

Reference	247 POL 39
Version	1.0
Issue Date	28/05/2023
Approved	MD
Review Date	05/01/2027

## VOILENCE AT WORK POLICY

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### Introduction

This policy outlines the processes that are to be adopted when any employee experiences a violent incident during the course of their work. It is the policy of this organisation to ensure that the risk of violence, such as assault or verbal abuse, is assessed and that employees are protected from those risks as far as reasonably practicable. The organisation will endeavour to eliminate or reduce the likelihood of violence at work to protect the health and safety of its employees. Managing Director Malik Atif Mustafa is responsible for the implementation of this policy.

### Risk Assessment

The organisation will assess the risks to employees and introduce all reasonable steps to minimise and control the risk of violence, verbal abuse, or intimidating behavior. We do not accept that facing aggressive behavior is an integral part of our employees' work.

### Reporting an Incident

The reporting of violent incidents will receive full management support.

All staff who are subjected to an incident will be issued with an incident report form, which should be completed as soon after the incident as possible.

Incidents that may be reported include:

- physical assault, whether or not injury results
- verbal abuse, shouting or swearing, racism, etc
- threatening behavior, with or without any form of weapon
- anything that they feel might damage their health through anxiety or stress.

### Employee Support

Following any incident, employees will be supported. This will include allowing them to talk through the incident, time off work where required, and in serious cases, legal support.

All other employees who may have witnessed the incident will be offered the necessary support.

### Training

All staff in roles that are identified to have increased risks will receive suitable and sufficient information, instruction and training to minimise the risk. The organisation will introduce physical controls where reasonably practicable, on which information will also be provided.

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### Staff Involvement

The organization encourages the involvement of employees in designing preventive measures. Safety representatives will be given access to any necessary information on policies/procedures, and employee representatives will also be encouraged to participate where a safety representative is not available.

We will periodically (and at least annually) ask employees who we believe are at risk to complete a questionnaire on the effectiveness of the management controls.

**Malik Mustafa**

Director

05/01/2026

Signed



**Review Date: 05/01/2027**