

THIRD-PARTY VIOLENCE

in the electricity industry

Everyone has a right to work in an environment where they feel safe and respected, free from violence and abuse.

We are therefore worried by recent reports that workers in the electricity industry are facing violence and abuse from members of the public. Justified anger and concern over higher energy prices and the climate crisis must not be taken out on staff working in the electricity industry.

While responsibility for an act of violence sits primarily with the perpetrator, your employer has an important and significant role to play in keeping you safe and

providing you with support. Employers have legal duties to protect the health and safety of all their workers, which extends to foreseeable issues like violence from third parties.

We have produced a set of principles (see overleaf) which we believe all electricity industry employees are entitled to and that all employers should adopt and incorporate into their workplace arrangements.

EMPLOYERS SHOULD:

- ✓ Adopt a zero-tolerance approach to all forms of violence and abuse.

Employers should produce a clear statement, which is communicated to staff and service users or members of the public, that violence and abuse towards workers will not be tolerated

- ✓ Consult staff and their reps about violence from third parties and the measures needed to address it

- ✓ Jointly develop robust policies, procedures and methods to reduce the chance of staff becoming victims of violence, with consequences if they do

- ✓ Provide comprehensive training for all managers and supervisors to ensure they provide proper support for staff

- ✓ Provide staff at risk of violence with appropriate training, the content of which staff and their reps have been consulted on

- ✓ Establish a way for employees to report incidents of violence – and encourage them to do so

- ✓ Collect and monitor data on incidents involving violence

YOUR EMPLOYER SHOULD ENSURE YOU:

- ✓ Know what steps to take if you face violence from a third party while at work

- ✓ Feel confident that you will be treated with dignity and fairness, and not victimised or belittled, for reporting work-related violence.

Employers should not treat you differently or less favourably because you have reported violence

- ✓ Know how to access support and know what services are available to you – such as physical and mental health support – should you ever need it

- ✓ Feel confident to speak to your rep about any concerns you have

If you are experiencing violence or abuse from third parties, such as members of the public, you should tell someone you trust.

If you feel you can, report it to your line manager. They should take it seriously, and take steps to protect you and your colleagues.

Report any abuse, harassment or bullying to your union rep.



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