



SWEDISH
WORK
ENVIRONMENT
AUTHORITY

AFS 1993:2

Violence and Menaces in the Working Environment

The Work Environment Authority's Statute Book

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Ordinance of the Swedish National Board of Occupational Safety and Health on measures for the prevention of violence and menaces in the working environment

Adopted 14th January 1993

The following provisions are issued by the Swedish National Board of Occupational Safety and Health pursuant to Section 18 of the Work Environment Ordinance (SFS 1977:1166).

Scope

Section 1

These provisions apply to work where there may be a risk of violence or the threat of violence.

Preventive measures

Section 2

The employer shall investigate the risks of violence or threat of violence which may exist in the work and shall take such measures as may be occasioned by the investigation.

Provisions concerning the employment of minors in work where risks of violence can occur are contained in the Ordinance of the National Board of Occupational Safety and Health (AFS 1990:19) with provisions on minors at work.

Section 3

Work shall be arranged so as to avert the risk of violence or threats of violence as far as possible.

Special security routines shall exist for work which can entail a risk of violence or the threat of violence. These routines shall be kept up to date and shall be continuously followed up. The routines shall be known to all employees who can be affected by the risks.

Section 4

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Employees shall have sufficient training and information and receive sufficient instructions to be able to do their work safely and with adequate security.

Section 5

In work where there is a risk of recurrent violence or threats of violence, the employees shall receive special support and guidance.

Section 6

Workplaces shall be positioned, designed and equipped in such a way as to avert, as far as possible, the risk of violence or threats of violence.

Section 7

The employees shall have the possibility of summoning prompt assistance in a violent or threatening situation.

The employer shall ensure that:

- alarm equipment exists where security so demands,
- there are fixed routines indicating who is to receive alarm calls and what measures are to be taken when the alarm has been given,
- security routines and alarm response measures are practised regularly,
- alarm equipment is maintained and inspected,
- other technical aids are provided if necessary.

Section 8

A task which entails a palpable risk of violence or threats of violence may not be performed as solitary work.

Section 9

Cash-in-transit (CIT) operations shall be organized and conducted in such a way as to afford adequate security for the employees.

Follow-up measures etc.

Section 10

Incidents and occurrences involving violence or threats of violence shall be recorded and investigated.

Section 11

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Employees subjected to violence or threats of violence shall be given prompt assistance and support for the prevention or alleviation of both physical and mental injury. The employer shall have special routines for this purpose.

Entry into force

The provisions enter into force on 1st July 1993. The General Recommendations (AFS 1983:1) of the National Board of Occupational Safety and Health on risks of violence in the working environment are repealed with effect from the same date.

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General Recommendations of the Swedish National Board of Occupational Safety and Health on the implementation of the provisions on measures for the prevention of violence and menaces in the working environment

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The following General Recommendations are issued by the National Board of Occupational Safety and Health on the implementation of the Board's provisions (AFS 1993:2) on measures for the prevention of violence and menaces in the working environment.

Background

Work injury statistics which are confined to reported, mainly physical, injuries leading to sicklisting, indicate a growth in the number of injuries caused by violence between 1985 and 1990. The increase has mainly affected nursing auxiliaries, nurses, public home health personnel and social welfare officers. Increases are also apparent among security personnel and teachers.

The work injury statistics indicate that certain occupational categories are more vulnerable than others. High-risk occupational categories include, for example, mental nursing attendants, security personnel, police officers, ticket inspectors and bus, tram and underground train drivers.

The criminal statistics show the number of robberies in shops, post offices and banks to have risen steeply since 1989. Violence has escalated and more and more use is being made of firearms.

Violence ranges from murder to harassment in the form of threatening letters or phone calls. Violence can be used methodically in pursuit of certain objectives. It can also occur when the environment invites criminal acts, as well as in various caring situations.

