

Emergency Action Plan

Personal Threats (Violence to Staff)

- In the event of a personal threat, the Staff Member must:
 - Keep calm and do not argue
 - Keep reactions and hand movements to a minimum
 - Summon assistance if possible
 - Comply with any demands, make it clear you will co-operate
 - Keep a clear distance between yourself and the assailant
 - Try to stand side on to the assailant
 - Provide opportunities for the assailant to back down without losing face
 - Recognise if the situation is worsening and attempt to slowly back away
 - Try to remember as much as possible about the assailant.
- The staff member must not:
 - Be hostile, aggressive or patronising
 - Take abuse personally
 - Lose their temper
 - Not take any personal risks.
- The Duty Manager must be alerted immediately after the assailant has left and contact the Police
- The staff member who is the victim must:
 - Be taken out of the customer's view straight away
 - Be offered immediate support, it may be necessary to send the Staff Member home
 - First aid treatment may need to be administered
 - The staff member must not be left alone
 - It is important to listen to the victim and not to ask any questions until the arrival of the police.
- Formal counselling for the staff member may be necessary
- The Duty Manager must complete an Incident Report Form.
- Violence to staff is reportable to the Health and Safety Executive under RIDDOR if injury is caused

Disorderly Behaviour

- Any behaviour, which is likely to cause a nuisance or is dangerous to other customers, shall be stopped immediately
- Customers must be spoken to in an assertive manner indicating reasons why the behaviour is inappropriate:
- If the behaviour persists, further warnings must be given
- Arguments must be avoided
- If the warnings have no effect, or if the behaviour becomes serious, the Duty Manager must be called to assess the situation and ask the offender to leave, if deemed necessary
- Continuation of the offence could lead to the Duty Manager calling the Police
- The Duty Manager must complete an Incident Report Form
- Violence to staff is reportable to the Health and Safety Executive under RIDDOR if injury is caused

