



Violence at Work Policy

Purpose of this Policy

The purpose of this policy is to set out SGC Holdings Ltd policy and procedures to prevent, manage and respond to work related violence. The management supports this policy and we will not tolerate any instances of work-related violence, including verbal abuse to our staff.

Definition of Work-Related Violence

SGC Holdings Ltd define work related violence as any incident in which an employee is abused, threatened or assaulted by a member of the public, customer or colleague in circumstances arising out of the course of his/her employment.

Responsibilities of Staff and Management

Managers Responsibilities: -

All managers have a responsibility to implement this policy and to make sure there 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.
- Respond and consider seriously 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 and members of the public.
- 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/s 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 may have witnessed the incident.
- If victims are particularly traumatised 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 their likelihood of violence.
- Any manager to be found to be encouraging or inciting violence or not resolving potentially violent or abusive situations may be subject to disciplinary action.

Staff Responsibilities: -

All staff have a personal responsibility for their own behaviour and for ensuring that they comply with this policy.

There are a number of things that staff can do to help prevent work related violence.

- Be aware of the company's policy and comply with it.
- 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.
- Staff should take positive action and for example contact a manager if they think a customer or a member of the public may cause problems.
- Don't accept instances or work related violence directed towards you or others. Staff 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.
- All incidents should be reported to the line manager as and when 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.
- Staff 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.

Risk Assessments

Assessments in relation to the safe working environment including exposure to violence are completed and stored on each site. These assessments are reviewed at least annually or as and when appropriate depending on the information collected through the monitoring of incidents.

Training

All staff will receive refresher awareness training in dealing with conflict management, our policy, reporting 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.


Managers will also be trained as above, as well as how to handle complaints and trouble among customers effectively.



Reporting Systems

Staff have a responsibility to report incidences or work related violence, including threats and verbal abuse to managers. All incidents including physical attacks, serious or persistent threats and verbal abuse must be reported using the incident report form and forwarded to the appropriate line management and/or our 24-hour control room.

Any incidents resulting in a major injury to staff or that cause staff to be off work for three days or more must be reported under the RIDDOR Regulations 1995.

Name	Paul Macarthur	Position	Managing Director
Signature		Date	1 st January 2021