

Violence & Aggression Policy.**1:Introduction**

Violence is defined as any incident in which a person is physically or mentally abused, threatened, or assaulted in circumstances relating to their work. This includes both physical and verbal abuse.

Verbal abuse includes both the written and spoken word and will include for example texting, emailing, social media (e.g., Facebook). It is recognized that violence can often cause distress even when no physical assault has taken place and can cause serious problems for the person affected.

RCL has a legal duty under the Health and Safety at Work Act 1974 to protect the health, safety and welfare of their employees and volunteers involved in work activities. RCL responsibility includes protecting employees from the risks associated with work-related violence, so far as is reasonably practicable. This duty also applies to other people who might be affected by the employer's business, such as Sub-contractor, agency workers and volunteers.

RCL to assess the risks to employees, and any others who may be affected by their work or business, and to make arrangements for their health and safety by effective planning, organization, control, monitoring and review and to put in place appropriate control measures to protect them.

Accidents as including "acts of non-consensual physical violence done to a person at work", injuries to employees arising from such acts are reportable by the employer to the HSE if they result in death, major injury or if it results in the worker being away from work or unable to carry out the full range of their duties for more than 7 days and any physical injuries are defined as "accidents"

RCL is committed to identifying causes of violent behavior and taking suitable action by means of training and pre-emptive action to prevent situations escalating into violent incidents. Management is committed to support any employee who is subject to any form of violence and will take the necessary action to resolve situations and where necessary involve other agencies, which may include the police if deemed appropriate. All employees who have been adversely affected or traumatized by the effects of violence will be offered one to one support by the management. When the employee is absent from work as a result of the incident or has been suffering from stress as a result of the incident, a return-to-work meeting will be completed on their first day of work to assess if any additional help and support is needed. An individual risk assessment to be completed if needed.

Where the violent incident has arisen between two employees the appointed manager will take appropriate action. Depending on the circumstances this may result in disciplinary action to include dismissal on the grounds of gross misconduct. Where the matter can be resolved, a report will be completed, and suitable precautions put in place to prevent a recurrence.

When the violence has arisen from a member of the public RCL will fully investigate the incident and may request that legal action be taken by the police against the member of public.

2:Managing Risk

To manage risk of violence to employees the following procedures will be adopted.

All employees will be given appropriate training and advice in the recognition of signs of stress/behavior that may lead to an escalation of violence. Employees should take preventive action to prevent personal violence ie intimidating behavior must be identified as soon as possible and suitable action taken.

All employees should de-escalate any potentially violent situation, where possible. Assistance should be sought before an issue/incident escalated into violence.

All reception front line employees must familiarize themselves with RCL Violence and aggression procedure.

Procedure ensures an immediate response is made and the call for help is not ignored.

Suitable risk assessments will be completed for all employees. These will identify the key risk areas and review the precautions in place to prevent incidents of violence.

In the event of an employee receiving an abusive or threatening telephone call from a customer or a member of the public, the following action will be taken.

Immediately advise the caller that their dialogue is unacceptable

Advise the caller that their call is now on loudspeaker and will be heard by others

Inform the caller that if the abuse continues then the call will be terminated.