


Unicorn fire & safety solutions Ltd			
Policy on Zero Tolerance To Abuse or Violence to Colleagues			
Date of Statement	29/12/18	Date of Review	29/12/2018



## Objectives

To achieve a positive attitude and approach towards the welfare of our team.

To provide guidance to team members to help them deal with acts of aggression and abuse and to prevent such incidents impacting on the wellbeing.

## Scope

This Policy applies to violence and aggression towards all members of the Unicorn fire & safety solutions Ltd team and is relevant to situations arising during the course of our professional duties whilst engaged by Unicorn fire & safety solutions Ltd/Unicorn Medical.

The Company will ensure that clients and other relevant persons are made aware of its commitment to zero tolerance of abuse or violence against any of our team members by publishing the policy on the company website(s)

We are committed to:

- Ownership and responsibility for team safety.
- Introducing preventative measures to minimise the risk to team members.
- Ensuring that all team members are appropriately informed and are fully aware of the policy and procedures.
- Reporting and monitoring all incidents.
- Providing support to team members including when taking action.
- Client/Public awareness of our Zero Policy Statement.
- Influence how perpetrators should be dealt with.

All team members have a vital role to play in protecting themselves, including ensuring their own understanding of the policy, reporting of incidents and taking appropriate action against perpetrators of abuse or violence.

The Company has a responsibility to ensure that our team members suffering any of the following are able to report the matter and that suitable action is initiated:

**Non-Physical Abuse:** The use of inappropriate words or behaviour causing distress and/or constituting harassment. This includes receipt of abusive telephone calls from any source.

**Physical Abuse:** The intentional application of force against the person of another without lawful justification resulting in physical injury or personal discomfort.

**Anti--Social Behaviour:** The following are examples of anti--social behaviour that are not acceptable at or in connection with work:

- Loud or intrusive conversation, or shouting.
- Threatening or abusive language including swearing or offensive remarks or gestures.
- Derogatory and hurtful remarks or behaviour including;- appearance, intellectual, disability, racial, political, religious or sexual.
- Malicious allegations relating to members of the team.
- Inappropriate behaviour as a result of alcohol or misuse of illicit drugs, including non--prescribed medication or drugs.
- Intimidation, threats or threatening behaviour.
- Harassment or stalking.
- Violence, perceived acts of violence or threats of violence including brandishing weapons or objects which could be used as weapons.
- Any explicit or implicit challenge to the safety, well-being or health of any member of the team.

## Role of Managers

Where appropriate, Managers will carry out an assessment in consultation with relevant team members of the risk of violence within their working environment and within the scope of their responsibilities.

They have an on-going duty to:

- Establish a safe system of working conditions for the team.
- Ensure that a systematic assessment of any training needs is carried out (including where team members identify any potential area of risk to which they are exposed) and that a suitable risk assessment is carried out.
- Ensure that where team members are placed in imminent danger immediate action is taken to minimise or remove the danger.
- Ensure that suitable training is provided as appropriate to relevant team members.
- Ensure that team members understand the policy and related operational procedures with regard to handling incidents of abuse.
- Provide timely and appropriate support to team members who have been victims of abuse/violence (including counselling if appropriate) so the company is enabled to evaluate and learn by experience.
- Ensure that records are maintained of risk assessments and information exchange.
- Ensure that relevant reporting documentation is completed.

- Provide feedback to affected team members on action taken by the Company in relation to all incidents of abuse of violence at work, including those that are transphobic, sexist, homophobic, sectarian, disability, race, religion or political opinion related.

## Role of the Team Members

All team members have the responsibility to:

- Accept responsibility for their own safety.
- Consider the safety of others who may be affected by their actions or omissions.
- Familiarise themselves with and follow this policy and to bring to their managers attention concerns relating to personal safety.
- Participate fully in risk assessments conducted in their work area.
- Participate in any correspondence and training that is made available to them.
- Report all incidents of violence or threatened violence to their line manager.
- Record details of incidents on an appropriate report form.
- Contribute towards reviews concerning any violent incidents in which he/she has been involved.

## Training

This policy will be communicated to all team members.

Any training needs identified will be addressed and periodically reviewed.

## Response

### a) To verbally abusive clients

In the event that a team member is subject to verbal abuse from a client or member of the public, he/she should avoid becoming involved or escalating the situation.

A simple statement to the effect that; *'Unicorn fire & safety solutions ltd has a policy of zero tolerance to abuse to its team members and that the company would expect our colleges to be treated with dignity and respect'*.

Should the individual continue to behave antisocially, team members should indicate *'they are discontinuing the call/discussion but that the matter would be reported'*.

The team member should thereafter summarise the content of the discussion in writing and forward to the appropriate line manager.

### b) Potential physical violence

Team members must not place themselves at risk.

If it is not possible to promptly diffuse the situation, the team member should withdraw and report the incident to the company.

In the event of a serious threat, the Police should be summoned without delay.

Full details should be recorded and forwarded to the company.

## Reporting, Investigating and Monitoring

All incidents of abuse or violence to team members must be formally reported to their line manager.

All incidents should be investigated and reviewed by the line manager to ensure that control measures are appropriate.

Monitoring of all incidents will be carried out by the relevant Manager and any follow-up action required will be assessed to ensure that it is appropriate and is implemented.

Any incidents or trends that emerge will be reported to the Company.

## Colleague Support

In the event of a team members becoming a victim of serious abuse or violence at work the Company will ensure that appropriate support is given.

## Liaison with Police

Where physical injury or threatening behaviour has been suffered by a member of the team it is important that the matter is referred promptly to the police for investigation as appropriate.

The Company will support the police when undertaking a criminal investigation with a view to prosecution. It is important that team members affected co-operate in this process.

**Signed;**



**Date;** 28 December 2018

Mike Ablitt MD Unicorn fire & safety solutions Ltd & Unicorn Medical

# REPORTING FORM – Zero Tolerance To Abuse Or Violence To Colleagues

The content of this form shall remain confidential between the individual(s) concerned and the senior management if requested. In such cases any follow up action may be restricted.

NAME OF PERSON \_\_\_\_\_

DATE OF INCIDENT \_\_\_\_\_

LOCATION OF INCIDENT \_\_\_\_\_

PLEASE PROVIDE A SUMMARY OF THE EVENTS, INCLUDE THE NAME OF ANY PERSONS INVOLVED:

SIGNED \_\_\_\_\_ DATED \_\_\_\_\_

## For completion by senior management

Follow up interview with victim \_\_\_\_\_

Review of case \_\_\_\_\_

Actions \_\_\_\_\_