There is reason to suppose that many events involving violence or menaces at work are never recorded. This can mean that a large number of physical symptoms and a variety of psychosomatic mental reactions to stress and fear never come to be included in any general statistics.

Different people react differently to a violent situation. Some react directly with stress symptoms or shock, others react several hours or days later. Many experience fear, unpleasantness or fright after what has happened or might have happened. Others remain relatively unaffected. The reaction depends on how one perceived what happened, whether or not one was prepared for the occurrence, whether one was alone and whether one has had previous experience of menaces or violent occurrences. To many people, the mere knowledge that they may risk being exposed to violence or menaces causes severe mental pressure at work.

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Much suffering can be averted by means of preventive measures, efficient routines and proper care of a person who has been subjected to violence or menaces. A person who has been well cared for and given the opportunity of processing these experiences will also be much better prepared to cope with similar occurrences in future.

Guidance on individual sections

Scope

Guidance on Section 1

Working life can involve situations in which an employee is liable to be exposed to violence or threats of violence.

The employee's work involves looking after or having access to cash, goods or valuables

Working with or being responsible for goods, objects, money or suchlike which somebody wants to come by dishonestly can often entail a risk. As a general rule, it is not the employee personally who is the target. The threat or violence is directed against the employee when he may stand in the way of the illegal act, can be used as a hostage or can be exploited, for example, by forcing him to open a safe. The threat and violence occur in connection with the attempted theft.

Situations of this kind occur, for example, in shops, banks, post offices and restaurants, or when clients challenge the assessment of their benefit entitlement by social services.

The employee occupies a position of power or authority

The employee has, or is felt to have, a position of power or authority in relation to the assailant, e.g. a customer, client, patient, pupil or prisoner, and is entitled to refuse or amend a request made by that person or to make a demand which the person does not accept. The threat is levelled directly at the employee, for the purpose of injury, intimidation or revenge. It may occur directly and without premeditation in a critical situation, or it may come later as revenge of a more or less well-planned nature. This risk can occur in many client-oriented occupations, such as social services, caring services, the administration of justice, the prison and probation system and schools.

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Sometimes a person need only represent an authority or organization which the assailant has a grudge against in order to be subjected to menaces, malicious phone calls, persecution, sabotage or violence. A frightening variant of menaces occurs when the employee's children or other persons closely connected with him are threatened.

A special problem occurs when the assailant is a patient who is mentally ill, senile or intellectually handicapped and is not fully responsible for his actions. Violence and threats of this kind may be unprovoked and sometimes quite unintentional. This kind of thing happens in mental and geriatric care, social welfare and the care of the intellectually handicapped.

Certain employees have the task of protecting other employees from the general public or premises from disturbed persons, criminals and trouble-makers who can react violently and threateningly and, later on, vindictively. Police officers, security personnel and reception staff may have duties of this kind.

Work is done in a place or connection involving a risk of confrontation with provocative or aggressive persons

There is a risk of exposure to violence and menaces if the workplace is located so as to be visited by persons who are aggressive and disposed to violence, e.g. under the influence of alcohol or other drugs, mentally ill or otherwise unstable. Places of this kind include, for example, shopping centres, restaurants, hospital emergency wards, waiting rooms and public transport.

Risks also occur on occasions when large numbers of people come together, e.g. sporting events, entertainments and demonstration marches.

The workplace can also be a target of sabotage or bomb warnings. Violence and threats of this kind are very unpredictable. Usually they are not related to a particular employee but strike at whoever happens to be in the place concerned. Airports, railway stations, department stores, club premises and refugee accommodation are some of the targets of such actions, as well as workplaces which include computer centres vital to the community.

Preventive measures

Guidance on Section 2

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It is important to size up the risk of violence and menaces, both at the workplace generally and in particular working situations, e.g. when working with or conveying a certain patient or client, money or valuable merchandise.

A careful survey of the work may have to be carried out. It is important that the investigation should result in an action programme. The risk will decide what measures are needed. These may take the form of organizational changes, security routines, technical aids, modification of premises, information, training and measures after an incident has occurred.

