

<b>Title</b>	<b>PERSONAL SAFETY, VIOLENCE &amp; AGGRESSION POLICY</b>
<b>Cross References</b>	<p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Health and Safety Authority – <i>Violence at Work</i></li> <li>• Health and Safety Executive Guidance</li> <li>• RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013</li> </ul> <p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>🍑 Health &amp; Safety Policy</li> <li>🍑 Employee Safety Handbook</li> </ul>
<b>Date</b>	<b>October 2024</b>

## 1. POLICY STATEMENT

Apricot Online, Ltd (Company) has a duty to provide a safe and secure environment for staff, and visitors. Violent or abusive behaviour will not be tolerated and appropriate action will be taken to protect staff and visitors.

It is the policy of the Company to ensure that the likelihood of employees being exposed to violence and aggression while at work is reduced to a minimum.

The Company will endeavor to protect staff and those visiting the Company’s premises from the risk of violence and aggression.

Violence to Company staff is a crime and the Company will seek every opportunity to work with the police to prevent occurrences. The Company will ensure that staff are supported in pursuing such a prosecution against individuals.

This policy supports the Company’s Health and Safety Policy and reference should be made to that document to identify responsibilities in ensuring the implementation of this policy and procedure.

Staff Induction Training will provide participants with a general introduction to the subject of violence and aggression. It will provide a basic overview of the importance of managing violence and aggression in the workplace. This will be supported through the provision of clear definitions for violence and aggression.

## 2. DEFINITION OF VIOLENCE, AGGRESSION OR HARASSMENT

The Health and Safety Executive define work related violence as:

“Any incident where staff are abused, threatened or assaulted in circumstances relating to their work, involving explicit or implicit challenge to their safety, well-being or health. This can incorporate some behaviour identified in harassment and bullying, for example verbal violence.”

The Department of Health defines violence to staff as:

“The application of force severe threats or serious abuse by members of the public towards people arising out of the course of their work whether or not they are on duty.

The Suzy Lamplugh Trust has identified several escalating stages of violence from sarcasm to physical violence. The ability to recognise an early symptom can be the key to an employee preventing or stepping away from a situation before it gets out of control.

<u>The Stages of Aggression</u>
Sarcasm
Ridicule
Offensive language / gestures
Personal space invasion
Dismissive behaviour
Innuendo and insult
Verbal abuse
Deliberate silence
Vandalism
Harassment
Threatening gestures
Shouting
<b>Physical violence</b>

### **3. REPORTING**

All incidents of violence, including verbal abuse, must be reported through the Trust Incident Reporting Procedures and relevant investigations initiated.

**3.1** Line managers are required to assess whether staff involved in an incident require help/support, this could include:

- Arranging cover for the victim of a violent incident to seek medical and other assistance and if necessary, to be allowed to go home to recover.
- Supporting victims of violence, e.g. by arranging appropriate debriefing and follow up support/action.

It is recognised that it is the victim's choice as to whether debriefing or counselling is desired, it is not a mandatory requirement.

**Authorised by:** Jodie Phillips, Operations Director

**Date:** October 2024

**Review Date:** October 2025