Violence at Work

Secure Risk Management Limited employees who come into contact with the public may encounter violent or aggressive behavior. At times, members of the public may attack, threaten, or curse them.

The Health and Safety Executives define violence as "Any incidence, 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 type of incident our employees typically encounter involves verbal abuse and threats. Physical attacks occur less frequently. In addition to the use of unlawful physical force against a person, violence may also involve the uttering of verbal abuse and threats (whether with or without a weapon), rude innuendoes or gestures, and racial/ sexual harassment.

Violence of any kind can cause significant emotional stress even when there is not a physical injury. A risk of physical injury may be implied by threats. Those who damage an employee's personal property and belongings can also instill fear of future physical attack and thereby cause emotional distress and stress.

Statement

As an employee, we will spare no reasonable effort and precautions needed to protect our employees' safety and health at work and to help prevent aggression and violence of all kinds.

Employees, who are assaulted, threatened, or who have suffered verbal abuse while working will receive all possible support and assistance by the company, including efforts to protect them while working on our clients' premises.

Reporting of Incidents

We make an: "Incident Report form" which will be available from Reception, which employees and managers should use to report any incidence of violence, aggression, threats or verbal abuse at work whenever and wherever it occurs. Reporting such incidents is legally required under the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulation's 2013 (RIDDOR).

What are Reportable Injuries?

The following injuries are reportable under RIDDOR when they result from a work-related accident:

- **The death of any person**
- **Specified Injuries** to workers
- Injuries to workers which result in their **incapacitation for more than 7 days**
- Injuries to non-workers which result in them **being taken directly to hospital for treatment**, or specified injuries to non-workers which occur on hospital premises.

Certain accidents are reportable to the HSE's Incident Contact Centre. The Health and Safety Coordinator must be notified as soon as practicable after incidents causing the following injuries:

- Fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which:
  - covers more than 10% of the body
  - causes significant damage to the eyes, respiratory system or other vital organs
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which:
  - leads to hypothermia or heat-induced illness
  - requires resuscitation or admittance to hospital for more than 24 hours

Incident Report Form

This form should be completed as soon as possible after the event, preferably by the member of staff involved. The report form covers the following:

- Details of person assaulted
- Details of assailant/s if known
- Details of incident (including any injury suffered, treatment received)
- Outcome (whether the Police were called)
- Possible contributory factors/improvements

Signs of aggressive

- Staring eyes
- Sweating
- Fidgeting/wringing of the hands
- Loud excited speech
- Finger wagging

Actions to defuse the situation:

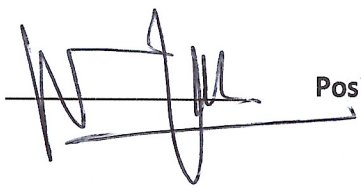
- Staying calm and speaking slowly so as not to be drawn into heated argument
- Avoiding aggressive body language such as hands on hips, wagging fingers, looking down at the aggressor
- Use gentle, measured calm speech
- Listen attentively to what the person has to say and show compassion
- Do not argue and try not to respond until the person has got their frustration out of their system.
- Make eye contact but try not to stare
- Maintain an open posture – avoid crossed arms, finger wagging or hands on hips
- Give the person plenty of personal space

Should you be threatened or physically assaulted?

- Try to escape
- Raise the alarm – by shouting if necessary
- Call the police – either yourself, or by getting someone to do it for you
- Report the matter to your manager as soon as possible

Make a note of what happened, including,

- Time and date
- Location of the incident
- Names and addresses of any witnesses
- What you were doing at the time of the incident
- What the outcome was – i.e. injury, verbal abuse, damage to property etc.

Signed:  **Position:** Managing Director **Date:** 1st December 2025