

Violence at Work Policy

Lloyds Security Services recognises and takes seriously the potential problem of violence to its staff.

In accordance with our responsibilities for the health and safety of staff all reasonably practicable steps to prevent violence at work will be taken. These will include the provision of safe systems of work, suitable protective equipment and appropriate training. Where incidents of violent behaviour take place Lloyds Security Services will provide appropriate support and help to the victim.

Definition of Violence

The application of force, verbal threats or serious abuse by members of the public or staff, arising out of our work, regardless of being at the place of work.

Violent behaviour includes:

1. Verbal abuse or threats.
2. Serious or persistent harassment including racial or sexual harassment.
3. Threats with a weapon.
4. Physical attack, animal attack or attack against property
5. Perceived threat of violence.

Procedure

1. An initial risk assessment of the potential risk of violence in respect of each job will be made and documented. Managers/supervisors will make on-going risk assessments in respect of jobs within their area of responsibility in order to keep records up to date.
2. Managers will maintain their own awareness and provide guidance to staff to ensure awareness of potentially violent situations or customers.
3. To ensure staff safety, customer files should contain information of any threatening behaviour or acts of violence. Information should be shared with other colleagues as necessary e.g. receptionists, anyone visiting customers etc.
4. Managers/supervisors will ensure safety measures are built into the design and facilities of buildings and incorporated into working practices in order to develop safe systems of working.
5. All staff are reminded of their duty not to endanger themselves or their colleagues. In particular, they are warned against using provocative language or gestures towards members of the public or other staff.
6. While attempting to prevent an act of violence no staff should take unreasonable risks to their own safety or the safety of others.
7. In an emergency, staff should dial 999 and ask for the police. Remember it may take several minutes for the Police to arrive.
8. The most senior person on site is authorised to take whatever immediate action he or she believes necessary in order to deal with a violent incident. This may include closing a building or banning/suspending perpetrators. This should be done in a sensible manner to try and prevent retaliation.
9. All staff subject to a violent incident must at the earliest possible opportunity report it verbally and on the appropriate form to their supervisor.
10. The supervisor's concerned will investigate all incidents and after referring to the MD will take appropriate action against the perpetrator.
11. In the case of staff whose families are believed to be at risk, Lloyds Security Services will take reasonable steps to safeguard the people concerned.

Training and Support

1. Not all incidents are unavoidable, but Lloyds Security Services believe that with training staff can learn to defuse some potentially violent situations and minimise risk.
2. Managers/supervisors will ensure that staff receive appropriate training on taking up a position with Lloyds Security Services and refresher training as necessary.
3. If appropriate line managers should allow staff that have been victims of violence to go home or to be relieved of certain duties in the short term.
4. All staff are expected to display a sympathetic and supportive attitude towards victims of violence.
5. Where appropriate referral to a professional counsellor will be offered to victims of violence.

6. Lloyds Security Services will pursue eviction, appropriate legal action or removal from the waiting list where staff have experienced violent or threatening behaviour from residents, applicants or the general public.
7. Lloyds Security Services will treat any act of violence by a member of staff against another member of staff, customer or member of the public as gross misconduct that could lead to dismissal.
8. Lloyds Security Services will provide to staff adequate insurance cover and access to legal advice giving reasonable financial support as necessary, where action is required.
9. The provision of mobile phones will be made following appropriate risk assessment procedures.

Monitoring

1. Following any incident an Incident Report Form (see attached) should be completed by the member of staff, including statements from any witnesses. The completed form should be given to the staff's Line Manager for them to add any comments. A copy of the final document should be sent to the HR Manager.
2. Incident Report Forms will be analysed by the HR Manager in order to build up a picture of violent occurrences from which lessons may be drawn. Monitoring includes identifying any harassment of staff on the grounds of sex, race, disability or religion/belief.
3. Where a pattern of violence emerges, a recommendation for action will be made as a priority, to the MD and the HR.

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Lloyds Security Services Ltd