

Aggression & Violence

CAMs-469030

1. Relevance

This alert is important for all employees who are exposed to the risk of:

- Traffic Management breaches.
- Public rage, abuse, aggression or violence.

2. Background

It seems like everyone's getting angrier.

Right across all parts of society we're seeing more hostility than we've ever seen in the past.

Our worksites are no different. Almost every week someone in our team has to deal with verbal abuse, road rage, unpredictable anger, deliberate breaches of our traffic management, or at the worst end of the scale, physical attacks with or without weapons.

How we prepare and respond to these events can reduce the chances of someone getting hurt.

Different parts of Fulton Hogan are trying different ways to ramp the violence down. Here's some of the things we've found.

3. Findings

- The personal safety of everyone on our sites is our priority.
- There's no silver bullet. The suggestions below are worth trying. Some will help in some situations. Others may not.
- **Radios** are a good way to sound the alarm if you have an "out of control" person or vehicle on your site. "Breach, breach, breach" is our "emergency" call.
- **VMS Boards**. People who are being held up at roadwork sites will get less impatient if they know why their trip is being disrupted and/or how long they're going to have to wait. VMS boards can also display thankyou messages. I.e. "Thanks for waiting", "Thanks for your patience", "Thanks for slowing down for us", "Thanks for keeping us safe".
- **Unnecessary Traffic Management** is frustrating, and some drivers will then start to ignore all TTM. Please, if you don't need it don't use it. If you've finished with it, remove it straight away.
- In some situations **Pilot Vehicles** with appropriate VMS signage may help to control vehicle speeds and movements.
- **Alarms – sound and lights**. In addition to radios and our "breach, breach, breach" emergency call, some sites set off an alarm – a siren, flashing lights, or both.
- **Security cameras** with supporting signage can be an effective deterrent.
- Some teams have found **Body Cameras** very helpful, and we should look to use these more widely. In addition to acting as a deterrent the evidence they capture can be used by police to



identify then follow up or prosecute offenders. Their introduction should be agreed with users and “permission to use” documented to allay any privacy concerns.

- **Private Security.** Private security can be helpful on some fixed sites or projects that may be subject to protest action.
- **A working relationship with local police.** Strong local relationships with police may make it easier to report offenders, get follow up action, and in some situations arrange on site police support.
- **Catch nets** or similar can sometimes be used on high volume closures to bring speeding vehicles to a stop. NB: You may need approval from your Road Controlling Authority (RCA) before these can be used.
- **Conflict management training.** We now have two providers. The training is excellent and helpful. The half day course can be arranged by emailing alena.taylor@fultonhogan.com.

4. **Mandatory Requirements (By 30 June 2025)**

Business Unit Managers: At your next monthly tailgate meeting please:

4.1 Discuss this RED Alert and your team’s experiences with angry, aggressive, and violent members of the public.

4.2 Discuss and agree the best things to do to be safe in these situations.

Senior Managers, please:

4.3 Discuss the exposure your teams have to violent and aggressive behaviour with your management teams.

4.4 Consider the additional controls suggested in (3) above. Agree to trial and/or implement additional controls where the risk warrants it.

4.5 Particularly consider the benefits of conflict management training and arrange for employees most at risk to attend the training.

NB: Risk levels can be estimated by considering the following factors: location, shift - day v night, exposure to the public, on-road or off-road work, type of work, likely disruption.

4.5 Minute your discussion, the decisions you have made around additional controls, and the reasons for these decisions

4.6 Commit to reporting all instances of aggressive or violent behaviour

4.7 Share a copy of this alert with your subcontractors.

5. **Revision History**

Date	Author	Brief Description of Change
15 April 2025	T Talbot	First Draft
22 April 2025	J Curtis, T Talbot	Final Draft

6. Closeout Requirements

Please discuss this Red Alert with your teams, complete the items below and return to your Safety Manager. They will collate all responses for the business unit and send a single confirmation to the HSQES Analyst at nzincident@fultonhogan.com before 30 June 2025.

6.1. What date was this Red Alert communicated to the workplace: ____/____/2025

6.2. Could this incident occur in your Region/Project? (Circle your answer below)

YES If Yes, please answer questions 6.3 & 6.4

NO If No, please answer question 6.5

6.3. Have all the actions and recommendations been implemented? (Circle your answer below)

YES If Yes, please answer question 6.4

NO If No, please answer question 6.5

6.4. Are these measures sufficient to eliminate or reduce the risk of an incident (or similar) described in the alert from happening again? (Circle your answer below)

YES or **NO**

If No, please raise a CAM's case listing the required actions and accountabilities to be taken in order to eliminate or reduce the risk. Record the CAM's number below:

CAMs Case Number: CAMs- _____

6.5. Please explain why this incident could not occur within your region / project.

In signing this document, I confirm that the actions above have been completed in this region/project.

Region / Project: _____

Region / Project Manager Name: _____

Signature: _____ Date: _____