Psychosocial risk register – [Insert Business Name]

The first three rows are worked examples. Replace or delete them to suit circumstances.

Hazard category	How it arises in this business	Risk level (H/M/L)	Controls in place or planned	Responsible	Workers consulted (date / how)	Date
11. Violence and aggression	Customer disputes at the counter or in the showroom over quotes, pick-up delays and claims	High	Written quotes and approval before extra work; counter layout with exit; de-escalation training; incident log	Manager	Toolbox talk, 3 Feb	Aug
1. Job demands	Saturday peaks, promotions and insurer deadlines; walk-ins on a full board	Medium	Booking cap per tech; walk-in policy; extra roster cover in peak weeks; wheel lift	Manager	Team meeting, 3 Feb	Aug
12. Bullying	Risk of apprentices being targeted by senior staff	Medium	Behaviour standard issued; apprentice buddy other than supervisor; complaints process explained	Owner	Individual chats with apprentices	Aug

HAZARD CATEGORY KEY

1. Job demands - What it means: Work that requires sustained high physical, mental or emotional effort.

2. Low job control - What it means: Workers have little say over how, when or in what order they do their work.

3. Poor support - What it means: Little practical manager/co-worker support. Lack of information and training.

4. Lack of role clarity - What it means: Uncertain expectations/reporting lines. Conflicting/frequently changing duties.

5. Poor organisational change management - What it means: Poorly planned/communicated/supported change without consultation.

6. Inadequate reward and recognition - What it means: Imbalance between workers effort and recognition/reward received.

7. Poor organisational justice - What it means: Inconsistent, unfair or non-transparent decisions, policies or processes.

8. Poor workplace relationships, including interpersonal conflict - What it means: Poor communication, exclusion or unresolved conflict at work.

9. Remote or isolated work - What it means: Access to help/support is limited due to location, time or nature of the work.

10. Poor physical environment - What it means: Unpleasant/hazardous work conditions that add to physical and mental strain.

11. Violence and aggression - What it means: Physical assault, threats, or abusive or intimidating behaviour.

12. Bullying - What it means: Repeated, unreasonable behaviour towards a worker/ group of workers.

13. Harassment, including sexual and gender-based harassment - What it means: Unwelcome conduct based on sex, gender, race, age, disability.

14. Traumatic events or material - What it means: Experiencing, witnessing or exposure to traumatic/distressing events/material.