

## VIOLENCE AT WORK POLICY

### Policy Statement

Hackle Security Services Ltd (“The Company”) is committed to ensuring that all employees, and other persons, are able to work and be present in an environment which, so far as is reasonably practicable, is free from violence or the threat of violence. The Company does, however, acknowledge that within the spectrum of jobs and tasks undertaken by staff the potential for violence exists.

It is the policy of Hackle Security Services Ltd to identify, by risk assessment, those areas where employees and others may potentially be confronted by violence and to take remedial action to eliminate or reduce the risk of violence to the lowest practicable level.

Under no circumstances are employees and others expected to put themselves personally at risk of injury in order to protect the Company’s, or our clients’, premises, property or equipment.

Signed: 

Name: M Mathurin

Position: MD

Date: 01/03/2019

Review Date: 01/03/2020

### Purpose of Violence at Work Policy

The purpose of this policy is to provide protection for employees, so far as practicable, where they may be subject to abuse, threat or assault from any person(s) not employed or engaged by Hackle Security Services Ltd in circumstances arising out of the course of their work and to detail the procedure to follow when such an incident occurs.

Abuse, threat or assault as defined in the Harassment or Code of Conduct Policies against an employee from any person who is employed or engaged by Hackle Security Services Ltd will be dealt with in accordance with the Company’s Disciplinary Procedure.

### Scope

All employees, visitors, consultants and other contracted persons (either contracted directly or through another party) during the application of that contract and anyone else who may be at risk from the Company’s undertakings.

## **Definitions**

For the purpose of this policy, actual and threatened violence is defined as follows:

- **Physical Violence** – major assault involving injury or fatality; sexual assault or unwanted physical contact; minor assault including pushing, holding or spitting; damage to or theft of property or equipment.
- **Non-Physical Violence** – verbal abuse including that of a sexist or racist nature; threats of violence; threatening postures and gestures; threatening use of animals; threat with a weapon; deviant behaviour; “stalking”; malicious phone calls and correspondence.

This list is, however, not intended to be exhaustive. Employees and other should be aware and trust their intuition. Anyone who feels scared or uneasy or feels that their personal safety is at risk must report or discuss the matter with their line manager.

## **Assessing Possible Risks**

Line managers must ensure that an assessment of the risk of violence arising within their area(s) or responsibility is conducted in accordance with the Company’s Risk Assessment procedures.

The assessment will identify:

- ✓ The extent and nature of any risk;
- ✓ The factors contributing to the risk in the specific areas of work;
- ✓ The changes necessary to eliminate or control the risk

The risk assessments will be reviewed regularly and modified as necessary. If developments suggest that the current risk assessment is no longer valid, or that it can be improved, the assessment will be reviewed. In all cases, risk assessments will be reviewed on a regular basis.

All significant findings must be recorded.

## **Personal Safety Equipment and Other Precautions**

Where a risk of violence has been identified through the risk assessment process, Line managers must develop a safe system of work, in writing, for the individual(s) concerned, which must be observed at all times. This may include any or all of the following:

- ✓ Premises and furnishings to be adapted to provide sufficient protection to staff in high risk areas. For example, CCTV cameras may be fitted
- ✓ Where a job requires external patrolling as a lone worker, portable communications devices may be issued to allow contact with their base or control room or line manager
- ✓ All staff in lone worker situations will be made aware of procedures and who to contact in the case of a violent situation occurring

## Training

Physical confidence in situations of fear and violence facilitates a capacity to deal with the situation in a variety of ways. All employees whose work regularly brings them into contact with customers and/or members of the public, and those identified as being at risk of violence, must receive appropriate training in dealing with violence at work. This training should provide a range of skills to overcome and prevent violent confrontation and will provide employees with the tools to enable them to:

- ✓ Understand, manage and transform fear;
- ✓ Learn simple and effective self defence techniques;
- ✓ Be aware of options and strategies;
- ✓ Feel physically and mentally confident;
- ✓ Have a deeper understanding of violence;
- ✓ Assess and respond to threatening situations

Line managers should arrange training for appropriate employees by contacting Head Office. Line managers must also ensure that this training is included within the induction programmes for all such employees.

## **Reporting of Serious Incidents**

### **1. Serious Incidents**

The primary consideration is for the welfare of employees concerned. Medical attention must be immediately sought and provided where necessary.

In all cases of theft, assault or serious threat to use physical force against an employee, the Police should be notified by the individual concerned, or a colleague if present.

The person making the initial contact with the Police must:

- State their name and the location of the incident;
- Pass on as much information as they can to the Police;
- Avoid touching anything until the Police arrive;
- Make themselves known to the Police when they arrive;
- Inform their line manager and the control room as soon as possible;
- Compile a full and comprehensive incident report as soon as possible

### **2. All Incidents**

Regardless of whether the incident has necessitated the involvement of the Police, and even if no physical injury was sustained, all incidents of violence as defined in this policy must be reported to the line manager and control room and a full incident report compiled.

### 3. Incidents where Injury is Sustained

Where a member of staff has sustained an injury, however minor, or is absent from work for at least three days due to an act of violence, the incident must in addition to the above reporting procedures, also be reported to the Health and Safety Executive by the Line manager as detailed in the Accident Reporting procedure.

#### **Aftercare and Further Action**

Line managers must ensure that any employees involved in an incident of violence is interviewed personally and offered support and assistance as appropriate. This may take the following forms:

- Emotional support from colleagues or the Occupation Health Service;
- Professional counselling from the Company's Employee Counselling Scheme, or from Victim Support;
- To consider the provisions of financial support for any action he employee may wish to take;
- To offer to direct the employee to appropriate legal assistance

The company may also instigate further action against the assailant. This may be one of the following examples:

- The sending of a formal warning letter to the person(s) making threats or verbally abusing staff;
- To apply for a court injunction against the person(s);
- To support the prosecution of the assailant.

Commencement of legal proceedings on behalf of the Company must be authorised by the Managing Director.

The employee concerned will be informed as to the action that will be taken in response to the incident/assault.

#### **Responsibility**

All those persons referred to within the scope of this policy are required to be familiar with the terms of this policy.

Individual managers are required to keep within the spirit and intent of the policy, as far as is possible, in their own area. Any queries on the application or interpretation of this policy must be discussed with Head Office prior to any action being taken.

Head Office has the responsibility for ensuring the maintenance, regular review and updating of this policy. Revisions, amendments or alterations to the policy will be notified to all employees prior to implementation.