



Unacceptable Violence, Behavior and Aggression Policy

First Choice Facilities Services Ltd recognises that we have a duty and responsibility to ensure that employees of First Choice Facilities Services Ltd can go about their work without being subject to unacceptable behaviour, violence and aggression. We aim to manage unacceptable behaviour 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 behaviour 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 fuelled abuse
- Unreasonable behaviour 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 First Choice Facilities Services Ltd.
- 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

- First Choice Facilities Services Ltd 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.