

The following procedure covers:

## Plan

- Responsibilities

## Do

- General Information
- Tips on diffusing volatile situations
- Action Plan for dealing with violent incidents
- Banning Customers
- Guidance on the legal position for Managers
- Note

## Measure

- Incident Reporting

## Review

- Incident Analysis

## Impact

- Results

## Plan

### General Manager Responsibilities

To ensure that staff have the knowledge and confidence to deal with aggressive customers.

### Health and Safety Competent Person Responsibilities

To complete a risk assessment on dealing with difficult customers and implement suitable control measures.

### Staff Responsibilities

To follow the information, instruction and training given in this procedure, try to avoid confrontation in the first instance, and to be able to deal with a difficult situation should it escalate.

## Do

### General Information

Staff may be at risk from a non-staff member in a number of ways, e.g. verbal abuse, physical assault or a robbery.

It is the objective of <Insert Organisation Name Here> to ensure that staff members react to situations involving potential violence in a manner which minimises the risk of injury. In particular staff members



should adopt a “no hero” approach in the event of instances such as robberies or fights between customers.

Following a risk assessment, a work instruction for staff members should be devised with appropriate training including:

- Recognition of potential incidents and how to avoid violence and aggression
- Managing and calming volatile situations
- Tips to minimise the severity of incidents.

Following any incident of violence against staff members, <Insert Job Role here> will discuss post support with the Human Resources Department. This may include temporary relief from duty and in some instances counselling.

### Tips on diffusing volatile situations

Please refer to **RD-Doc – Tips on diffusing volatile situations**.

### Action Plan for dealing with violent incidents

Refer to the Emergency Action Plan procedure for detail.

Violence to staff members is reportable under RIDDOR, refer to the Accidents, Incidents, Dangerous Occurrences and Near Misses procedure.

### Banning Customers

<Insert job role here> are enabled to ask a customer to leave the facility, if the customer will not leave the facility, the <Insert job role here> will call the police and inform them of threatening behaviour from a customer.

If a member of staff feels that a customer should be excluded from the facility, they must refer the request to the <Insert job role here> to deal with.

### Guidance on the legal position for Managers

The <Insert job role here> is the lawful occupier of the company’s facilities. A <Insert Job Role here> acting on behalf of <Insert Organisation Name Here> is also regarded as the lawful occupier.

This gives the <Insert job role here>, the right to exclude from the premises anyone you do not wish to admit. Needless to say any exclusion should be dealt with in the most tactful and reasonable way possible.

Once admitted you have the right to ask people to leave if this is considered appropriate. You should obviously do this in the most tactful and reasonable way possible but you are not obliged to give any reason.

When asking people to leave you should avoid any physical handling of the person.

In accordance with <Insert Organisation Name Here> “no hero” policy any physical handling should only be used as a very last resort and to prevent an already dangerous situation becoming worse.

If someone refuses your reasonable request to leave the premises you should contact the Police. By contacting them you are preventing a potential breach of the peace and the Police should respond to your request.



## ***Note***

Managers may pass onto other local managers of facilities managed by <Insert Organisation Name Here> details of an individual they do not wish to accept as a customer.

An exemption from General Data Protection Regulations (GDPR) should not routinely be relied upon or applied in a blanket fashion. You must consider each exemption on a case-by-case basis. In line with the accountability principle, you should justify and document your reasons for an exemption so you can demonstrate your compliance.

## **Measure**

### Incident Reporting

Staff who experience a difficult or aggressive customer must report it to their Line Manager or <Insert job role here> and it must be recorded on an incident report form. If there were witnesses, they must complete a witness notes form. Staff must complete their Personal Notes relating to the incident.

## **Review**

### Incident Analysis

Management will review the incident report forms **quarterly** and complete an analysis. Any trends will be discussed at Management staff meetings and any risk assessments reviewed, training delivered or control measures put in place.

## **Impact**

A well trained team will reduce the severity of difficult situations or diffuse them completely.

### **Associated Forms:**

- Accident, Incident, Dangerous Occurrences and Near Misses - Incident Report Form
- Accident, Incident, Dangerous Occurrences and Near Misses - Witness Notes
- Accident, Incident, Dangerous Occurrences and Near Misses – Personal Notes
- Continuous Improvement - Accident Trend Analysis.

### **Associated RD-Docs:**

- RD-Doc Tips on diffusing volatile situations.



## Updates of procedure:

Issue No.	Description of Revision	Date	Review Due Date	Action By
1	None - First Issue	<Insert Date>	<Insert Date>	Train designated staff and incorporate the procedure into QMS.