



# Violence at Work Policy

## Introduction

This policy applies equally across all Supreme Group businesses (hereafter, “the Company”).

### 1. Scope

This policy applies equally to all employees of the Company whether they are part-time, full time or casual employees as well as to those approved, 3<sup>rd</sup> party contractors operating anywhere on behalf of the Company and applies to all incidents of work-related abuse, aggression and violence, and inappropriate behaviour.

### 2. Definitions

2.1 For the purpose of this policy ‘abuse, aggression or violence’ is defined as ‘an incident in which employees feel they have been verbally abused, threatened or attacked in circumstances relating to their duties either in or out of work’. This includes (but may not necessarily be limited to):

- physical attack - whether visible injury occurs or not;
- animal attack - when an animal is used as a threat;
- verbal abuse - when an employee feels threatened or intimidated and the abuse is personally directed;
- cyber-aggression through texts, email messages or social networking sites;
- attack or damage to property or belongings of the employee, the Company or a client.

2.2 In the event of any incident involving race, gender or gender identity, religion or belief, disability, sexuality and age, this should be reported to your line manager and / or HR.

### 3. Responsibilities

Line Managers will:

- Identify any employee(s) within their area of responsibility who may be at risk from violence;
- Review the working practices, procedures and working environment of each of these groups, undertake risk assessments in consultation with employees affected with the aim of identifying specific problems and devising safer systems of work wherever possible;
- Ensure suitable training arrangements are in place so any employee(s) identified as being particularly at risk of violence receive the necessary training;
- Make employees aware of potentially violent customers or service users and put any measures put in place to protect them as appropriate;
- Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly;
- Record details of any incident reported to them;
- Give all employees involved in an incident full support during the whole process;
- Set a positive example by reporting all incidents of violence and abuse;

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- Respond to and, where possible, resolve incidents, before they escalate with all due regard for their own personal safety;
- Monitor incidences of violence and abuse and take appropriate action with all due regard for their own personal safety;
- Direct staff to appropriate support and advice after an incident has occurred;
- Work with the police where needed to assist with their enquiries.

All employees

- Comply with the requirements of this policy;
- Comply with any advice and instruction given from their line manager or through training;
- Ensure they report to their line manager and via the incident reporting system any incidents relevant to this policy, whether physical injury has resulted or not.

#### 4. Sickness Payments

Any absence due to a work related incidence of abuse, aggression or violence resulting in a requirement for a sickness payment will be managed in line with the terms and conditions of victim's contract of employment.

#### 5. Counselling and Support

The welfare of Company employees is of paramount importance. Any employee who suffers violence must be treated sympathetically, and their immediate needs attended to before the more formal process of recording and reporting the incident is completed. Any requirement for counselling and support will be managed via the HR department.

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