

Risk Assessment

Violence, Aggression and Bullying			
Venue	Buxton Opera House		
Department	GENERAL	Category	General
RA Reference	BUXOPGEN0047	Review	1 months
Date of RA/review	27/06/2023	Next review	27/07/2023
Assessor/Reviewer	Wmercier		
People at risk (estimated numbers of people at risk)			
Employees	11-50	Contractors	6-10
Visitors	6-10	Members of the Public	50 - 249
Production staff	11-50	Others	0
Client employees	6-10	Students	0
Activity			
Violent and aggressive customers, contractors or employees and bullying in the workplace.			
Any other relevant information			

Hazard	Risk	Control measures	Risk Rating			Actions	Revised RR		
			L	S	RR		L	S	RR
Bullying in the Workplace	Staff may suffer physical injury or emotional distress due to bullying by colleagues or supervisors.	1: Management operate an open door policy 2: Supervisors to be aware of potential conflict between staff 3: One to one employee discussions and annual appraisals with staff encouraged to be open and honest about work situations 4: Sickness absence monitored and any trends discussed openly with the member of staff to try and identify and resolve any issues raised 5: Disciplinary procedures if appropriate	2	3	6				

Cash Handling	Staff may be physically injured and/or emotionally traumatised by persons attempting to steal money.	<p>1: Cash on site limited and regularly banked</p> <p>2: Banking done at different times of the day and by different staff to avoid any identifiable trends in the movement of money</p>	2	3	6			
Violence and Aggression in the Workplace	Staff may suffer physical injury or emotional distress from aggressive customers, or other members of the public.	<p>1: Management trained to recognise the symptoms and effects of aggressive behaviour violence or bullying in the workplace</p> <p>2: Staff trained to deal with customers and call manager to assist in difficult circumstances</p> <p>3: Management operate an open door policy</p> <p>4: Good lighting in public areas</p> <p>5: Lone workers such as stage door keepers are able to secure the entrances</p>	2	3	6			