Preventive measures can be made more efficient by charting where, when and how risks occur and by following up current statistics. Questions to be asked in connection with the investigation are suggested in App. 1.

App. 1 of the Board's ordinance (AFS 1990:19) with provisions on minors at work lays down that persons under 18 may not, for example, carry out cash-in-transit operations or, as home help or home nursing employees, work with clients who are mentally ill or have substance abuse problems.

Guidance on Section 3

Security at the workplace is the employer's responsibility. Local needs and conditions decide how work can best be organized and what action programmes are needed for the aversion of violence and menaces. It may be a good idea to put a particular person in charge of security. Preparedness should be comprehensive when the magnitude of the risk is not easily foreseen.

There are certain occupations, e.g. policing, in which violence can be an inevitable factor. Even in situations of this kind, it is important, as far as possible, to prevent the employee suffering injury. It is also necessary to consider what personal protective equipment may need to be used.

In budgeting, it is important to reserve funds for security arrangements, training, guidance, manning etc. and for resources for the assistance of employees falling victim to threats and violence.

At the workplace there should be a consensus view concerning the principles of security arrangements. Security-mindedness should permeate the entire organisation. Examples of security routines will be found in App. 2.

Guidance on Section 4

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Chap. 3, Section 3 of the Work Environment Act requires the employer to ensure that all employees have received the training which is required and know what measures must be taken for the avoidance of risks.

A special security training programme may need to be drawn up. The employees may need to be given appropriate supplementary training in security routines, safe working methods and risk assessment. Training may also, for example, include ways of dealing with people in crisis or agitated states, conflict management and self-protection. In many cases, occupational health services can help to draw up training programmes and conduct training activities. Training should have the objective of involving all employees at the workplace in safety activities.

If a certain type of work is known by experience to entail certain risks, these should already be made clear at the time of hiring and should be presented when an employee is introduced or transferred to such tasks. This also applies to short-term and temporary employees. Information should also be supplied concerning risks which, in the light of research and experience, are liable to occur at similar workplaces. A sponsor system during the introductory period may be a good idea.

It is important that particularly hazardous duties, e.g. in certain casualty wards, admission wards of psychiatric or drug dependence units, shops in vulnerable positions or CIT operations, should only be performed by a person who has received special training and information for the purpose. Different employee categories may need different kinds of training.

Every employee needs to be informed about the risks at the workplace and the procedure to be followed in an emergency. If the employee does not have a good command of the Swedish language, it is important for information to be presented and adapted with this in mind.

It may be appropriate for employees to practise the appropriate response to a violent situation and to review, realistically, what is liable to happen, the aim being for the employee to be aware of the best way of avoiding violence and menaces.

If the employee has a good knowledge of what is to be done in a violent situation and is clearly apprised of the reactions which can ensue, this will help to avert or alleviate the harmful effect of such an incident.

Guidance on Section 5

Employees are especially liable in client-oriented work, e.g. in care services, the prison and probation service, the police and social services, to be subjected to

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repeated threats and acts of violence. In mentally strenuous work of this kind, it is important that the employee should receive regular support and instruction. The competence of the instructor is important.

Comradeship and social support, including opportunities for experience interchange and personal and social contact, are important in all client-oriented work, but also in other jobs where violence and threats are liable to occur. It may be appropriate to hold workplace gatherings where the employees can meet regularly for purposes of information, consultation and training.

Guidance on Section 6

The term "workplaces" includes all buildings, premises, vehicles etc. where the employee does his work.

The risk of violence must already be taken into account when planning new buildings and working premises or when making alterations to existing ones. Attention must be paid to risks occasioned by the design of the building. Those risks can be reduced by means of appropriate modifications to the building structure, good planning and the correct use of facilities.

