



**Sentinel Group
Security**

**Violence at Work
Policy**

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Definitions

Violence: Any incident where staff are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implicit challenge to their safety, wellbeing, or health.

Source: Health & Safety Commission

Physical Assault: The intentional application of force to a staff member by another person, without lawful justification resulting in physical injury or personal discomfort.

Source: Counter Fraud & Security Management Service

Non-Physical Assault: The use of inappropriate words or behavior causing distress and/or constituting harassment.

Source: Counter Fraud & Security Management Service

1. Policy Statement

Group Security Limited (SGS) recognizes that a safe and healthy working environment is central to the quality of working life and that it is the right of every employee to be treated with dignity and respect at work.

Any form of violence or verbal abuse against staff is considered unacceptable. SGS is committed to ensuring that staff who spend their lives securing others are not rewarded with intimidation and violence.

SGS makes a firm commitment to the prevention of violence against staff on the basis of gender, race, nationality, religion, ethnic or national origin, marital status, age, colour, disability, social background, sexuality or creed.

Through the risk assessment process, mechanisms will be identified to manage risks and equip staff to handle incidents; such mechanisms and staff behavior will take account of the nature of the service being provided as well as the type and degree of risk.

SGS's legal obligations are set out in *Appendix A*. Although legislation mostly applies to employers, employees also have legal obligations.

Violence prevention relies essentially on suitable and sufficient risk assessments being completed and implemented.

All front-line staff and those having contact with the public must attend SIA training by the approved awarding bodies.

When incidents occur, it is important that managers provide support after the incident.

2. Legal Requirements

All employers, including Sentinel Group Security, have legal duties with respect to the management of work related violent incidents under health and safety legislation as well as duty of care under civil law.

3. Responsibilities

3.1. Chief Executive

The CEO, as the employer, is ultimately responsible for health and safety.

3.2. Directors

It is the responsibility of Directors to:

- i. Disseminate the policy within their area of responsibility.
- ii. Ensure the implementation of the policy within their area of responsibility by providing support and advice to their managers.
- iii. Ensuring precautionary measures are suitably handled.

- iv. Coordinating of violence and aggression issues with other employers who share the worksite with SGS.

3.3. Human Resources

The Human Resource deal with matters of violence against staff. The Human Resources are responsible for the following:

- i. The Violence at Work Policy
- ii. Ensuring reports are made to the Counter Fraud and Security Management Services (CFSMS) for the more serious incidents.
- iii. Coordinating any investigations of serious violence.
- iv. Working with the police and/or CFSMS in bringing prosecutions against perpetrators of violence and verbal abuse
- v. Provide feedback to staff involved in the more serious incidents.
- vi. Identify sources of funding for training in collaboration with the Training and Development.

3.4. Managers

It is the responsibility of managers to ensure that:

- i. Risk assessments relating to potential violence and aggression are undertaken.
- ii. Appropriate risk reduction measures are actioned and training needs identified.
- iii. That where necessary, documented arrangements are prepared, maintained and disseminated to staff.
- iv. All incidents of violence and aggression are reported, investigated and monitored in accordance with the SGS Accident & Incident Reporting Policy.
- v. A report of intentional physical assault on staff members is made to the police and the Human Resources.
- vi. Ensuring that the Staff under their control who require training, attend the training.
- vii. Systems are in place to implement practices taught in training sessions
- viii. Reporting any violence, aggression and threats including near misses
- ix. The alarm system and response is adequate.

3.5. Employees

It is the duty of each employee to:

- i. Assist in the risk assessment process as required.
- ii. Co-operate with the safe systems at work to enable SGS to comply with their health and safety responsibilities. This includes bringing forward concerns about potential risks and involvement in any training appropriate to their duties including induction training.

- iii. Making full and proper use of any equipment or system of work provided for them.
- iv. Understand and follow the policy of their own work area.
- v. Report any incidents of violence or verbal abuse at work in accordance with SGS Accident and Incident Reporting Policy.
- vi. Attend training required by their manager.
- vii. Where violence and verbal abuse are foreseeable, that appropriate posters are displayed.

3.6. Health and Safety Coordinator

SGS Health and Safety Coordinator will:

- i. Provide assistance to managers undertaking violence at work risk assessments and report to the COO on the implementation of risk assessments by directorates.
- ii. Refer staff, as necessary, to the SGS Operations Manager for counseling.
- iii. The Health and Safety Coordinator and the Operations Manager work closely together on violence issues.

3.7. Directors / Managers

Have a responsibility for ensuring that the safety of premises and alarms has been assessed in relation to violence and aggression and that adequate costs / budgets have been identified.

4. Managing violent incidents and verbal abuse

Managers need to ensure the following actions are carried out:

- i. Risk assessment
- ii. Implement risk control measures. This includes staff training.
- iii. Report incidents of violence and aggression.

Assaults on staff must be reported to the police. If in doubt please refer to one of the following:

- i. Operations Manager
- ii. Health & Safety Coordinator
- iii. Chief Operating Officer

Part of the reporting process will involve root cause analysis and plans for prevention of repetition of the incident.

Post-incident management.

It may be necessary to refer staff for counselling.

5. Counselling

Counselling will be provided by Operations Manager/Human Resources and also by Health & Safety Coordinator.

6. Monitoring

The responsibilities of staff and senior managers will be monitored to ensure they are fulfilling their roles. Violence and verbal abuse incidents are reported quarterly and will be reported to CEO. The managers will monitor staff training.

The regular provision of the reports as detailed in this policy will be audited by Health & Safety Coordinator and Directors. Where reports are expected but not submitted, this will be logged as a matter arising on the bring forward agenda until it is resolved. Each time a report is submitted it will be reviewed for content and quality to ensure it meets the requirements detailed in the policy and if it does not, this will be logged as a matter arising on the bring forward agenda until it is resolved.

Where the monitoring has identified deficiencies not addressed in an existing action plan (incident, risk, complaint, claim or team tool related), then the committee will assign the responsible manager the task of producing recommendations and action plans which will be monitored and reviewed by the committee using the bring forward agenda.

7. Additional Information

Violence Web Sites

Health & Safety Executive: Workplace Violence:

www.hse.gov.uk/violence/index.htm

Key References

Violence and Aggression to Staff in the Health Services: Guidance, Assessment and Management, HSC, 1997, HSE Books.

Zafar Choudhry

Chief Executive Officer
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