



Document Title:	Work Related Violence Policy and Procedures
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1. Introduction

As a responsible employer Royal Holloway Students' Union (RHSU) is committed to the provision of an environment in which we reduce the risk of work related violence as far as reasonably practicable in accordance with the relevant statutory provisions; The Health & Safety at Work Act 1974, Management of Health & Safety at Work Regulations 1999, Safety Representative & Safety Committee Regulations 1977, Health & Safety (Consultation with Employees) Regulations 1996, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) and the Licensing Act 2003.

The purpose of this policy, together with the training provided, is to enable comprehensive management action to be taken to control potential hazards and risks at departmental levels. The requirements of this Policy are based on the principle that staff shall not undertake tasks having the potential to cause harm, unless they have been risk assessed and control measures implemented. Appropriate risk assessment training will be provided to any staff undertaking risk assessments. Where risk assessment has identified a task or activity to be necessary, RHSU is committed to ensuring that sufficient information, instruction, training and equipment is provided; and where reasonably practicable appropriate monitoring equipment installed.

2. What is Work Related Violence?

RHSU will define work-related violence as: any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of their employment. This is based on the Health & Safety Executive's definition.

Verbal abuse (also verbal attack or verbal assault) is the act of forcefully criticizing, insulting, or denouncing another person. It is characterized by underlying anger and hostility, it is a destructive form of communication intended to harm the self-concept of the other person and produce negative emotions. Verbal abuse has the potential to escalate to physical abuse.

Physical abuse (also physical attack or physical assault) is any unwanted or violent physical contact that occurs to a person. Physical abuse might result between employees, or be perpetrated by a customer, a client, friend or family member, or as a consequence of criminal behaviour.

A separate policy is provided to staff within the HR policies on Dignity at Work, and to the membership of RHSU in Schedule 6 of the Students' Union Constitution, Equality & Diversity.

3. Employer Responsibilities

The statutory provisions require employers to:

- i. **Provide** a workplace environment which is safe and to ensure that any potential risk of work-related abuse or violence is eliminated or controlled.
- ii. **Assess** the risk of injury or harm and protect employees from exposure to reasonably foreseeable risks of work-related abuse or violence. The risk assessment will determine what hazards exist within the workplace, establish the significance of the risk, identify and implement prevention and control measures, and produce a clear management action plan
- iii. **Reduce** and control the risk of injury or harm from work-related abuse or violence. This will be managed wherever reasonably practicable through a hierarchy of control measures:
 - Elimination of the risk by removing the hazard (employ a security company to handle all cash in transit; exclude known troublemakers from the venue)

- Where elimination is not possible the hazardous activity should be substituted for one less hazardous or use of improved equipment or technical solutions implemented to reduce the level of risk (use of CCTV, or tagging of valuable items)
 - Where substitution or improvement is not possible then a redesign of the work activity or equipment should be considered in order to lessen the risks (cashing up completed after venues are closed for operation)
 - Where redesign of work activity is not possible then consideration should be given to the removal of exposed persons from risk (provide safe transport home for staff working anti-social hours)
 - Finally training, safe systems of work and personal protective measures should be implemented to better inform staff of the risks and mitigate exposure to risk.
- iv. **Report** any incident where an employee suffers a major injury, requires absence from work in excess of three days, or results in fatality. Incidents involving members of the public which result in them being transported directly to hospital must also be reported. This applies to any violent assault that results in physical injury. RIDDOR does not cover threats or verbal abuse.
- v. **Consult** with any nominated representatives in their workplaces. Safety representatives are nominated by the trade unions to discuss any health & safety related matter. RHSU must inform and consult with employees on all matters relating to their health and safety.
- vi. **Support** any staff who may have been exposed to violence at work by directing them to appropriate support or advice services. Encourage other staff members to support their colleagues, including those that might have witnessed the incident.
- vii. **Comply** with the requirements of statutory provisions, notably those promoted within the Licensing Act 2003 in relation to premises which provide regulated entertainment, sell alcohol or provide late night refreshment. These are:
- The prevention of crime and disorder
 - Public safety
 - Prevention of public nuisance
 - Protection of children from harm

4. Employee Responsibilities

All staff have a responsibility to take reasonable care of their own health and safety and that of others who may be affected by their actions. This includes a responsibility not to undertake any activities that may cause themselves or others harm. Staff have a responsibility to act in a way that does not incite or increase the likelihood of violence, and any staff member found to be encouraging or inciting abusive behaviour may be subject to action under HR policy.

