**TSC Category:** Enterprise Risk Management

**TSC:** Workplace Violence

**TSC Description:** Anticipate, respond to and report physical, verbal and emotional abuse in the workplace

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<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
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<td>Report incidences of workplace violence by staff, colleagues or clients to the relevant stakeholders and deploy workplace violence protocols where necessary</td>
<td>Adhere to organisation’s workplace violence guidelines and policies</td>
<td>Implement violence prevention policies in the workplace and identify hazards to develop appropriate policies to prevent workplace violence</td>
<td>Formulate workplace violence policies. Establish goals, identify resources and evaluate program performance expectations</td>
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**Knowledge**

- Escalation procedures
- Organisational policies and procedures in managing workplace violence
- Job hazard analysis to identify hazards related to workplace violence
- Organisation’s workplace violence prevention policies
- Roles and responsibilities within workplace violence response plans
- Risk assessment procedures
- Common forms or risks for workplace violence in the industry
- Worksite analysis procedures
- Available medical and psychological counselling for work
- Post-incident response and evaluation, to identify root cause of incidents
- Elements of workplace violence prevention policies
- Change management

**Abilities**

- Take the necessary action steps in accordance to the organisation’s policies and procedures on workplace violence
- Report instances of workplace violence to supervisors
- Identify incidents of workplace violence involving self, clients, colleagues and other stakeholders
- Assess and anticipate workplace violence hazards
- Record details of incidences of workplace violence
- Provide feedback on identified workplace violence hazards
- Investigate incidences of workplace violence that occur
- Support and implement appropriate recommendations from safety and health committees
- Direct staff to appropriate medical and psychological counselling
- Deliver training on workplace violence and prevention
- Train ground staff on how to communicate the change or frequently asked questions (FAQs)
- Develop workplace violence prevention policies
- Advocate organisation’s policies against the use of or on violence in the workplace
- Allocate appropriate authority and resources
- Assign responsibility and authority for workplace violence prevention programmes to all stakeholders
- Maintain a system of accountability for involved stakeholders
- Establish policies that ensure the reporting.
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<th>recording, and monitoring of incidents</th>
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<td>Develop training on workplace violence and prevention</td>
<td>Communicate change to the public to prevent violence or abuse toward staff</td>
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