No opportunity should be missed of building risks away or using new technology. Goods reception departments, entrances, lighting, reception counters, corridors, escape routes and staff entrances, for example, should be planned carefully, so as to position them in the best possible way for the activities and security. Positioning should be of such kind that unauthorized persons cannot gain entrance and employees cannot be taken by surprise when leaving the workplace. Checkout work stations should be designed in such a way as to be ergonomically suitable as well as safe from the risk of robbery or theft.

Careful thought must also be devoted to the planning and positioning of furnishings and equipment. Furniture may need to be arranged with escape routes in mind. Objects which can be used as offensive weapons should not be kept within easy reach. The alarm device should be properly designed, positioned and tested, and kept in good repair.

Guidance on Section 7

A contingency plan is generally needed in order for help to be quickly available in an emergency.

Sometimes a threat can be averted if there are several persons present. Often, though, an alarm device has to be installed at the workplace. The type of alarm

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should be selected according to the risk which could be foreseen. It should be considered, for example, whether the alarm device is to be stationary or portable. It is also important to consider whether a local or central alarm connection is needed and whether the alarm should be silent or audible.

In order for the alarm device to be effective, the employee must know how to use it. It is also important to have an organization showing how the alarm is to be received, who is to respond to it and what measures are to be taken. Other technical aids are an intercom telephone, a hidden telephone or optical surveillance in the form of a still camera, CCTV video monitoring (subject to the Surveillance Cameras (Various Devices) Act, SFS 1990:484) or observation mirrors.

Guidance on Section 8

When planning and arranging solitary work, it is important to take into account the risk of violence and menaces, all the more so when the employee is in charge of theft-prone goods, works with patients, clients or customers who may be disposed to violence, or works in a place which is visited by persons who are potentially violent, are sick or are under the influence of drugs or alcohol. For certain employee categories, the risk may be greatest at night.

Reference is also made to Section 7 of the Board's Ordinance with provisions on care and assistance in private homes (AFS 1990:18) and Section 11 of the Board's Ordinance with provisions on work in checkouts (AFS 1992:19).

Guidance on Section 9

In activities involving cash-in-transit (CIT) operations, it is important to give special consideration to the way in which these transport operations are organized and conducted. This applies to all conveyance of valuables, both within the workplace and outside it, e.g. from cash register to office or from workplace to night safe. Here again, the design of buildings, facilities and other workplaces should be borne in mind. If large consignments of valuables are transported regularly, a special security bay should be organized where the merchandise can be safely transferred to the delivery vehicle.

It may often be appropriate for transport operations to be carried out by a security company. It is important that the persons carrying out the transport operations should have received good security training for them and that they should comply with the predefined routines. If several employees are involved, written instructions may be necessary.

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Specially weak points include, for example, delivery at loading bays and rear doors when the view is obscured, for example, by pillars, shrubs and stacks of goods which can be used for concealment, as well as collection from shopping centres after business hours.

CIT robberies often take place at the beginning or end of the journey. A special risk is posed by across-the-pavement delivery, which is the least protected situation during the journey.

It is important that transport vehicles should offer the highest possible standard of security. Recommendations on equipment and on the conduct of CIT operations are contained in BRÅ PM 1979:1, 1983:2, 1989:4 and 1992:3.

For transport operations it is appropriate to use different vehicles, to make sure that loading and unloading are performed quickly, to keep doors locked and windows closed and not to have a central locking system. If the vehicle is stopped by the police, they must be asked to identify themselves.

The deposition of store takings in night safes is a security problem. It may be advisable to make a more frequent practice of delivering cassettes etc. to a bank or post office during opening hours. Some banks have indoor night safes. There are instances of other technical solutions, such as pneumatic dispatch systems for conveying money within a building or straight to the bank. For suggested arrangements for the delivery of money and other valuables, see App. 3.

Follow-up measures

Guidance on Section 10

There must be routines for observing, reporting and following up all incidents and occurrences involving elements of violence and menaces.

