

Aggression and violence

You may be the victim of violence and aggression at your place of work, for example if a robbery takes place at the shop where you work, or if you are threatened by one of your customers.

There are various forms of aggression. Your employer is obliged to protect you from this all kinds of aggression.

Forms of aggression

Forms of aggression can be:

- Verbal aggression:
examples include swearing, abuse, insults;
- Physical aggression:
examples include kicking, hitting, threatening to use a weapon, assault;
- Psychological aggression:
examples include threatening or intimidating behaviour, being put under pressure, threats in relation to your home situation, damage to property.

What to do if you experience violence and aggression at the workplace

If you experience any form of aggression at your place of work, it is important that you talk about it. Make it clear that you do not accept it. For example, you can mention it during a works meeting, inform the Works Council, or go to your boss. If this is not possible, you can tell the human resources or personnel department, ask the company doctor for help or speak to a confidential adviser.

Your employer must attempt to limit and indeed prevent violence and aggression, and should have policies for this purpose. As an employee, you should be informed about these policies. Employers can take different measures in order to combat violence and aggression. For example:

- by placing video cameras;
- by adjusting opening and closing times;
- by placing cash tills in places that are easily visible and not too close to exits.

For information, advice and help with aggression at your place of work, there are various organisations that contact:

[Het Juridisch Loket](#)

(Free legal advice service point, in Dutch). This website has the addresses and telephone numbers of the various service points in the Netherlands. You can telephone the Juridisch Loket from Monday to Friday, between 09.00 and 17.00 hrs. The telephone number is 0900 8020 (10 cents per minute). The information on the website is in Dutch.

[Slachtofferhulp Nederland](#) / (victims assistance office). Slachtofferhulp Nederland is an independent voluntary organisation that represents the rights and interests of the victims of crime and traffic accidents. Every day, more than 1,500 volunteers in 75 branches of Bureau Slachtofferhulp dedicate themselves to the care of such victims. The telephone number is +31 (0)30 2340116. The information on the website is in Dutch.