



INODAYA Hospitals - Kakinada

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INH/HRM.12

Policy on workplace violence

Prepared date: 11/11/2025

Reference: HRM.9d. NABH Standards – 6th Edition

Issue Date:11/11/2025

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HRM.9d. Policy on workplace violence

1. Purpose

Inodaya Hospital is committed to providing a safe and secure environment for all employees, patients, visitors, and volunteers. This policy aims to prevent and address workplace violence, ensuring that any incidents of violence or threatening behavior are dealt with swiftly and appropriately. We believe that a zero-tolerance approach to workplace violence is essential in maintaining a respectful and supportive work environment.

2. Definition of Workplace Violence

Workplace violence refers to any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs in the workplace. It can involve physical attacks, verbal threats, harassment, or any other behavior that creates a hostile work environment. For the purposes of this policy, workplace violence includes, but is not limited to:

- **Physical violence:** Hitting, slapping, pushing, or any form of physical assault.
- **Verbal threats:** Threatening language or behavior that causes fear or distress.
- **Aggressive behavior:** Throwing objects, yelling, spitting, or similar disruptive actions.
- **Sexual harassment or assault:** Any unwelcome sexual advances or comments.
- **Bullying:** Repeated intimidation, humiliation, or targeting of an individual or group.
- **Threatening behavior:** Verbal or physical actions that create a reasonable fear of harm.

3. Zero-Tolerance Policy

Inodaya Hospital maintains a **zero-tolerance policy** regarding workplace violence. We will not tolerate any form of violence or aggression in the workplace. All employees, contractors, and visitors are expected to behave professionally and respectfully at all times. Any violent or

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threatening behavior will result in immediate investigation and may lead to disciplinary action, including termination, legal action, and involvement of law enforcement where applicable.

4. Reporting Workplace Violence

Employees are encouraged to report any incidents of workplace violence immediately. If you experience or witness any form of workplace violence, please take the following steps:

1. **Immediate Action:** If you are in immediate danger, call **Hospital Security** or **Emergency Services** immediately.
2. **Report to Supervisor:** If it is safe to do so, report the incident to your immediate supervisor or manager as soon as possible.
3. **Use Reporting Channels:** If your supervisor is unavailable or if the issue involves your supervisor, report the incident to Human Resources (HR) or the **Employee Assistance Program (EAP)**.
4. **Documentation:** Ensure that you document all details of the incident, including time, location, individuals involved, and the nature of the threat or violence. If there are any witnesses, include their statements as well.

5. Investigation of Incidents

All reports of workplace violence will be taken seriously and investigated promptly. The investigation process will include:

- **Confidentiality:** All reports and investigations will be handled confidentially, and the identities of individuals involved will be protected to the extent possible.
- **Thorough Review:** The HR department, in collaboration with the security team, will gather evidence, conduct interviews with witnesses, and assess the situation.
- **Objective Evaluation:** The incident will be assessed based on severity, intent, and impact on the safety and wellbeing of employees and patients.
- **Follow-up Action:** Based on the findings, appropriate action will be taken, which may include disciplinary measures, retraining, or changes in hospital policies or procedures.

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6. Employee Support and Resources

Inodaya Hospital is committed to supporting employees who are affected by workplace violence. The hospital will offer:

- **Employee Assistance Program (EAP):** Free, confidential counseling services are available to employees who have experienced violence or threats.
- **Medical Support:** Any employee who is injured due to workplace violence will receive appropriate medical care, either at the hospital or through an external medical provider.
- **Leave of Absence:** If needed, employees may be granted leave to recover from physical or emotional trauma caused by workplace violence.
- **Ongoing Support:** Employees who report incidents will be offered follow-up support to ensure that they feel safe and secure in their work environment.

7. Prevention and Training

Inodaya Hospital is proactive in preventing workplace violence and has instituted various measures to mitigate risks, including:

- **Training Programs:** All employees will receive training on de-escalation techniques, recognizing early signs of potential violence, and responding appropriately to aggressive behavior. Regular refresher courses will be offered.
- **Environmental Design:** The hospital will regularly assess workplace conditions, ensuring that areas are well-lit, secure, and equipped with emergency communication systems. Panic buttons, security cameras, and clear emergency protocols will be in place.
- **Staffing Levels:** Efforts will be made to ensure that the hospital is adequately staffed at all times, reducing stress and workload that may contribute to violent incidents.
- **Clear Policies:** Hospital policies on acceptable behavior, harassment, and conflict resolution will be communicated regularly to all staff.

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8. Disciplinary Actions

Employees found to be involved in violent acts, threats, or inappropriate behavior will face immediate disciplinary action, which may include:

- **Verbal or written warnings:** For minor incidents or first-time offenses.
- **Suspension:** For more serious incidents or repeat offenses.
- **Termination:** For severe violence, physical assault, or threats that pose a direct risk to employee or patient safety.
- **Legal Action:** In cases where the violence involves criminal behavior, the hospital may involve law enforcement authorities to pursue legal action.

9. Legal Considerations

Inodaya Hospital complies with all relevant local, state, and national laws related to workplace violence. This includes adhering to safety standards and regulations under occupational health and safety laws. Employees are encouraged to familiarize themselves with their rights and responsibilities under these laws.

10. Conclusion

Inodaya Hospital is committed to fostering a culture of safety, respect, and care. All employees play a critical role in maintaining a peaceful and secure environment for themselves, their colleagues, and the patients they serve. We take workplace violence seriously and are dedicated to preventing it, addressing it effectively when it occurs, and supporting those impacted by it.

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