These routines should also include the reporting of violence and serious threats of violence to the Labour Inspectorate, the police and the social insurance office. It will be recalled that Section 2 of the Work Environment Ordinance requires the employer to notify the Labour Inspectorate of serious injuries or incidents. That provision is often applicable to violence and threats of violence at the workplace.

Risks and incidents observed by employees are reported to supervisory staff, safety delegates or some other agreed person. It is important that the employer should take the necessary action, in the light of reports on occurrences and observed risks.

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Examples of points which can be included in a reporting system will be found in App. 4.

Guidance on Section 11

For the avoidance or alleviation of injuries resulting from a situation of violence or menaces, and for the prevention of future problems, it is important that an organization for this purpose should be prepared at all workplaces. At large workplaces there should be some form of emergency command or crisis group which can come into action in a serious emergency.

An employee involved in a traumatic event should immediately receive both medical and psychological attention. It is important that employees subjected to violence or a serious threat should not be left on their own for the first few hours afterwards.

When a serious case of violence or menaces has occurred, it is important that the other employees should be told what has happened. The employer should inform them without delay, so as to forestall anxiety and rumour-mongering. It may be appropriate for the personnel to assemble as quickly as possible after the occurrence for a joint briefing.

Both the personnel affected by violence or threats and colleagues witnessing the occurrence may need emotional first aid and should be given support and opportunities of getting their experiences off their chests. This makes it very important for the employer to ensure that employees receive the help, professional assistance included, which may be needed both immediately after the occurrence and later on.

Proper attention from colleagues and assistance with practical decisions can do a great deal to alleviate the consequences. A person in a state of shock is often withdrawn or confused and indecisive and, therefore, should not be left alone with important decisions to make.

In certain situations, a violent occurrence attracts the attention of the media. It is not suitable for the person affected to be questioned, because he may be in a state of emotional upset or shock. The appropriate procedure is to invite the media to interview a person previously appointed for the purpose.

When a violent occurrence results in legal proceedings, it is important for the employee involved to be told about legal procedure and to be given company and other support at the trial.

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If the workplace has to be evacuated, e.g. due to a bomb warning, it is important that all employees should know where to reassemble. This will make it easier to check that everyone has left the building, and it will then also be possible to give a preliminary briefing. If the workplace has to be tidied up or cleaned, e.g. after a shooting incident, outside personnel should be called in to do the job.

Suggestions concerning measures to be taken in a violent emergency will be found in App. 5.

Other relevant rules etc.

The Swedish Statute Book

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Act concerning security companies	SFS 1974:191
Act concerning surveillance cameras, etc.	SFS 1990:484

The Statute Book of the Swedish National Board of Occupational Safety and Health

Rules issued by the National Board of Occupational Safety and Health are listed in the Board's annual catalogue of printed publications, obtainable free of charge from Arbetarskyddsstyrelsens Publikationsservice, Box 1300, S-171 25 Solna, tel. +46 8 730 97 00.

Solitary Work	AFS 1982:3
Evacuation	AFS 1982:9
First Aid in the Event of Accidents or Acute Illness	AFS 1984:14
Protection Against Bloodborne Infections	AFS 1986:23
HIV-Testing at Work	AFS 1988:1
Work with Experimental Animals	AFS 1990:11
Care and Assistance in Private Homes	AFS 1990:18 ¹⁾
Minors at Work	AFS 1990:19
Work Involving Infection Risks	AFS 1991:2 ¹⁾
Lighting	AFS 1991:8
Internal Control of the Working Environment	AFS 1992:6
Work in Checkouts	AFS 1992:19

The Financial Supervisory Authority's Regulatory Code

Bank security precautions against robbery and burglary, etc	BFFS 1990:24
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¹⁾ subject to alteration; see the Board's biannual List of Ordinances, General Recommendations, Directions and Notices

