1.1.1 Foreword

1.2 NS UK is committed to taking all reasonable precautions to maintain the health and safety of all personnel whilst performing their duties; this includes the issue of workplace violence and aggression.

1.3 We recognise that violence towards personnel is unacceptable and that NS UK staff has the right to be able to perform their duties without suffering abuse or violence.

NS UK will endeavour to offer appropriate support to any employees who are involved in violent or aggressive incidents.

NS UK recognises the potentially damaging effects of violence and aggression on both individuals and the organisation as a whole, and is committed to combating it.

This policy aims to demonstrate that NS UK recognises its responsibilities to ensure that staff are, as far as reasonably possible, protected from and trained how to respond to violent situations.

1.0 INTRODUCTION

NS UK recognises that staff that deal directly with the public may face aggressive or violent behaviour.

NS UK is committed to ensuring an organisational culture and environment where violence in any form is recognised as unacceptable behaviour.

NS UK upholds the right of all employees to work in a safe and caring environment, free from the threat of harassment, aggression, intimidation or violence.

All violence to staff is unacceptable, whatever form it takes and whatever reasons are cited for it.

2.0 DEFINITION

Violence can be defined as:

‘Incidents where persons are abused, threatened or assaulted in circumstances relating to their work, involving an implicit or explicit challenge to their safety, well being or health’

1.4 EC Expert Meeting on Violence at Work, Luxembourg, May 1994

Violence to staff can include:

- Verbal abuse (race, religion, gender, physical make-up, etc)
- Swearing
- Spitting
- Posturing
- Making threats
- Use of a weapon
• Actual physical attack
• Threats to kill

3. Responsibilities of NS UK, Managers and staff.

3.1 NS UK

1.5 NS UK recognises its legal responsibilities. There are five main pieces of health and safety legislation relevant to violence at work. These are:

The Health and Safety at Work Act 1974 (HSW ACT)

Employers have a legal duty under this Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees.

The Management of Health and Safety at Work Regulations 1999

1.6 NS UK will assess the risks to employees/staff and make arrangements for their health and safety by effective:
• Planning
• Organisation
• Control
• Monitoring and review

The risks covered should, where appropriate, include the need to protect employees from exposure to reasonably foreseeable violence.

The Reporting of injuries, diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

NS UK will where appropriate notify the relevant enforcing authority in the event of an accident at work to any employee resulting in death, major injury or incapacity from normal work for three or more days. This includes any act of physical violence done to a person at work.

(Refer to appendix 4 – Reportable under RIDDOR)

Safety Representatives and Safety Committees Regulations 1977 (a) and the Health and Safety (Consultation with Employees) Regulations 1996 (b)

NS UK will inform, and consult with, employees in good time on matters relating to their health and safety.
NS UK will provide training and guidance in preventing violence and in dealing with violence for employees.

NS UK recognises the right of staff to put their own personal safety before the need to protect clients / customers or property. To this end NS UK recognises the right of individuals to withdraw from conflicts where they feel their health and safety is compromised.

NS UK will enable staffs that have been subjected to a violent incident to identify appropriate sources of support e.g. counselling, critical incident support service etc.

NS UK will where possible take steps to exclude any persons acting in a violent or aggressive manner and thereby posing a threat to staff in line with NS UK policies/procedures.

NS UK will, in consultation with workers and their representatives:

- Carry out risk assessments, identify and implement control measures, contributing to a safer workplace and safe systems of work.
- Provide support where appropriate to staff involved / affected by violent incidents.
- Formalise its operations / systems of work in line with the Violence and aggression policy.

3.2 Managers/Supervisors
1.7 Managers and Supervisors have a duty to implement this policy promptly and to continually re-assess the procedures in place to protect staff.

Managers and Supervisors have a responsibility for:

- Recognising and identifying situations and environments where staff are ‘at risk’ from potential violent situations.
- Carrying out risk assessments of ‘at risk’ areas in accordance with the NS UK Health and Safety Policy and implementing recommendations as far is reasonably practicable to reduce the risk to an acceptable level in line with the risk assessment.
- Ensuring that all staff is aware of the Violence and Aggression in the Workplace Policy and procedures.
- Ensuring that managers and HD’s identify appropriate training needs / support and counselling if required.
- Ensuring that staff are fully conversant with incident reporting procedures and know whom to contact in the event of an incident occurring.
- Auditing and reviewing incidents of violence to staff and reviewing workplace risk assessments in line with the NS UK Health & Safety Policy.
- Reviewing the training needs of staff and ensuring that staff are made aware and take up training places on courses relating to violence and aggression.
3.3  Staff

