



Unacceptable Violence, Behavior and Aggression Policy

The company recognises that we have a duty and responsibility to ensure that employees of the company can go about their work without being subject to unacceptable behavior, violence and aggression. We aim to manage unacceptable behavior in a manner that protects our employees and members of the public wherever it is appropriate and necessary to do so.

DEFINITION

The Health and Safety Executive (HSE) definition of work-related violence is:

'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks'

Examples of unacceptable behavior are given below:

- Offensive or abusive language, verbal abuse and swearing
- Unwanted or abusive remarks
- Negative, malicious or stereotypical comments
- Invasion of personal space
- Brandishing of objects or weapons
- Near misses i.e. Unsuccessful physical assaults
- Threats or risk of serious injury
- Bullying, victimization or intimidation
- Spitting
- Alcohol or drug fueled abuse
- Unreasonable behavior and non-cooperation such as repeated disregard for company policy i.e. Smoking on premises.
- Any of the above which is linked to destruction of or damage to property

COMPANY RESPONSIBILITIES

- Carry out risk assessments to assess and review the duties of employees, identifying any 'at risk' situations and taking appropriate steps to reduce or remove the risk to employees.
- Assess and review the duties of employees, identifying any 'at risk' situations and taking appropriate steps to reduce or remove risk to employees particularly if they are working alone. Assess and review the layout of work locations to reduce the risk to employees.
- Assess and review the provision of personal safety equipment i.e. alarms.
- Develop Policies, procedures and guidelines for dealing with physical and verbal abuse.
- Provide support and counselling for victims or refer to suitably qualified health professionals.
- Make employees aware of risks and ensure employee involvement in suitable training courses.
- Record any incidents and take any remedial action to ensure similar incidents are prevented.

EMPLOYEE RESPONSIBILITIES

Employees have the responsibility to ensure their own safety and that of their colleagues at work. It is essential, therefore, that all employees are familiar with company policies and procedures, equipment and precautions adopted to combat the risk of physical and verbal abuse.

- Familiarise themselves with company Policies and Procedures, guidelines and instructions.
- Participate in relevant training made available by the company.
- Report all incidents of physical and verbal abuse (threatened or actual).
- Record details of incidents in compliance with company procedures.
- Contribute towards reviews by nominated managers concerning any incidents in which they have been involved.
- Suggest precautionary measures involving changes in the layout of the work environment that can reduce risk.
- Advise the Line Manager of any perceived risks involved in work activities.

SUPPORT FOR EMPLOYEES SUBJECTED TO ABUSE

- The company takes a serious view of any incidents of physical and verbal abuse against its employees and will support them if assaulted, threatened or harassed.
- The first concern of managers after an incident is to provide appropriate debriefing and counselling for affected employees. Depending on the severity of the incident this counselling may be undertaken by trained professionals.
- The Line Manager will assist victims of violence with the completion of the formal record of the incident and where appropriate will report the incident to the police.

Violence Report Procedure

Direct threats of harm to persons or property require immediate response as follows:

Head Office	Lone Workers	Mobile Officers	Multi-officer sites
Dial (9 if required for outside telephone line) 999. Also report to Control (out of hours) and Head Office (0800 – 1800 Monday to Friday)			Call for assistance from colleagues using site radio procedures – inform site supervisor/manager. If deemed necessary contact Police immediately.

Never put yourself or your colleagues at risk – ensure that you are non-confrontational at all times – if required retreat to a safe location and await the Police.

Reporting Requirements

All employees, contractors and sub-contractors must co-operate to maintain a safe working environment. Individuals must report to their supervisor/manager/Head Office any incidents of violent, threatening, harassing, or intimidating behaviour in the workplace, whether or not those involved are First Choice Facilities Services employees.

Employees who report incidents of workplace violence may request to do so confidentially, employees who are concerned about confidentiality should discuss their concerns with the Director of HR or a member of the Senior Management Team.

Each site/contract is responsible for reporting incidents of violent or threatening behaviour involving any employee or appointee as follows:

1. Supervisors and managers who receive reports of violent or threatening behaviour must notify Head office and/or Control immediately.
2. Contact the HR Department; if not immediately available the reporting supervisor or manager should request to speak with a senior Manager or Director in the office. Do not leave a message.

If a report must be made after normal office hours, use the procedure for using Incident Reports.

The Company's HR Department will involve the appropriate resources and assist supervisors and managers in their response to allegations of and/or actual violent or threatening conduct. If allegations of violent behaviour are made against First Choice Facilities Services or its employees, the Director of HR will notify the Senior Management Team.

Supervisors must also report alleged violent workplace behaviour on an "Incident Report" form. For details on incident reporting, including where to obtain and submit the proper form, consult Site Assignment Instructions, Employee Handbook or a Supervisor/Manager.

All reports of potential or actual violence against any Company representative must be reported to Senior Management immediately; the persons, contract, premises or area involved will be subject to a Health & Safety review by a duly qualified person. Upon receipt of this review it is the responsibility of Senior Management to ensure that any procedures are adequate and risks are reduced to an acceptable level.

Serious Incident Debriefing

Serious incident debriefing is the process by which individuals who have experienced or been exposed to a traumatic event can be professionally helped to resolve any concerns or anxieties that such an experience often causes. Debriefing will be provided based upon the nature and seriousness of any incident, the Director of HR assesses each incident and if deemed necessary professional guidance will be provided