



Violence At Work Policy

Purpose

To enable Compass Group UK & Ireland to identify and manage the risks associated with its operations in the workplace in relation to incidents of violence at work.

Introduction

Within the workplace there is a potential risk of violent situations occurring from either, customers, colleagues or other third-party influences consequently the Violence at Work Risk Assessment should be completed by all Unit Managers.

Guidance

Work related violence can be described as “Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work”.

Physical attacks are obviously dangerous, can cause pain, disability and even death but serious or persistent verbal abuse can also have serious consequences as it can cause ill health through anxiety and stress.

Verbal abuse and threats are more common than physical attacks.

The situations to consider include:

- Theft in the workplace including armed robbery.
- Physically attacked whilst carrying money outside.
- Unprovoked attack as a result of drug, alcohol or mental illness influences.
- Unprovoked attack on those working in acute mental health institutions or other such areas where there is a risk of violent attacked e.g., Prisons environments.
- Hostage situation within the workplace e.g., Prison environments
- Serious or persistent verbal abuse from customers or colleagues.

All applicable employees must be trained in Client or Site-specific safe systems of work. Any preventative actions or control measures must be suitable and sufficient and easily implemented and understood by all those involved. Further guidance is available on the HSE Website.

Procedure

Unit Managers are responsible for:

- Liaising with the Client to ensure that any controls and assessments made are in accordance with those generated by the host, especially in high-risk areas e.g., Prisons and mental health institutions.
- Completing the Violence at Work Risk Assessment and implementing the Safe Systems of Work generated by the assessment.
- Consulting with the colleagues at risk when considering appropriate actions, and the agreed actions are to be entered into the right-hand column of the assessment.
- Communicating to all colleagues actions identified to reduce the risk of violence and ensuring that they are implemented at all times.
- Ensuring that suitable instruction, training and supervision is provided to all colleagues.
- Reviewing the Violence at Work Risk Assessment every 12 months or sooner if there are any significant changes in the likelihood of a violent incident, changes in work arrangements or following any violent incident at work.
- Ensuring that The Violence at Work Risk Assessment review is entered into the Health and Safety Activity Calendar.