Employees must ensure that they comply with the training and instruction provided, and make use of any personal protective equipment supplied in support of their workplace activities. Employees must not use any device or aid without the appropriate training and must refer back to their induction and training before undertaking any new tasks. Additionally staff must immediately bring instances having the potential to cause harm to the attention of their immediate line manager.

- The most likely workplace activities where occurrences of verbal & physical abuse may arise for RHSU employees include but are not limited to:
- Activities related to the role of Security Steward – operating within the licensed venue operations and events
- Activities related to the role of Bar & Catering staff – operating within the licensed venue operations and events

- Activities related to the role of Union Bus Driver – operating as a lone worker supporting club, society and licensed venue operations and events
- Activities related to the role of Union Shop staff – operating within a licensed retail environment
- Activities related to the role of Helpdesk Assistant – operating in a customer facing front line service
- Activities related to the role of Advisor – operating within the RHSU Advice & Support Centre
- Activities related to a management role within RHSU where customer complaint, dissatisfaction with service or conflict may require action
- Activities related to the management of high value assets within RHSU operations, and the transfer of these assets between facilities and services.

Employees should not put themselves at risk by attempting to engage in activity, which they have assessed, and present concerns to their personal safety or that of others. The assistance of other employees should be sought prior to engagement, and where this is not possible the employee should request support from an alternative resource. These include but are not limited to:

- Alternate RHSU operations (SU Building, The Packhorse, Union Shop, Medicine)
- RHUL Campus Security (internal ext. 444)
- Emergency Services (urgent response 999)

Any employee feeling threatened should identify a safe location immediately, ensure they do not engage with the perceived threat, and make contact (as indicated above) to request support. An incident report must be completed after the event and submitted online (Cognitoforms)

5. Training

All employees will receive appropriate training for their role on commencement of their employment with the Students' Union. For permanent staff this will be via their on-boarding process, and will involve a blended approach of on-line and face to face sessions which will provide appropriate knowledge of the risks and control measures associated with their role. For those staff whose roles may incorporate increased likelihood of hazardous occurrences (for example in Trading Services) more specific training will be provided.

For student staff, training will be via induction, on-line modules and interactive group sessions; both at the commencement of their employment and at regular intervals throughout their employment period. For those staff whose roles may incorporate increased likelihood of hazardous occurrences (for example in Security or Union Bus) more specific training will be provided.

Training courses are provided to comply with statutory provisions for all staff where required and include but are not limited to:

- BiiAB Level 2 Award for Personal License Holders
- BiiAB Level 2 Award for Working as a Door Supervisor
- Maybo Managing Conflict and Challenging Behaviour
- Ihasco Lone Working

Refresher training will be provided regularly for all staff, and may be delivered online or in person, where appropriate a practical assessment will be requested to confirm understanding by staff.

6. Risk Assessments

Violence at Work risk assessments are completed by the Departmental Line Manager and are stored centrally in the Health & Safety Folder. All staff are able to reference the risk assessment for their area, and a copy of the appropriate risk assessment is kept available in the office. The risk assessments are reviewed annually, unless an increase in the number of incidents suggests the

assessment should be reviewed more frequently. The risks were assessed in consultation with staff, reviewing recorded incidents and consideration for the work environment and the tasks required. If staff believe a risk factor has not been considered by the assessment or have ideas on further control measures they should discuss these with their line manager. The contents of the risk assessments will be communicated to all staff and appropriate training will be given.

7. Control Measures

There are a number of measures in place following the risk assessment that staff should be aware of. These fall under the areas of work environment, working practices and other policies.

Work environment

RHSU has installed CCTV to monitor and survey all premises where staff are employed. The systems are managed independently and comply with the Surveillance Camera Code of Practice 2013. Body Worn Video is used by professional staff working in RHSU licensed venues and events to provide additional protection in these higher risk environments. RHSU Buses are fitted with dual camera CCTV to provide additional protection for lone workers employed as drivers. The systems can be used to investigate incidents and identify perpetrators, access to the system data is managed via the RHSU Surveillance Systems Policy and Procedures.

RHSU employs an accredited Sia contractor to provide professional Door Supervisors for the licensed venues and events. These contractors are employed to manage the controlled access to late night venues and events, and to act as incident response should staff or property require protection. These staff operate with continuous recording via independent Body Worn Video which is accessible to RHSU.

RHSU operates an accredited identity checking platform (Patron Scan) across late night licensed venues and events, alongside the sector leading Membership Engagement platform (MSL) to verify and record every individual that enters RHSU licensed late night venues and events.

RHSU provides staff with two - way radios to improve communication between staff and venues, all staff employed in a management capacity or security role are provided with radios when working. All staff required to use a radio are trained in agreed procedures which comply with industry best practice.