Notification by banks of observed or suspected criminal acts	BFFS 1990:25
General advice issued by the Financial Supervisory Authority regarding Notification of observed or suspected criminal acts	BFFS 1991:5

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The Swedish National Council for Crime Prevention

Cash-in-transit operations. Guidelines for improvement of the security	BRÅ-PM 1979:1
Cash-in-transit operations II. Follow-up to BRÅ-PM 1979:1	BRÅ-PM 1983:2
Violence in shops, post offices and banks	BRÅ-PM 1992:3
Sterfeldt, O. Better safety in retail trade	BRÅ-Report 1989:4 [#]
Wikström, P-O. Violence. A review of current research	BRÅ 1992

The Swedish National Board of Health and Welfare

Psychological, Psychiatric and Social Management of Disaster	General Recommendations 1991:2 [*]
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The Commercial Working Environment Committee

Cash-in-transit (CIT) operations. Agreement on recommendations between The Swedish Commerce and Service Association (HAO), The Co-operativ Employers' Association (KFO), The Commercial Employees' Union and The Union of Commercial Salaried Employees	HAK 1986
Safety in store	HAK 1990

The Commercial Employees' Union

It happens every day. Violence in the working environment	1989
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Swedish Government Official Reports

Violence and the victims of crime. Final report of the commission on violence	SOU 1990:92
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The Swedish National Police Board

Thun, G. Measures for the prevention of store robbery	RPS Report 1989:2
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Statshälsan ^{E)} and the Swedish Immigration Board

Herliz, G. Threats and violence in the encounter
between cultures 1990

Statshälsan ^{E)}

Threats and violence in working life 1986

^{E)} Statshälsan = The Swedish Foundation for Occupational Safety and Health
for State Employees

^{*)} Available in English

^{#)} Summary in English available

App.

1 (Section 2)

Examples of questions which can be asked when charting conditions

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- Is the work or any part of it combined with a risk of violence or threats of violence?
- Where and when do direct risks of violence or threats of violence occur?
- Have there been any cases of violence or menaces?
- In what places have violence or threats of violence occurred?
- In what connections have violence or threats of violence occurred?
- At what time of the day?
- How did the situation arise?
- What are the manning arrangements and personnel structure?
- Is there any solitary work?
- What does the existing security system look like?
- What routines exist for the security system?
- What type of injury has occurred?
- Have employees received medical or other professional attention?
- How quickly is help obtainable in a violent situation?
- What is the procedure for reporting an event of this kind?
- Are there any contingency arrangements for dealing with emergency situations, such as menaces, assault, attempted robbery etc.?
- Have the employees received information and training about:
 - security rules,
 - how to cope with a violent situation,
 - what to do if a colleague gets into difficulties?
- How are the above matters taught? How are they practised?

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- Are there contingency arrangements for supporting employees after a robbery, assault, etc.?
- What new security measures are needed?

This survey, to which further questions may be added, should result in an action programme adapted to the line of business or the workplace, with a view to reducing risks and alleviating injury.

App. 2 (Section 3)

Examples of security routines

- Define routines for special safety measures and for the best way of coping with critical situations. Routines may, for example, concern cash routines, entry and exit arrangements, storage of keys, procurement of extra personnel or special security staff for certain operations or in certain situations at work, procedure for cash transport, and who is to receive what kind of training.

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- Prepare the allocation of tasks to be observed in a critical situation.
- Decide and record who is to do what.
- Investigate possible procedure for co-operating closely with the safety organization on questions of violence and menaces.
- Draw up suitable checklists for the workplace.
- Note down important names and telephone numbers.
- Decide which persons are to be acquainted with the security routines of the workplace.
- Underline the importance of workplace security routines not being divulged elsewhere.
- Make it clear that employees are not to take personal risks in violent or threatening situations.
- Keep the telephone number of a close relative or other person whom the employee wishes to be informed if anything happens.
- Review the security routines regularly, and make sure that they are complied with.
- For assignments away from the workplace, make sure that there are particulars concerning where the employee is to go, the estimated duration of the assignment, and the route to be followed for the assignment.

