

EHS | JUNE 2025

WORKPLACE VIOLENCE AWARENESS

UNDERSTAND THE RISKS!

While workplace violence can happen in any place at any time, some workers are at increased risk. OSHA identifies workers who exchange money with the public, delivery drivers, healthcare professionals, public service workers, customer service agents, law enforcement personnel, and those who work alone or in small groups as the most vulnerable. Providing services and care, working with unstable people, and working where alcohol is served may also impact the likelihood of violence. Time of day and location of work, such as working late at night or in areas with high crime rates, are also risk factors that should be considered when addressing issues of workplace violence.

WORKPLACE VIOLENCE

Workplace Violence includes, but is not limited to, the following:

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
- Incidents involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.

Four types of workplace violence:

- ✓ **Type 1 violence** - Workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime. (EssilorLuxottica – July 2024 Page 1Workplace Violence and Harassment Prevention Program)
- ✓ **Type 2 violence** - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
- ✓ **Type 3 violence** - Workplace violence against an employee by a present or former employee, supervisor or manager.
- ✓ **Type 4 violence** - Workplace violence committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee. (Workplace Violence does not include lawful acts of self-defense or defense of others).

How can you support workplace violence hazards reduction?

Taking precautions and understanding risk factors are the most effective ways to reduce the risk of workplace violence. Essilor-Luxottica EHS recommends the following precautions:

- Be sure to Always have the Emergency Action Plan card available, follow its instructions, immediately report potential WPV cases.
- Take a California workplace violence prevention training in Leonardo.
- Assess worksites for safety and security vulnerabilities. Make sure your facility is safe, secure, and well-maintained. Educate your staff about emergency exits and evacuation routes.

10 Tips for Conflict Resolution and De-Escalation:

1. Be empathetic/don't judge
2. Acknowledge personal space and safety
3. Be mindful of your nonverbal cues
4. Avoid overreacting
5. Focus on feelings
6. Avoid challenging questions to build rapport
7. Set boundaries
8. Focus on the big picture
9. Allow time for reflection
10. Allow time for decisions

De-Escalation Do's and Don'ts (See Leonardo for "De-Escalating Conflict" Training):

Do: Validate their feelings with responses like:

- I'm glad you asked that question!
- I want to help you.
- Let's find a solution together
- How can I make your day?

Don't: Dismiss their feelings with responses like:

- I can't...
- But...
- Calm Down.
- No.

Don't forget to share your feedback and suggestions on how we can improve our health and safety programming! Contact RetailSafety@luxotticaretail.com with any questions.