NS UK staffs have a responsibility to contribute to the maintenance of a safe and healthy work environment. Staffs are responsible for their own safety and that of their colleagues. As a part of this duty of care staff should:

- Be aware of NS UK policies, procedures and operational guidelines.
- Adopt and observe any control measures introduced (including wearing PPE such as protective vest or hi-visibility vests, Radios, head cams etc in line with the risk assessment)
- Attend training courses arranged by NS UK or partner organisations.
- Report any violent incidents or threats, to which they or their colleagues have been subjected, to their line manager and complete an incident form (appendix 1)
- Report any defective equipment that is provided for the protection of staff i.e. Head cams, Radios, Clickers, Search wands, CCTV, PPE etc)

3.3.1  NS UK Staff Rights

1.8  NS UK acknowledges that staffs have a right:
- Not to take unnecessary risks on behalf of NS UK
- To work in a safe and healthy environment
- To be provided with training to enable them to recognise and deal with violent or potentially violent situations.
- To receive appropriate debriefing and support counselling following violent incidents

4.0  REPORTING ARRANGEMENTS

1.9  In the interest of staff safety and for monitoring purposes staffs are required to report all incidents of violence and aggression. If an incident occurs staff should:
- Immediately inform the HD on duty.
- Complete a NS UK Incident Report Form. (Unless agreed protocol is to use client forms etc) (Appendix 1)
• The HD should then assess incidents in terms of future risk / risk reduction precautions; the HD should then if appropriate fill out an incident analysis form. Any necessary amendments to existing Risk Assessments/policies /work practices will then be considered.

• Staff involved should have the opportunity, in addition to the written reporting procedures, to discuss and review the incident with their manager, who should endeavour to provide personal support. Staff should at all times be treated with sensitivity by HD’s and colleagues.

In accordance with the NS UK policy all incident reports will be collated by a nominated Health and Safety officer who will review the reports at regular intervals in order to identify:

• Any anomalies (number of reports, frequency of incidents, lack of reports etc) or any particular areas of concern.

• Any amendments/ control measures which may be necessary including changes to work practises, policies / procedures.

5.0 THE LEGAL POSITION
Staffs have the right to report violent incidents to the Police and will be given appropriate support by their HD if they choose to do so. Reporting to the Police is a matter of personal choice by the individual involved.
NS UK recognises that employees have the right as private citizens to make complaints to the Police following a violent incident and this may be done without prejudice to and irrespective of any other procedures that NS UK may wish to implement.

In the first instance, prime responsibility for criminal proceedings following an incident of violence rests with the police. In the event of a decision by the police not to proceed for any reason, private prosecution of the assailant will remain a possible course of action.

NS UK cannot legally prosecute on behalf of the employee; a private prosecution has to be taken by the Individual.

Individual employees who feel they might wish to pursue a private prosecution should contact Human Resources for guidance and advice.
Following an investigation of the circumstances, a recommendation will be made to the Chief Executive; The Chief Executive will seek legal advice to determine whether or not to provide assistance to the employee in order to pursue such a prosecution.

These arrangements do not preclude the individual seeking legal and/or police advice on an individual basis and subsequently taking a private prosecution. Where legally permissible, the individual also retains the right not to pursue a prosecution.

1.9.1  1.9.2  6.0  POLICY REVIEW

The Policy will be monitored through the Health and Safety procedures and reviewed as necessary and at least every two years.

1.9.2.1  NS UK SECURITY

Guidance and Procedures for Dealing with Violence and Aggression

Introduction

Unfortunately on occasions, NS UK staff may be faced with violent or aggressive individuals and may feel vulnerable to attack. Some may actually suffer physical or verbal abuse or have their personal property damaged.

This document provides guidance and procedures for dealing with violence and aggression to staff working for NS UK on the following:
- Identifying the potential risk areas for violence
- Controls to reduce the risk of incidents
- The reporting, recording and investigation of incidents
- Support for staff who are victims of violence

What is meant by violence?

- Physical attack by a person or an animal belonging to a person
- Threatening or abusive language
- Threat with or without a weapon
• Rude gestures, innuendo
• Sexual or racial harassment or bullying
• Damage to employees property, e.g. car or personal equipment

NS UK managers and HD’s will need to recognise that people have different perceptions about behaviour they find threatening or offensive or which causes distress rather than simple annoyance. A simple remark, which one person could brush off, may cause another person deep concern.

All reported incidents of violence of aggression should be taken seriously.

Staff subjected to any incidents that they perceive as violent or aggressive should be treated with sensitivity and understanding.

