



## Designing the workplace to minimise aggression

It is important when designing a building, vehicle or structure, and when planning the layout of a work site, to give consideration to the hazardous situations that may occur. Measures should be implemented which may permanently reduce the risk of aggression in the workplace. The design could include features such as:

- Workplace layout (logical flow of work and people)
- Clear signage and labelling
- Welcoming and friendly atmosphere
- Calming colours
- Natural surveillance such as open, clear lines of sight inside and outside the building
- Basic amenities
- Furnishings that cannot be used as a weapon
- Restrict access to objects that could be thrown or used as a weapon
- Allow for 'escape routes', staff only secure areas
- Avoid dead ends, hidden areas, and places where persons could
- Bollards outside entry points to the workplace
- Barriers in vehicles used to transport patients/clients
- Security doors, self-locking doors and controlled access
- Permanent barriers or screens at reception areas
- Design of reception and desk fittings that prevent clients reaching over to employees
- Security lighting
- Alarm systems (fixed and personal)
- CCTV
- Communication systems.

Where the workplace is in an existing structure or building, structural changes can be made to add the features described above:

- Improving security and lighting
- Redesigning waiting areas to provide comfortable and calming surroundings
- Providing play corners so children are occupied and quiet
- Installing high counters and other barriers
- Alarms (duress/personal).

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