



Violence at Work Policy

Introduction

A Rapid Response Security Ltd employees who come into contact with the public may encounter violent or aggressive behaviour. At times, members of the public may attack, threaten, or verbally abuse them.

The Health and Safety Executive (HSE) defines violence as:

“Any incident in which an employee is abused, threatened, or assaulted by a member of the public in circumstances arising out of the course of his or her employment.”

The most common incidents our employees encounter involve verbal abuse and threats, while physical attacks occur less frequently. Violence may include the use of unlawful physical force, verbal abuse, threats (with or without a weapon), rude gestures, and racial or sexual harassment.

Violence of any kind can cause significant emotional distress even without physical injury. Threats that imply a risk of harm or damage to personal property can also instil fear and increase stress levels.

Policy Statement

A Rapid Response Security Ltd is committed to ensuring the safety and well-being of all employees. We will take all reasonable precautions to protect employees from aggression and violence while at work.

Employees who are assaulted, threatened, or verbally abused while working will receive full support and assistance from the company, including measures to protect them while on client premises.

Reporting of Incidents

All incidents of violence, aggression, threats, or verbal abuse must be reported. An **Incident Report Form** is available from the Office Manager for employees and managers to complete. Reporting such incidents is a legal requirement under the **Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR) 2013**.

Reportable Injuries Under RIDDOR:

The following injuries must be reported when they result from a work-related incident:

- The death of any person
- Specified injuries to workers
- Injuries that incapacitate workers for more than seven days
- Injuries to non-workers resulting in direct hospital treatment
- Specified injuries occurring on hospital premises



Incidents Reportable to the HSE's Incident Contact Centre Include:

- Fractures (excluding fingers, thumbs, and toes)
- Amputations
- Permanent loss or reduction of sight
- Crush injuries to the head or torso causing internal organ damage
- Serious burns covering more than 10% of the body or affecting the eyes, respiratory system, or vital organs
- Scalping injuries requiring hospital treatment
- Loss of consciousness due to head injury or asphyxia
- Injuries sustained in enclosed spaces leading to hypothermia, heat illness, or requiring resuscitation/hospital admittance over 24 hours

Internal Incident Report Form

Employees should complete an **Incident Report Form** as soon as possible after an event. The form should include:

- Details of the person assaulted
- Details of the assailant (if known)
- Incident details, including injuries and any treatment received
- Outcome (e.g., police involvement)
- Possible contributory factors and suggestions for improvement

Signs of Aggressive Behaviour

- Staring eyes
- Sweating
- Fidgeting or wringing hands
- Loud, excited speech
- Finger-wagging

De-escalation Techniques

To defuse a potentially aggressive situation:



- Stay calm and speak slowly to avoid escalation
- Avoid aggressive body language (e.g., hands on hips, wagging fingers, standing over the person)
- Use a gentle, measured tone
- Listen attentively and show empathy
- Do not argue or interrupt; allow the person to express frustration
- Maintain appropriate eye contact without staring
- Keep an open posture (avoid crossed arms or pointing)
- Give the person personal space

What to Do If Threatened or Physically Assaulted

- Attempt to escape
- Raise the alarm by shouting if necessary
- Call the police or ask someone else to do so
- Report the incident to your manager as soon as possible

Incident Documentation

When reporting an incident, include:

- Date and time
- Location
- Names and contact details of witnesses
- What you were doing at the time
- Outcome (e.g., injury, verbal abuse, property damage)

This policy ensures that all employees are aware of the risks associated with workplace violence and the steps to take to protect themselves and report incidents effectively. A Rapid Response Security Ltd remains committed to maintaining a safe working environment for all employees.



This policy is authorised by;

M A Rana
Director