



WORK-RELATED VIOLENCE POLICY

1. General statement

The purpose of this policy is to set out our company's policy and procedures to prevent, manage and respond to work-related violence, including verbal abuse, to our staff. No member of staff will be blamed for an instance of work-related violence caused by a customer or member of the public. All employees have the right to be treated with consideration, dignity and respect. This policy applies to all staff working on our premises and those working on customer premises, including contractors and delivery personnel.

2. Violence at work

Violence at work has been defined as *"any incident in which the person is abused, threatened or assaulted in circumstances relating to their work"*. Whilst this definition applies to all staff, some may be at more risk than others. In our own workplace, we have identified the following groups of staff as being most at risk:

- those who deal directly with visitors
- lone workers e.g. Contract Supervisors
- those who work outside of normal business hours, such as cleaners or personnel early starting.
- site installation personnel

3. The legal position

The Health & Safety at Work Act 1974. S2(1) provides that "it shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees". We also owe visitors such as customers and suppliers' similar duties.

In order for us to fulfil these duties, we will do the following:

- carry out a risk assessment in order to assess the risks to staff and other visitors
- decide what control measures, if any, are necessary
- implement any control measures if the assessment shows that they are necessary
- monitor any arrangements to ensure that they are effective.

4. Responsibilities of staff and managers

All managers have a responsibility to implement this policy and to make sure their staff are aware of it and understand it. Managers should also:

- Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly.
- Record details of the incident where appropriate and give all employees involved in the incident full support during the whole process. You should also respond and consider any suggestions made by staff about how to improve violence prevention and management, and give feedback to staff about their suggestions, including whether it will be taken forward and if not, why not.
- Set a positive example by reporting all incidents of violence and abuse and not tolerating

abusive behaviour from customers or members of the public. Make sure you also offer good customer service.

- Respond to and, where possible, resolve incidents, ideally before they escalate.
- Monitor incidences of violence and abuse and initiate appropriate action if more measures are needed. Review and amend this policy and the risk assessment as necessary.
- Where possible, direct staff to appropriate support and advice after an incident has occurred. Encourage other staff members to support their colleagues, including those that might have witnessed the incident. If victims are particularly traumatized by the event, provide support where possible such as time off work or changes to their tasks.
- If an investigation is needed, work with the police and offer any assistance needed to help in their enquiries.

Managers have a responsibility to act in a way that does not incite or increase the likelihood of violence. They also have a responsibility to respond to any reports of violence. Any manager found to be encouraging or inciting violence or not resolving potentially violent or abusive situations may be subject to disciplinary action.

Employees' duties

All employees have a responsibility to take reasonable steps to ensure that they do not place themselves, or others, at risk of harm. Employees are also expected to co-operate fully with us in complying with any procedures that we may introduce as a measure to protect the safety and wellbeing of our staff and visitors.

There are a number of things staff can do to help prevent work-related violence:

- Offer good customer service and be aware of customer needs
- Recognise the potential for work-related violence and take action to resolve it early on. Employees should take positive action and, for example contact a manager if they think a customer, visitor or member of the public might cause problems.
- Don't accept instances of work-related violence directed towards you or others. Employees should report any instances of violence, threats or abuse, including any details about when it happened, who was involved and any relevant circumstances that may have contributed to the incident. Serious incidents should be reported in the incident book, but minor incidents and incidents of verbal abuse should be reported to managers as they occur.
- Be supportive of colleagues who are victims or witnessed work-related violence.
- Suggest additional measures to managers which might help to prevent and manage work-related violence.

Employees have a responsibility to act in a way that does not incite or increase the likelihood of violence. Any staff member found to be encouraging or inciting violence may be subject to disciplinary action.

5. Risk Assessments

The risk assessments for work related violence are held on the health and safety server under 'Violence and Aggression'

The risk assessments are reviewed every year, unless an increase in the number of incidents suggests the assessment should be reviewed more frequently.

The risks were assessed by consider the work environment and talking to staff as well as reviewing the incident book. If staff believe a risk factor has not been covered by the assessment or have ideas on further prevention measures, they should discuss these with their manager. The contents of the risk assessment will be communicated to all staff and appropriate training will be given.

6. CCTV

We have CCTV to monitor and survey the premises. This is visible in the Factory Managers office. The system can be used to monitor potentially violent individuals where necessary. It can also be used by the police as part of any investigation. There is sufficient memory to record months of surveillance on the system which can be fully accessed by the factory manager and the Directors.

7. Dealing with visitors

The safety of our staff is paramount. So, if anyone finds themselves dealing with rude or aggressive visitors, they must never return aggression as this is how anger can escalate into violence. Try to adopt a calm and reassuring attitude and speak slowly and gently. In the unlikely event that a situation escalates, staff should always withdraw from it.

8. Staff training

Should a risk assessment identify that staff training is necessary in order to reduce the risks, then suitable training will be given.

All staff, including new staff should receive awareness training on work-related violence, our policy and procedures and what to do following an incident. This may be through formal training or a briefing from managers, depending on the risk potential for the staff members.

9. Actions following an incident

If a staff member is being abused, threatened or attacked, they should approach their manager or a colleague for help. Managers should respond to the situation by talking to the perpetrator, explain that their behaviour is not acceptable. They should try to resolve the problem, and if that is not possible, call the police.

Medical assistance should be provided immediately where required.

The Police should be informed of a serious incident involving physical attack or serious cases of threatening or verbal abuse. Police should also be informed of persistent cases of violence, threats and abuse.

CCTV recordings of incident should be kept in case the police need them. All incidents should be recorded in the incident book and less serious incidents reported to managers.



Staff members should be encouraged to provide support to any victims or witnesses of violence, threats or abuse through appropriate training, and managers should provide support, including, where needed, allowing time off work for individuals to recover.

if an incident causes a member of staff or a visitor to suffer death, major injury or more than seven consecutive days off work (including weekends) an accident report will be made under the **Reporting of injuries, Diseases and Dangerous Occurrences Regulations 2013** (RIDDOR).

The Company recognises that in the event of an employee being a victim of violence, some counselling or other specialist help may be required. So it is our intention to deal with these cases constructively and sympathetically. Our Occupational Health Providers Black and Banton will be able to give you advice and guidance on how to obtain help and assistance with any workplace violence related issue. All requests for help will be treated in the strictest of confidence.

Signed by: Andrew Teasdale, Paul Cutler (Managing Directors)

Signature:  

Date: 1st May 2023