding weakness in it.</p>	1 3 3	<p>Preventing violence to staff HSG133</p> <p>INDG73 Protecting Lone Workers</p>