1.9.3 Risk Assessments

A wide variety of services and jobs are performed by NS UK LTD. There is a potential for violent or aggressive behaviour to staff. Therefore it is a requirement that Risk assessments are carried out in line with the Health and Safety Policy.

On completion of the risk assessment controls should be implemented to remove or reduce the risk.

Dealing with Aggression

As well as the changing of work practices there are a number of things individuals can do to diffuse a difficult situation and avoid confrontation. Examples are:

• Where possible avoid confrontation with groups of people, young persons etc. The fewer people that are involved in an incident, the easier it is for the aggressor to back down without losing face
• Always try to keep control of your emotions and behaviour, Do not be tempted to use sarcasm or belittling behaviour to keep control of a situation as this may provoke an abusive or violent reaction.
• Avoid aggressive body language such as hands on hips, wagging fingers, looking down on the aggressor
• Be alert to signals from customers, young persons and signs of frustration, mood, tension, and aggression. React to these in a responsible and calm manner, but if the person becomes overly aggressive withdraw or call for support if you feel this to be appropriate
• Try to ensure that customers and visitors are kept fully informed if equipment or facilities are taken out of action. Keep people informed, give reasons for delays and apologise where appropriate, then they are more likely to remain calm.
• Try to see the other persons point of view and express a sympathetic understanding of it
• Stay calm, speak slowly so as not to be drawn into heated argument
• Do not hesitate to summon help or a second opinion from a colleague. There is no merit in handling a potentially violent situation alone. Where possible utilise techniques taught on the Level 2 Door supervisor’s award.
• Arrange where possible to have interviews, meetings etc. in accessible places. Place yourself nearest to the door; do not allow yourself to be cornered
• Avoid physical contact unless restraint is required for self-defence or in defence of another. The law expects you to retreat whenever possible but there may be occasions when to protect yourself or others you have no option other than to use force. In law, only “reasonable force” is acceptable and this means the least force to restrain without causing injury or interfering with breathing
• Above all try to adopt a professional approach at all times so that your attitude cannot be used as an excuse for violent reaction

As well as the above-mentioned individual actions, NS UK has a clear and fair disciplinary code for staff in which it is clear that actions of violence and/or abuse will not be tolerated.

Unruly Behaviour / Exclusion

Public behaviour is one of the most difficult areas to deal with. You must arrive at a balance between both:

*Firmness and Courtesy*Customer enjoyment and safety

What may be seen by a customer as perfectly reasonable behaviour, may be considered by staff as unacceptably dangerous

If an offence occurs the Event Manager will evaluate the situation and consider the following options:

Refer to policy Flowchart.

1.9.3.1.1 Inform the customer that the behaviour is not appropriate. Be firm in a polite and courteous way, make your point, and do not argue.
Inform the customer that a subsequent similar offence could result in exclusion.

The Event Manager taking into account all comments from staff should record the incident and communicate all actions to NS UK

You may request the customer to leave the venue.

Customers should be informed that a failure to leave at this stage could result several options

1 future entry being refused,
2 A forceful ejection
3 The police being called.

If the threat of these actions is insufficient then a decision will be made either to forcefully eject or call the police in some instances both actions may be appropriate.

**Licensing Act 2003**

Section 143 of the act makes it an offence for any member of the public that:

- Fails to leave when requested to do so by an authorised person
- Attempts to enter while Drunk or Disorderly when requested not to do so by an authorised person

Guidance issued by the secretary of State for Culture, Media and Sport (under section 182 of the Act) identifies the offence of allowing disorderly Conduct on Licensed Premises.

“The outbreak of disorder may not of itself give rise to this offence. It is the failure to address the problem either through direct action or calling the police that is likely to give rise to an offence.”

This suggests that in situations where it is safe to do so the use of force (reasonable) may be endorsed but also allows personnel to withdraw but they must notify the police.

In the event that outside assistance is summoned, future entrance must be denied. The period of time for refusing entry to a customer should be referred to the Licensee/manager for a decision.

The HD will then convey this information to all staff at the earliest opportunity.
Staff Training

Additional Training is available to staff on how to identify potential violent situations and the methods and techniques to prevent or defuse the situation.

Reporting, Recording and Investigation

This is crucial to identify the scale of the problem, devise and monitor preventive strategies and in some cases it is a legal requirement under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. (Appendix 4)

All incidents of violence, physical or verbal must be reported. HD’s should ensure that they create a climate in which staff are encouraged to report violent incidents. In the first instance you should report the matter to your HD.

In the event of physical injury or shock, the staff should be given the opportunity to receive treatment as soon as possible, and ask for any immediate time or support that they may need. The staff may wish to obtain a medical certificate and ensure that the medical findings are recorded in case they are needed for evidence. They may also wish to obtain photographs of, for example, bruising or facial injuries.

