



**HSA**

An tÚdarás Sláinte agus Sábháilteachta  
Health and Safety Authority

# **Work Related Violence and Aggression. Employer Supports**

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HSA Webinar November 2025**



# What is Work-Related Violence and Aggression

- Work-related violence and aggression can be defined as any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, wellbeing or health

Verbal Threat	Threatening Gesture	Taunting
Derogatory Personal Remark	Spitting	Hitting
Throwing an Object	Banging on Glass	Shouting At
Name Calling	Swearing At	Punching
Kicking	Email	Phone Call



# One hazard, many different experiences

Sales  
assistant

Hotel  
Receptionist

Security  
personnel

Construction  
worker

Testing and  
examination

Garda

Nurse

Teacher

Carer

EMT

Fire Fighter

Bus Driver

Health and  
Safety  
Inspector

Bar staff

Council  
employee

Traffic  
Warden

Customer  
Service

## ESENER

(ESENER 2024) puts having to deal with difficult customers, pupils or patients as third most frequent risk factor in work.

Only 46% reported having a procedure in place for dealing with a threat or abuse

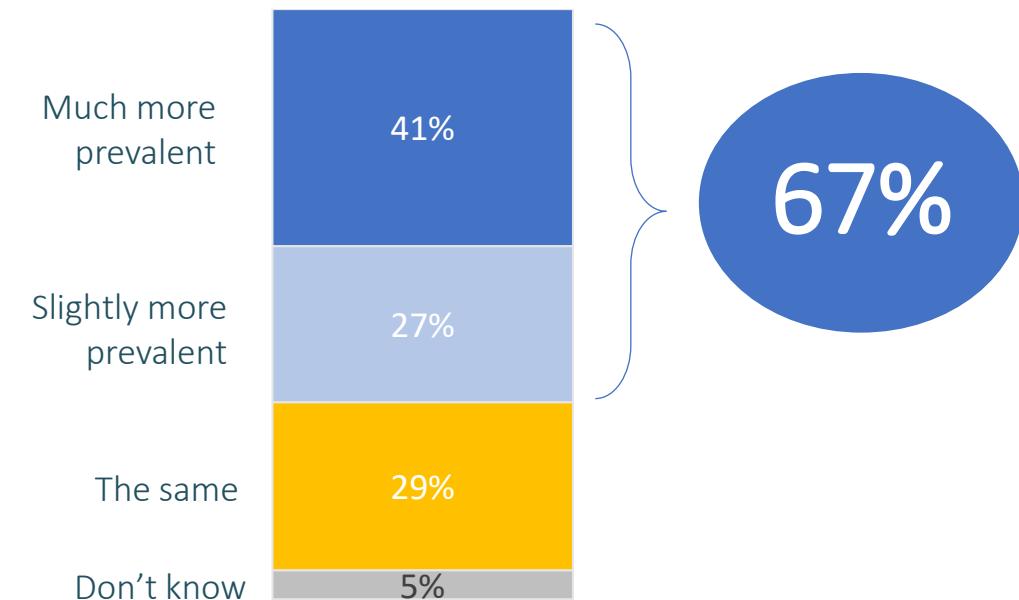
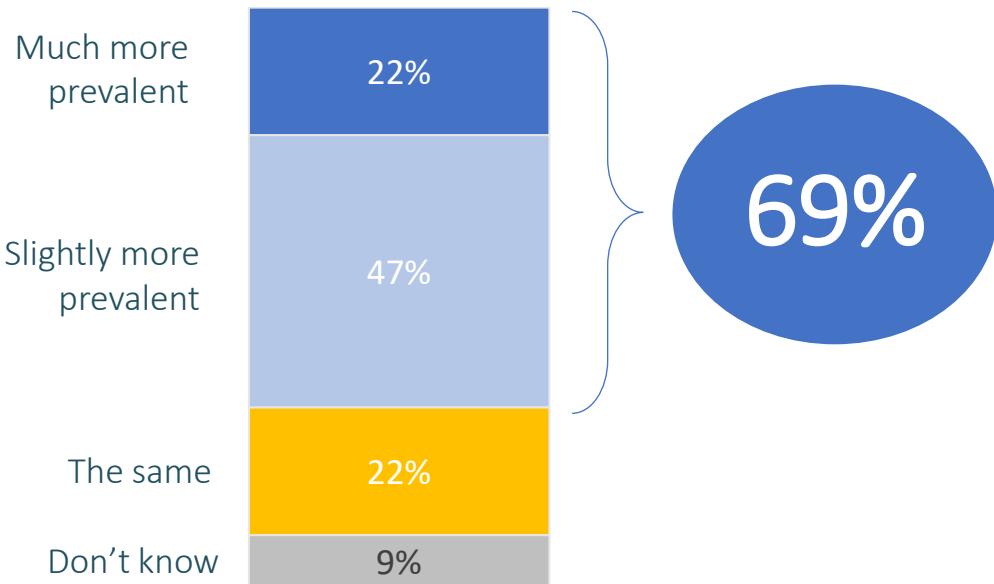


