

VIOLENCE AT WORK POLICY

Scope

Meads Construction Ltd recognises its statutory duty to ensure that any aggression and violence as a potential risk to employees whilst at work is prevented. This procedure highlights the Company's systematic approach to ensure that so as far as possible, the procedures are adopted through the organisation.

It recognises that different staff groups might well be subject to different levels of risk which shall reflect additional advice or support such as providing means of communications i.e. mobile telephones.

Those at risk are staffs who regularly deal with members of the public who may be angry, distressed, disturbed, ill, embarrassed or resentful. The resulting feelings can be aggression and violence directed at our employees.

Violence from the public can be defined as "Any incident in which an employee is verbally abused, threatened or assaulted by a member of the public in circumstances arising out of the course of their employment".

Statement of Policy

Meads Construction Ltd acknowledges the risk of violence and aggression towards staff while at work and affirms that such violence, threat of violence and aggression or verbal abuse is wholly unacceptable. The Company will ensure that employees are provided with, in so far as reasonably practicable, a safe place and safe systems of work and that where employees are subjected to violence and aggression, they are provided with appropriate support.

It will be the responsibility of the Managing Director to ensure that all the procedures are brought to the attention all the employees

The Company will consider as unacceptable:

- i) Severe verbal abuse or threats to its employees.
- ii) Verbal or physical harassment of its employees including racial or sexual harassment.
- iii) Verbal or physical abuse to employees outside working hours, arising from employment with the Company.
- iv) Attacks on or damage to employee's property arising from or in connection with employees carrying out their duties.

The key areas that can have a substantial impact to the performance of this policy are:-

- i) The prevention of violence.
- ii) Dealing appropriately with acts of violence and aggression.
- iii) Monitoring and aftercare.

Preventing Violence and Aggression

The Company will implement procedures whereby the possibility of employees being harmed is reduced or removed.

Certain tasks and jobs may leave some employees more susceptible to violence and aggression than others. The personal safety of such employees will remain a prime management consideration when designing jobs and allocating tasks. Personal alarms, mobile telephones or radios will be issued to those employees where risk assessments identify the need.

Interview rooms will, where considered appropriate, be equipped with panic buttons and screens to protect employees. Such needs will be balanced against customer care needs as in some cases a screen can be a barrier to effective communication.

Training will be provided for employees who are considered to be in a potential risk situation, specific job training will include:

- i) An understanding of fear and aggression.
- ii) How to avoid/diffuse potentially violent situations.
- iii) What to do if threatened or attacked.
- iv) What support is available if threatened or attacked and how to obtain it.

Additional elements will be included for managers covering:

- a) An understanding of the impact of fear, violence and aggression on employees and their work performance.
- b) The necessity for managers to adopt a sympathetic and clear response so that employees are encouraged to report such issues.

- c) The need for managers regularly to review operational procedures.

Procedures In The Event Of Violent or Aggressive Acts

All abuse or violence to our employees must be reported to the Partners. The necessary first aid will be provided to the employee in the event of an injury. In the case of serious assault the incident shall be reported to the Police.

Support shall be given to any employee who is subject to violence or abuse, including any time off work required for interviews or attending court shall be deemed in Company time. Counseling will be provided where it is considered necessary.

Monitoring

The Company shall be responsible for monitoring all incidents of violence and aggression, this will be done via the reporting of all such incidents.

Records

Discreet recording systems will be in place where employees can be made aware of potential risks at certain addresses or particular individuals.

These records will not be kept on computer as this will constitute a breach of the Data Protection Act.

GUIDANCE FOR EMPLOYEES IN PREVENTING OR AVOIDING VIOLENCE AND AGGRESSION

External Visits;

Be on time for appointments.

Prepare for the visit, ensure you know, as far as possible the problems you might face. If you do not know the answer to something say so, do not waffle or provide mis-information.

Before leaving the office ensure that you have complied with the guidance on external visits.

If you have been issued with a mobile phone ensure the battery is sufficiently charged before departing.

Check for any known details about who you are going to visit. If there is a known history from the files.

If you have a particular fear of dogs, ask your supervisor for a personal dog alarm.

On arrival at your location, park your car where possible in a well-lit area and facing the easiest exit route. Keep car keys separate from brief cases, handbags etc.

Check the signal strength on your mobile phone. You will then know if you can rely on them.

Always show your identification on arrival.

If the person you are supposed to see is not there, do not enter, ascertain if they will be there by a certain time and say you will return. Alternatively, leave a message for them to contact you at the office to re-arrange the appointment.

On entering any premises, try to note the exit route. Never underestimate the threat, trust your intuition and feelings. If you sense something is wrong, then there probably is. In which case withdraw from the situation, make an excuse, say you are unwell and use your phone or radio to inform your office. Such action should indicate to the office that you might be in a potential problem situation.

Once clear, inform the office that you have left.

If a general interview develops to an aggressive stage, do not respond in the same manner. Try to defuse the situation by staying calm, try to speak slowly and clearly. Meeting aggression with aggression will resolve nothing. Try to identify what the client actually wants, but remember, make no promises that you do not have the authority to make.

Avoid adopting an aggressive stance i.e. standing with arms folded, hands on hips, wagging a finger, waving arms, as they will only incite an already difficult situation.

Office Interviews

Check that an interview room is available. If the individual concerned has a known history of violence or you

have reason to suspect a confrontational situation might arise, elect to use a secure interview room where there is separation from the client. Alternatively, use an interview room that has panic buttons but ensure someone is on hand to respond if needed.

If a secure room or one fitted with panic buttons is not available and you anticipate problems, ask your supervisor to provide a second person to attend the interview.

Always ensure someone knows that you are going to conduct an interview and where it is to be held.

Where possible check the interview room first, ensure that there are no loose items that could be used as weapons.

The interview room should be clean and tidy, not partially used as a storeroom.

If the room only has one door always show the client in first, so that you end up sitting nearest the door. You will then have the advantage if you need to withdraw in a hurry.

At the conclusion of any interview, whether internal or external, inform your Supervisor of any relevant details you consider might benefit yourself or colleagues in the future.

Cash Handling or Carrying

Employees who handle or carry cash as part of their duties should not put themselves or their colleagues at risk in defence of the money. If challenged in a robbery situation they should hand the money over as instructed and make no attempt to obstruct the perpetration of the act in any way.

Abusive Telephone Calls

Be patient, after a few moments the abusive language may abate.

If the customer does not calm down, advise them clearly that unless they are able to continue the discussion in a civil manner, the call will be terminated. If it is impossible to supply a satisfactory answer to the query, offer to pass the customer to a supervisor.

Do Not Panic

- Do not put the receiver down immediately.
- Do not become upset.
- Do not lose your temper.
- Do not be tempted to react with a similar response.
- Do not take remarks personally.

If after giving a warning, behavior does not improve then you may terminate the call.

All calls of this nature should be mentioned to your supervisor so that he or she is aware and the incident can be noted.

Date: 21st January 2019



Signed:

Managing Director

Meads Construction Ltd