A decision will then be made on whether the incident needs to be reported to the Police. All incidents involving physical assault should be reported unless the victim objects.

Consideration should be given at this stage to collecting evidence, for example, statement from the victim and witnesses, photographs, retaining damaged clothing etc.

The incident should, at this stage, be reported in the same way as accidents, by using the existing reporting system.

NS UK office should be contacted as soon as possible following any incident of Violence or aggression.

1.9.4 Staff Support

It is essential that, whenever an employee has been the subject of a violent incident, they receive support from their Area reps/ HD to help them through the situation. All victims of violent incidents should receive sympathetic and understanding treatment from management.

1.9.5 Counselling

Some staff may find it helpful to discuss the incident with someone either within or outside of NS UK LTD, in total confidence. At all times the Area rep/HD will ensure that the individual concerned receives the practical help and emotional support that they need.

Notice For HD pack /Display (NS UK Statement on Violence and Aggression)

NS UK SECURITY

OUR STAFF HAVE THE RIGHT TO WORK IN A SAFE ENVIRONMENT AND ARE HERE TO HELP YOU
WE WILL NOT TOLERATE VIOLENCE, PHYSICAL AGGRESSION OR VERBAL ABUSE TOWARDS OUR STAFF BY MEMBERS OF THE PUBLIC

IF THIS HAPPENS, NS UK RESERVES THE RIGHT TO TAKE FURTHER ACTION AGAINST ANYONE ACTING INAPPROPRIATELY TOWARDS MEMBERS OF STAFF.

Policy Flowchart

1.1.1 Incident occurs report sent to NS UK LTD - possible police involvement

NS UK policy in Head doormen pack, poster/policy on notice board

If appropriate Police informed

Incident report received by NS UK and information collated and processed and liaise with police

HD to review incident, and forwards an incident analysis form to NS UK for consideration

Welfare discussion with member/s of staff. Offer support/counselling service.

NS UK nominated officer to advise on control measures, new procedures ECT.

NS UK to report to parent company, any new control measures / procedures recommended as a result of the new risk assessment

Advice and support offered to affected staff including where appropriate site visit new control measures and a new risk assessments

Review of security procedures and implementation of new procedures, policies and control measures
What is RIDDOR?

1.9.6 It stands for the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995. Sometimes referred to as RIDDOR 95, or RIDDOR for short, these Regulations came into force on April 1996.

Why do I need to know about RIDDOR?

RIDDOR requires you to report some work-related accidents, diseases and dangerous occurrences. It applies to all work activities.

Why should I report?

Reporting accidents and ill health at work is a legal requirement. The information enables the Health and Safety Executive (HSE) and local authorities to identify where and how risks arise and to investigate serious accidents.

When do I need to report?

Death or Major Injury

If there is an accident connected with work and:

- An employee, or a self employed person working on your premises is killed or suffers a major injury (including an act of physical violence); or
- A member of the public is killed or taken to hospital;

Definitions of major injuries, dangerous occurrences and diseases

Reportable major injuries are:
• Fracture other than to fingers, thumbs or toes

• Amputation

• Dislocation of the shoulder, hip, knee or spine

• Loss of sight (temporary or permanent)

• Chemical or hot metal burn to the eye or any penetrating injury to the eye

• Injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours.

• Any other injury; leading to hypothermia, heat induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours

• Unconsciousness caused by asphyxia or exposure to a harmful substance or biological agent

• Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin

• Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or it's toxins or infected material

1.9.7 Over–three-day injury

• An over three-day-injury is one which is not major but results in the injured person being away from work or unable to do the full range of their normal duties for more than three days (including any days they would normally be expected to work such as weekends, rest days or holidays) not counting the day of the injury itself

1.9.8 Disease

• If you are notified that an employee suffers from a reportable work-related disease

1.10 Dangerous occurrence

• If something happens which does not result in a reportable injury, but which clearly could have done, it may be a dangerous occurrence, which must be reported immediately.

Data Protection

• Personal information must be kept safe and secure and only for as long as absolutely necessary

• Sharing of data containing personal information is not permitted unless for a specific purpose

• Only in circumstances where authorities i.e. Police advise of notice of suspect/dangerous individuals are exception
• Details of an incident or best practice can be circulated but not *personal information

*Personal information is anything by which a person/s name, address, postcode etc can be identified

• Information collected on individuals must be for specific purpose and notice should be given as to why it is being collected, the purpose for which it will be used, that it will not be shared with third parties and it will be stored and used in accordance with Data Protection Act 1998.