21% of employers deem psychosocial hazards as more difficult than other risks

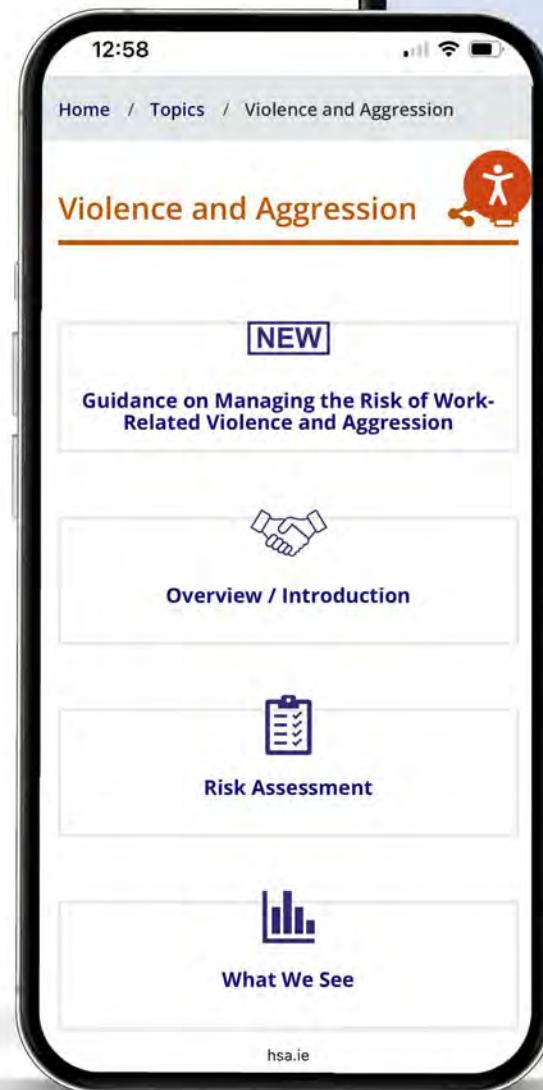
# Prevalence of work-related V&A in recent years



- Both employers/managers and employees report an increased prevalence of work-related violence and aggression in recent years.
- Prevalence of V&A in recent years



