

VIOLENCE AND AGGRESSION POLICY

Introduction

Our workplace is a safe environment where violence and aggression towards staff is extremely rare, any abuse, even at a low level, will not be tolerated.

If we are to address violence and aggression, it is essential that all incidents are recorded so we can establish the extent of the problem and identify measures to avoid or prevent reoccurrence.

Policy

This policy provides guidance on how to record incidents where an employee is subjected to verbal abuse and/or physical assault arising from the work they do.

This policy does not cover incidents arising from private disputes between individuals, which should be dealt with under disciplinary procedures.

Procedure

If an employee is assaulted or subjected to verbal abuse in circumstances relating to the work they do, they must notify their manager, who will complete a violence and aggression report form.

The manager will then offer the employee appropriate support, including an opportunity to talk through what has happened and counselling if appropriate.

All reported incidents of verbal abuse or physical assault should be investigated by the manager of the employee, who has been abused or assaulted, will then consider whether action should be taken against the perpetrator.

Definition

Violence at work: the Health and Safety Executive's definition of violence at work "Incidents where a person is abused threaten or assaulted in circumstances relating to their work".

Physical assault: is where an individual or a group provokes and attacks a person physically or threatens to hurt that person with or without the use of a weapon.

Examples of physical assault include:

- being struck
- pushed or shoved
- being restrained
- being spat at
- being threatened with a weapon

Verbal abuse: is an incident which causes someone to feel threatened intimidated or anxious.

Risk assessment

A risk assessment will be carried out to identify the dangers of violence and aggression which may exist in the workplace. Risk assessment will also be used to identify individual employees or groups of employees who are particularly vulnerable.

All reported incidents of verbal abuse or physical assault will be investigated to identify measures to prevent a reoccurrence.

Non Compliance

All employees have a role to play in enforcing the policy and are required to deal with any observed or reported breaches. Should employees feel apprehensive about their own safety in regard to addressing any breach, they should seek senior management support.

Failure to comply with this policy may lead to a lack of clarity over job role, learning needs or expected standards of performance, resulting in reduced effectiveness or efficiency, underperformance and putting service delivery at risk.

Any member of staff refusing to observe the policy will be liable to disciplinary action in accordance with the Company's Disciplinary Policy up to and including dismissal.

Implementation of the Policy

Overall responsibility for policy implementation and review rests with EMA senior management. However, all employees are required to adhere to and support the implementation of the policy. EMA will inform all existing employees about this policy and their role in the implementation of the policy. They will also give all new employees notice of the policy on induction to the Company.

This policy will be implemented through the development and maintenance of procedures for appraisals and one-to-one meetings, using template forms, and guidance given to both managers and employees on the process.