

A RAPID RESPONSE SECURITY LTD

Violence and Aggression towards Staff Policy Statement

The purpose of this policy is to describe A Rapid Response Security's approach to the avoidance of violence and aggression towards its employees and its arrangements for dealing with such matters.

The policy also fully supports and endorses the zero-tolerance zone approach to the public who use violence and aggression towards employees of A Rapid Response Security. The key messages mentioned in Zero Tolerance Zone will be communicated to staff through facilitated awareness raising and training.

- A Rapid Response Security deplores any acts or threats of violence or aggression by anyone to any of its staff.
- A Rapid Response Security acknowledges its responsibility to protect the health and safety at work of those it employs and of others who work on A Rapid Response Security premises.
- It is the policy of A Rapid Response Security that it will do its utmost to avoid and prevent the risk of aggression or violence towards its staff at work. Where this is not possible, it is the policy of A Rapid Response Security to do everything practicable to minimise, manage and control such risk and such actions.
- A Rapid Response Security will do everything practicable in conjunction with the police to help bring a prosecution against any individual guilty of any violence and aggression towards any member of staff.

The following statement of intent will be displayed wherever appropriate throughout A Rapid Response Security:

A Rapid Response Security takes seriously the use of abusive, threatening or violent conduct towards their staff and will take legal action against anyone that displays this behaviour.'

Definition

For the purposes of this document the term violence has assigned to it the following definition:

'Any incident in which a person working is verbally abused, threatened or assaulted by a member of the public in circumstances relating to his or her employment'.

Violence, including aggression, does not necessarily need to cause physical harm. It includes incidents which:

- cause major injury
- require medical assistance
- require first aid only

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- involve a threat, even if no physical injury results
- involve verbal abuse
- involve nonverbal abuse (for example stalking)
- involve other threatening behaviour

Scope

This policy applies to all staff. It also applies to others engaged in the work of A Rapid Response Security.

The policy also covers acts or threats of violence or aggression towards its staff outside work when such issues are connected with work.

The policy does not cover actual or potential violence or aggression towards staff from fellow members of staff which will be dealt with in accordance with A Rapid Response Security's Harassment and Bullying of Staff Policy and/or Disciplinary Policy.

Principles

The implementation and fulfilment of A Rapid Response Security's policy statement concerning violence and aggression towards staff is subject to the following principles:

- Staff have the right to work in a safe environment and to be protected from acts or threats of violence, aggression or abuse as far as is reasonably practicable.
- A Rapid Response Security has a duty to take all reasonably practicable steps to ensure it safeguards its staff from such acts or threats.
- Staff who are free from worry or fear of attack or abuse are more likely to perform better in supporting the delivery of health care services.

Roles and Responsibilities

Ultimate responsibility for compliance with legal requirements and the recommended Codes of Practice rests with the Managing Director. Responsibility for the implementation of the Policy is delegated to the Managing Director. The Managing Director will ensure that:

- All steps are taken to ensure a safe working environment;
- Staff receives appropriate training in dealing with violence and aggression at work.
- Information is provided on general guidance
- Risk assessments are carried out and safe systems of work are devised and implemented.
- Incidents are correctly recorded and, where appropriate, reported.
- Appropriate support is offered to members of staff who are subject to violence and aggression at work.

Employees must ensure that they:

- comply with safe systems of work

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- report any potential or actual incidents to the appropriate manager

3.34 Working Alone

It is the intention, so far as is reasonable, to ensure that Lone Working is eliminated so far as is reasonably practicable. Where Lone Working cannot be eliminated, suitable safe systems of work shall be used and that a safe place of work exists for our employees. The Company will:

- Provide Permits-to-Work, to cover certain circumstances where there is a foreseeable risk of injury or ill health for those who may need to work alone.
- Ensure that all necessary training, information and instruction are given to those who may need to work alone in the course of their work.
- Ensure that only those trained and competent to do so will be authorised to work alone.
- Ensure that only those who are medically fit and who are not suffering from conditions that may be aggravated, or require medical / first aid attention, should they occur when a person is working alone e.g. seizures (fits), certain heart conditions, fear of being alone etc. are expected to work alone.
- Carry out a Risk Assessment on all work that requires persons to work alone and put in place the necessary controls deemed necessary as a result of that assessment.
- Put in place a system of communication whereby those who may need to work alone are contacted, or can contact another person, at regular intervals to ensure that they are safe. The system will include strict arrangements for visiting the place of work should the expected contact not be made.
- Put in place a means for those working alone to summon help should an injury or emergency situation arise.
- Ensure that employees comply with the requirements of all systems put in place.
- Ensure that the safe system of work which is put in place is audited to determine that it is effective, adequate and is used correctly.
- Take into account the vulnerability of certain employees e.g. women, those who may be disabled, temporary employees etc. should there be a need for them to work alone and make adequate provisions for them.
- Make adequate provisions for the security of any person who may need to work alone.

Assessment of Risk

The risks of violence vary depending on a range of factors including the kind of work undertaken by staff, where they do it and the type of people with whom they come into contact. A risk assessment must be undertaken in all cases before determining any action.

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Risk assessments need to be based on good information about the work in order to cover all foreseeable risks. Separate assessments may be necessary for different activities.

The process of carrying out a risk assessment will be in accordance with A Rapid Response Security's Assessment Procedure using the general Risk Assessment form.

Recording and Reporting

Instances of violent and aggressive behaviour will be recorded in a separate incident book. Internal reporting, recording and investigation systems will capture information about a wide range of less serious incidents. This will help senior management of A Rapid Response Security effectiveness of the precautions. Such information is also very useful when assessing risks.

Staff must be actively encouraged to report every incident using A Rapid Response Security's incident reporting form which must be completed correctly and returned within 5 working days to the Managing Director. This will enable prompt notification of reportable incidents to the enforcing authority and allow investigation and remedial action to start quickly.

Detailed information about an incident must be included on the incident reporting form. The main aim of our system is to prevent similar incidents from occurring in the future, for example by identifying the need for:

- changes to the workplace
- changes to working procedures
- new working procedures
- additional training requirements

As well as providing the basis for the investigation of individual incidents, such records can also be used to identify trends, assist the review process and inform risk assessments. Information to be collated will include:

- the number of incidents;
- the types of staff involved;
- the environments/locations where
- when they occur, incidents happen;
- the level of injuries sustained;
- the preventative measures recommended.

Investigation of Incidents

Every incident must be followed up and investigated. Significant incidents of violence require detailed investigation to establish the causes and any action to prevent a recurrence.

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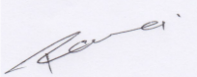
Investigations which focus on who was to blame are insufficient and are unhelpful. The focus must be on what went wrong and how to reduce risks in the future.

Back to work process

We will conduct a back to work Interview with our employee on their return to work, which gives both our employees and A Rapid Response Security the opportunity to confirm that our records are accurate and discuss any remaining health concerns that may affect their work. This can range from an informal chat to establish how our employee has recovered from the assault / trauma to putting the final touches to the return to work plan. It is also an opportunity to discuss any reasonable adjustments we can make to ensure employees are ready to start back to work.

We will listen well and be objective. The employee may wish to have a trade union representative or other employee representative present, which we will accommodate.

If an employee becomes distressed, we will, stay focused, give them time to recover and reassure them we are listening. We will advise employees of sources of support and help them as necessary. We will arrange another meeting if appropriate, but recognise that there may be limits to what we can deal with personally and to the details which employees feel comfortable in discussing. In these circumstances we will refer employees to counselling, occupational health or other professional support services may be appropriate.

Signed:  **M.A Rana**

Position: Director

Date: 23rd January 2021