RHSU has installed intruder alarm systems to monitor all premises where staff are employed. The systems are managed independently, but monitored centrally by RHUL Campus Security. All premises are subject to daily opening and closing procedures.

RHSU has installed panic alarms to enable staff who might be at higher risk due to location or role to request urgent assistance. The panic alarms are linked to the SU Building intruder alarm panel, and subsequently with RHUL Campus Security.

RHSU has provided mobile phones for use by bus drivers when lone working, which connect to the hands-free units fitted within each RHSU Bus, to enable staff to contact via speed dial with RHUL Campus Security or Emergency services.

Working Practices

The RHSU Cash Control Policy identifies the processes employed within the trading operations to minimise risk, and maintain levels of cash to a minimum. The transfer of cash by employees is clearly defined and stringent control measures are in place. The process is managed by the departmental line managers and the finance team.

All management staff are trained in the opening and closing procedures for the area where they are employed, and where required a formal management process is employed to ensure compliance

(Trading Services). Outside of normal academic terms a structured locking up procedure is implemented to ensure compliance.

Sufficient staff should be provided at all times. Managers must monitor busy periods and ensure that increases in staff are provided to ensure adequate numbers are provided at all times. The operation of the Union Bus service should be the only activity where lone working is expected, all other services should expect to have a minimum of two staff employed, or support from other staff working in the building.

RHSU has a data sharing agreement with Royal Holloway University of London and partner agencies (Surrey Police) and engages with community groups to promote a safer local environment (Egham Pub watch, National Pub watch, Neighbourhood watch)

Specific and Relevant Policies

There are other Union policies that are relevant to the prevention and management of work-related violence. These include:

- RHSU Cash Handling and Management Policy
- RHSU Dignity at Work Policy
- RHSU Equality & Diversity Policy
- RHSU Surveillance Systems Policy
- RHSU Surveillance Systems Procedures
- RHSU Lone Working Policy
- RHSU Driving and Vehicle Safety Policy
- RHSU Fire Safety Policy and Evacuation Procedures
- RHSU Constitution Schedule 6 Equality & Diversity
- RHSU Constitution Byelaw
- RHSU Venues Code of Conduct

8. Action following an incident

- If a staff member is being abused, threatened or attacked, they should approach a line manager or a colleague for assistance. Line managers should respond to the situation by talking to the perpetrator, explaining that their behaviour is not acceptable. They should try to resolve the problem and, if that is not possible, call for additional support to remove the perpetrator from the premises.

During office hours additional support should be requested from the RHSU management team, and where the situation demands further support should be requested from RHUL Campus Security.

Outside office hours, but where late night venues or events are in operation, additional support should be requested from the RHSU trading services management team, Sia contractors and RHUL Campus security.

Outside office hours additional support should be requested from RHUL Campus Security.

Security will remove the perpetrator where required.

- Medical assistance should be provided immediately, where required.
- RHUL Campus Security should be informed of any serious incident involving physical assault or serious cases of threatening or verbal abuse.
- Police should be informed of any serious incident involving physical assault or serious cases of threatening or verbal abuse. Police should also be informed of persistent cases of violence, threatening behaviour or abuse.

- CCTV footage should be retained in case of further investigation, and the incident recorded via the on-line platform (Cognitoforms), so that Senior Managers are able to follow up with staff and line managers.

9. Reporting and Recording systems

Staff have a responsibility to report incidences of work-related violence, including threatening and verbal abuse, to line managers. All incidents, including physical assault, serious or persistent threats and verbal abuse, must be recorded on an incident report (Cognitoforms).

This requires details of when the incident occurred, where it occurred, who was involved, witnesses present, descriptions of the perpetrator(s) and any other relevant circumstances or information that may have contributed to the incident. Any incident resulting in a major injury to staff or that causes staff to be off work for three days or more must be reported under RIDDOR 1995. Any incident resulting in a member of the public being transported directly to hospital from the premises must also be reported. These incidents must be communicated by the line manager to the Deputy Chief Executive Officer, who will contact the RHUL H&S Office and where required the HSE Incident Contact Centre (0845 300 9923)

Less serious incidents must still be reported via the on-line platform (Cognitoforms) so that records are maintained and monitored to enable trends and repeated perpetrators to be identified and control measures implemented. In some circumstances it may be appropriate to request additional control measures from RHUL or the support of the Police.

10. Monitoring

The implementation of this policy and procedure will be monitored at organisational level. Any incidents where staff are injured, required to be off work for three days or more, or involving the direct transport of a member of the public to hospital will be recorded centrally and will be reported to the Health & Safety Committee on a termly basis. Corrective action will be taken where necessary.