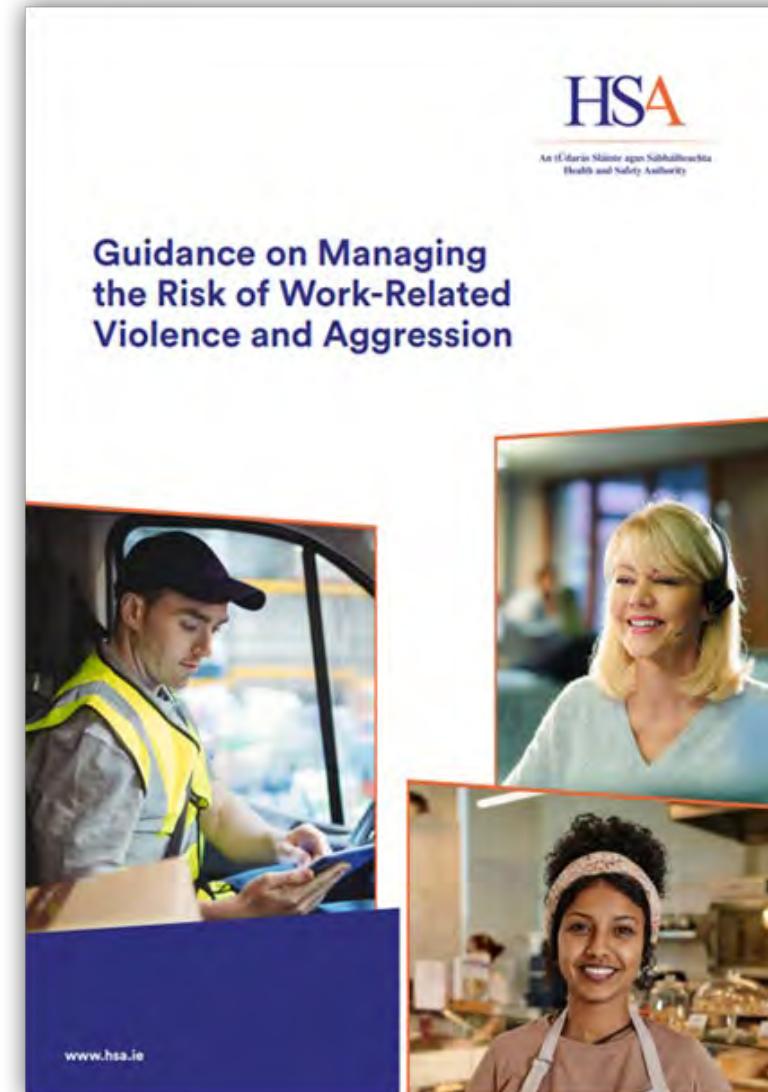
# Employer Supports



The laptop screen shows the HSA website's desktop version. The top navigation bar includes 'Home', 'Careers', 'News, Events & Media', 'About Us', 'Contact Us', and 'Customer Service'. The main header features the HSA logo and the tagline 'Healthy, safe and productive lives and enterprises'. A search bar with the placeholder 'How can we help you?' is located on the right. The main content area is titled 'Violence and Aggression' and includes a 'NEW' badge and the text 'Guidance on Managing the Risk of Work-Related Violence and Aggression'. Below this are eight cards arranged in two rows of four: 'Overview / Introduction' (handshake icon), 'Risk Assessment' (checklist icon), 'What We See' (bar chart icon), 'Control Measures for Workplace Violence and Aggression' (globe icon), 'Reporting of Incidents and Legislative Requirements' (document icon), 'Additional Information' (info icon), 'eLearning Course' (book icon), 'Podcast' (microphone icon), and 'Media Campaign' (play video icon). At the bottom of the screen, the URL 'hsa.ie/eng/topics/violence\_at\_work/' is visible.



- Introduction of Hazard General Guidance
- Risk Assessment
- Control Measures
- Factors Influencing Violence and Aggression
- What are the Effects of Incidents?
- Recording of Incidents





# Is violence and aggression an issue in my workplace?

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The answer to this question involves systematically going into the workplace and work operations under the employer's control and finding out if there are any problem areas. This can be done by:

- reviewing the workplace, the work organisation and the tasks being carried out,
- discussing work practices with staff,
- looking at your incident records,
- learning from similar workplaces,
- paying attention to any incidents that have previously occurred and the circumstances under which they occurred, and
- getting relevant health and safety information and generally being vigilant on an ongoing basis.

# What situations can cause or worsen violence?

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When reviewing your workplace for the potential for violence it is helpful to think about:

The aggressor

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The employee

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The work environment

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and how these might come together to create a violent situation.



# How to ensure adequate safeguards



ORGANISATIONAL

WORKPLACE AND  
ENVIRONMENT

MANAGEMENT/SYSTEM  
OF WORK

# Sample form – Reporting an Incident of Violence and Aggression

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## 1. Who was involved?

Personal data about the victim and, where possible, the assailant should be recorded separately. The victim data should include job/position and extent of training in handling violence.

## (2) What happened?

A full written description, including use of weapon.