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App.3 (Section 9)

Measures recommended for cash-in-transit (CIT) operations, i.e. transport of money, securities and other valuables

Choose precautions after assessing the risk situation:

- Keep all money in a safe place, e.g. in a strongbox, pending transport.
- Decide who is to carry out the CIT operation. Can it be done, for example, by a CIT company? If this is not possible, investigate how an employee can carry out the CIT operation with the greatest possible security.

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- Make sure that the person carrying out CIT operations has received the information and training necessary in order to carry out the work with the minimum of risk.
- Carry out the CIT operation as anonymously as possible.
- Use routines making it difficult for unauthorized persons to discover that certain persons walk or travel regularly from the workplace to the bank or post office.
- Vary the routines, times and routes of CIT operations.
- Vary the equipment, so as to make the CIT operation less recognizable.
- Carry out CIT operations during the daytime whenever possible.
- Avoid cash deliveries on foot. When deliveries are made on foot, it may often be advisable for at least two persons to be detailed.

App. 4 (Section 10)

Suggested items for inclusion in a system of reporting on violence and threats of violence

Particulars concerning the victim:

Sex
Age
Position or occupation
Training
Standing

Nature of the occurrence:

Workplace
Suspect

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Date and time
Activity in progress
Solitary work
Things leading up to the occurrence
Course of the occurrence
Physical/mental injury
Sicklisting
Measures following the occurrence
Measures needed to prevent similar occurrences in future

Notified:

The Labour Inspectorate (under Section 2 of the Work Environment Ordinance)
The police
The social insurance office (work injury)

App.

5 (Section 11)

Measures recommended in connection with a violent occurrence

- Make sure there is a phone number on which help is always available.
- Make sure that security rules and contingency plan come into operation and employees in distress are rescued from violent or threatening situations. Immediate help is given, for example, by supervisory staff and fellow-employees. This can involve the following points.
- Take care of the persons affected, giving them support and a chance to talk.
- Make sure that next-of-kin are contacted.
- Make sure that the victim receives care. If the victim has to go to hospital, organize an escort and make sure that somebody stays at the hospital until the victim is being attended to.

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- Visit the injured person in hospital as soon as possible.
- Arrange for somebody to accompany the victim on the homeward journey and on arrival at home.
- Make sure that the police are notified.
- Call them to the scene if necessary.
- If there is a serious incident or if somebody has been seriously injured at the workplace, the Labour Inspectorate must be contacted immediately.
- Make sure that other employees are promptly informed of what has happened.
- Make a work injury report as soon as possible.
- Call in the occupational health service, if there is one, for a review of the occurrence and the traumatic experience, and for any other measures that may be needed.
- During a transitional period, adapt work to the circumstances caused by the event.
- Make sure that other employees are looked after and that each individual affected by the event has an opportunity of talking about it and is not left to process the experience on his or her own.
- Support a rapid return to work.
- Facilitate continuing participation in the working community.
- Provide the opportunity for some relief in the working situation for some time afterwards.
- Hold follow-up talks within a week and find out if any further help is still needed, e.g. talking about the experience or asking questions about the duties.
- Carry out further follow-ups within about three months after the occurrence, to find out if there are still any problems.

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- Keep a close check on the sickness absence of employees affected.
- On the basis, for example, of sickness absence or expressed wishes, assess the need for further follow-up talks or treatments.
- If there are to be legal proceedings, give employees the prior opportunity of a briefing on legal procedure.
- Make sure that the victim is accompanied to the trial by another person, e.g. a supervisor, union representative or fellow-employee. A trial can easily evoke searing recollections and emotions from the violent occurrence. A person who has been subjected to violence is compelled by law to testify.
- If necessary, assist the employee victim in making a request to the court for the accused to leave the court room while the employee is giving evidence as complainant or witness.