



Aggression and violence Policy 2022

INTRODUCTION

This procedure provides direction and advice to directors, managers, and other employees with the aim of minimising the risk of assault and other violent behaviour. This procedure covers all employees of DIAL including temporary, agency or contract staff. It should be recognised that the guidelines contained within this procedure are not exhaustive, as the range of duties and the degree of public contact is widespread. For the purpose of this procedure, work related violence is defined as:

Any incident in which an employee suffers verbal abuse, physical assault or threats in circumstances relating to work.

POLICY STATEMENT

DIAL has a legal responsibility under the Health and Safety at Work etc. Act 1974 and associated regulations and recognises the potential risks of violence and aggression to employees in the course of their work. DIAL's underlying philosophy is that violence is unacceptable, whatever form it takes. The Company is concerned about the possibility of violence to employees at work and will take all reasonable steps to minimise the risk.

The Company recognises and values the contribution of all employees and will establish appropriate support mechanisms. Employees should not have to accept violent behaviour at work. All incidents of violence must be reported, recorded and thoroughly investigated. This procedure on Aggression and Violence is part of the Company's commitment to provide a safe and healthy working environment for all its employees.

PROCEDURE

DIAL managers and directors are responsible for implementing this policy and for ensuring that all staff understand its provisions. The manager must ensure appropriate risk assessments are carried out. Suitable control and prevention measures will be identified and implemented, so far as is reasonably practicable, to ensure that the risk of violence is minimised, and its effect mitigated.

The Manager is tasked with assessing the risks to and monitoring the practices of employees within the working environment, particularly those who may be vulnerable to potential violence.

Managers and supervisors must consider the health and safety of employees when allocating and organising work. This managerial obligation especially focuses upon the risks associated with lone working, peripatetic employees, and requisite staffing levels for certain operations and locations.

In the event of a violent incident being caused by another employee DIALs disciplinary procedures will be implemented.

DIALs Management Team will develop “best practice” employee advice, information and operational guidance with respect to violence at work.

Training

A programme of training will reinforce these measures. The Manager is responsible for ensuring adequate training is provided. This training will focus on reducing risks and enabling employees to develop skills in personal safety.

Reporting and Recording

Managers are required to facilitate the system for reporting violent incidents and to advise the DIAL Directors of such reports of violence. Where applicable, the client may also require such information.

In order to effectively monitor violent and aggressive behaviour in the workplace, employees are required to report, in writing, all actual and potentially violent or aggressive incidents.

Employees may not want to report incidents for all sorts of reasons. Perhaps they accept aggressive behaviour as part of the job. They may think it will reflect badly on them if they admit it happens. They should be encouraged to report all incidents however minor. It is important to impress upon employees that failure to report an incident may put others at risk. Managers may sometimes be required to be understanding and tactful and assist employees with the reporting process.

RIDDOR

The Manager is also required to report to the local HSE, acts of non-consensual physical violence as part of their responsibilities under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995. See Procedure Accidents and Incidents for more details.

Follow Up

Employees will be offered counselling and other appropriate support to deal with the distress and shock that can result from an assault or threat of an assault, including verbal abuse.

Directors are to ensure that Managers regularly review the level and type of violent incidents occurring, to assess the effectiveness of strategies for reducing risks and the suitability of prevention measures.

Signed;-



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Mr Ian Davis.

DIAL Director.

Dial Electrical Services