## (3) Why do you think it happened?

## (4) Where did it happen?

## (5) When did it happen? Did anything occur prior to the incident?

# Further Supports

## Sample risk assessment – work-related violence and aggression

Step 1: Identify hazards	Step 2: Assessing the risks			Step 3: Additional control measures (further actions needed)		
What are the hazards?	Who is at risk?	Current controls (What are you already doing?)	Level of risk? (Your estimate of the remaining risk level, based on the current controls. For example, High, Medium, Low)	Additional Controls Needed (Further action to reduce the remaining risk level to be as low as possible)	Action by whom and by when?	Date completed
Work-related violence and aggression	All customer-facing employees (management, supervisors, employees, or security)	<ul style="list-style-type: none"><li>CCTV is installed so that staff have visibility of all high-risk areas. Signage is also in place informing customers that CCTV is in operation.</li><li>External high-risk areas around cash points, entrances and exits are well lit to deter thieves or violent individuals.</li><li>All employees have unrestricted visibility across the store.</li></ul>	Low/Medium/High	Senior management are actively involved in the communication and promotion of a positive health and safety culture.	Included in senior management comms by end of XX/XX/202X.	

# eLearning Course

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The image shows the homepage of the HSA eLearning website. The header features the HSA logo and the text 'An tÚdarás Sláinte agus Sábháilteachta' and 'Health and Safety Authority'. Below the header, a large banner on the left side promotes 'FREE awareness raising courses online'. It includes a list of benefits: 'Available 24/7', 'Certificate available on completion', 'Create an online group using a Group Manager facility', and 'CPD points available from CIRI, EI, and NMBI'. The banner also features three small images: a woman in a blue shirt, a group of people in a workshop, and two people in hard hats. At the bottom of the banner, there is contact information: 'Further Information and Guidance' with icons for hsa.ie, 0818 289 389, and contactus@hsa.ie. There is also a link to 'hsalearning.ie HSA Online Courses' and a 'BeSMART.ie' logo.

## Courses by Topic:

- Bullying.
- Business Start-ups.
- Chemical Safety.
- Driving for Work.
- Employees in Small Business.
- Employers of Small Business.
- Ergonomic Risk Assessment.
- Human Factors.
- Psychosocial Hazards and Stress.
- Reporting Workplace Accidents.
- Safer Steps and Stairs.
- Safety Representatives.
- Slips, Trips and Falls.
- Work-Related Violence and Aggression.
- Vulnerable Workers.
- Workplace Safety, Health and Welfare Induction.

# Publishing this week.....

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## Information Sheet on Work-Related Violence and Aggression in Retail

### What is work-related violence and aggression?

Work-related violence and aggression can be defined as any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, health or wellbeing.

The purpose of this guidance document is to help retail employers manage the risks associated with work-related violence and aggression, and to implement suitable control measures, examples of which are provided below.

An aggressive or violent act can be physical or non-physical. Physical examples can include spitting, pushing, hitting, punching or attacking a person with a weapon or object. Non-physical can be verbal abuse, threats or threatening gestures towards the person.

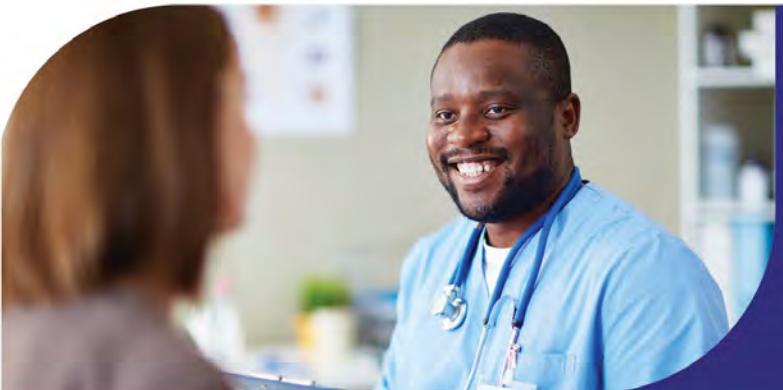
The retail sector in Ireland employs over 200,000

# Media Campaign

A photograph of a man with a beard and short hair, wearing a light-colored button-down shirt. He is seated in a wheelchair, looking upwards and to the right with a thoughtful expression. The background is dark and out of focus.

## 3 Key take aways

- Visit the webpage
- Take our eLearning Course
- Download our guidance document(s)



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# Thank you

T: 0818 289 389

E: [contactus@hsa.ie](mailto:contactus@hsa.ie)

W: [www.hsa.ie](http://www.hsa.ie)