



## Workplace Violence

Violence in the workplace can happen suddenly and may result in injuries, property damage, emotional pain and even death. You can help prevent workplace violence by knowing the warning signs and how to respond to them.

OSHA requires employers to provide a safe and healthful workplace for their workers. Employers may want to consider a zero-tolerance policy toward workplace violence, covering all workers, visitors and customers.

### Who Commits Workplace Violence?

#### Here are common traits:

- A history of violence
- Fascination with weapons and violence
- Use of alcohol or drugs
- Family and work problems
- Low self-esteem
- Physical and/or emotional problems

### Warning Signs

If you observe these types of behavior, be cautious:

- Uses angry or threatening voice
- Shouts, screams or curses
- Challenges rules or authority
- Makes unreasonable demands
- Talks irrationally or nervously paces
- Makes violent gestures or breaks objects
- Brandishes a weapon
- Staggeres, exhibits slurred speech or signs of being under the influence of alcohol or drugs

### **Factors Contributing to Sudden Violence Include:**

- Work-, money- or family-related stress or frustration
- Revenge for being fired or rejected for promotion
- Romantic/sexual advances rejected by a co-worker

### **When Confronted By a Violent Person**

- Stay calm and alert.
- Follow your employer's policy guidelines. If possible, leave the area and call for help. If that's not possible, use a pre-arranged signal to alert co-workers.
- Listen to the person and act supportive. Don't interrupt or agitate with defensive words or angry gestures. Maintain eye contact without staring.
- Offer the person choices or suggest ways to solve the problem or an option out of the situation, if possible.
- Don't try to disarm or restrain the person. Try to keep the person calm until security or police authorities arrive.
- After the incident ends, report the facts, following your company's policy.
- Consider seeking counseling.

---

Safety tips developed based on generally accepted safety standards believed to be reliable at the date of publication. Information is for general guidance only and should not be relied upon for legal compliance purposes.

**Founded in 1925, CopperPoint Insurance Companies is a western-based super regional commercial insurance company and a leading provider of workers' compensation and commercial insurance solutions.** With an expanded line of insurance products and a growing 10 state footprint in the western United States, CopperPoint is in a strong position to meet the evolving needs of our brokers, agents and customers.

The company has \$4.8 billion in total assets and an enterprise surplus of \$1.4 billion. The CopperPoint Family of Insurance Companies include CopperPoint, Alaska National and PacificComp. All companies are rated A (Excellent) by AM Best.