



Penmaenmawr Golf Club

Aggression, Violence & Robbery Policy

Penmaenmawr Golf Club policy on aggression and violence is **ZERO** tolerance. Anybody who displays aggressive behaviour or is violent towards an employee, a member or a visitor will be subject to Penmaenmawr Golf Club disciplinary procedure and, where applicable, police action.

Penmaenmawr Golf Club will not tolerate any instances of work-related violence, including verbal abuse, to our employees. No member of staff will be blamed for an instance of work-related violence caused by any individual or group of individuals. All employees have the right to be treated with consideration, dignity and respect.

This policy applies to employees working on our premises or whilst carrying out their day to day work activities away from their main place of work.

DEFINITION OF WORK RELATED AGGRESSION/VIOLENCE

Any incident in which an employee is abused, threatened or assaulted in circumstances arising out of the course of his/her employment. This includes verbal abuse.

RESPONSIBILITY OF STAFF & MANAGERS

Managers

All managers have a responsibility to implement this policy and to make sure their staff are aware of it and understand it. Managers should also:

- Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly.
- Record details of the incident where appropriate and give all employees involved in the incident full support during the whole process.
- Respond and consider seriously any suggestions made by staff about how to improve violence prevention and management, and give feedback to staff about their suggestions, including whether it will be taken forward and if not, why not.
- Set a positive example by reporting all incidents of violence and abuse and not tolerating abusive behaviour from any individual or group of individuals.
- Respond to and, where possible resolve incidents, ideally before they escalate.
- Monitor incidences of violence and abuse and initiate appropriate action if more measures are needed. Review and amend this policy and the risk assessment as necessary.
- Where possible, direct staff to appropriate support and advice after an incident has occurred. Encourage other staff members to support their colleagues, including those that might have witnessed the incident. If victims are particularly traumatised by the event, provide support where possible, such as time off work or changes to their tasks.
- If an investigation is needed, work with the police and offer any assistance needed to help them with their enquires.

Managers have a responsibility to act in a way that does not incite or increase the likelihood of violence. They also have a responsibility to respond to any reports of violence. Any manager found to be encouraging or inciting violence or not resolving potentially violent or abusive situations may be subject to disciplinary action.

Staff

All staff have personal responsibility for their own behaviour and for ensuring that they comply with this policy.

There are a number of things that staff can do to help prevent work-related violence:

- Be aware of the company's policy and comply with it.
- Offer good customer service and be aware of customer needs.
- Recognise the potential for work-related violence and take action to resolve it early on. Staff should take positive action and, for example, contact a manager if they think an individual or group of individuals might cause problems.
- Don't accept instances of work-related violence directed towards you or others. Staff should report any instances of violence, threats or abuse, including any details about when it happened, who was involved and any relevant circumstances that may have contributed to the incident. Serious incidents should be reported in the incident register kept in the H&S manual but minor incidents and incidents of verbal abuse should be reported to managers as they occur.
- Be supportive of colleagues who are victims or witnessed work-related violence.
- Suggest additional measures to managers which might help to prevent and manage work-related violence.
- Staff who travel to golf clubs for development training, promotions etc vigilance should be exercised at all times and mobile phones carried for communications.

Staff have a responsibility to act in a way that does not incite or increase the likelihood of violence. Any staff member found to be encouraging or inciting violence may be subject to disciplinary action.

PROCEDURE FOR AGGRESSION, VIOLENCE AND ROBBERY

In the event of violence or aggressive behaviour from other employees, service users or the public the following actions should be taken by:

AFFECTED EMPLOYEES:

- Attempt to calm the violent or aggressive person by talking to them. Be firm but not confrontational. If the situation does not calm down walk away or call for assistance from another employee.
- Inform the person that the proceedings are being monitored by CCTV.
- Try to ensure that other employees are aware of the problem.
- Do not offer any physical resistance. Where violence is threatened give the person what they have demanded.
- After the incident is over, write down the time and essential details (all involved employees should do this).
- Discuss the incident with your line manager and other employees in a considered way.

THE MANAGER

- Ascertain whether medical help is required for any victims or perpetrators.
- Ensure that everybody has recovered from the incident. If not consider seeking professional help for post incident support
- Report the details to the police if appropriate.
- Gather all the information regarding the incident by interviewing those involved as well as any witnesses.
- Ensure any video evidence is secured and kept in a safe place.
- Consider where disciplinary action is necessary.
- Consider whether the incident was handled in the best possible way or whether there are lessons to be learned for the future. Disseminate any lessons learned to all employees.
- Ensure that appropriate records of the incident are kept in the Health & Safety Manual. Personal details should be kept separate to comply with the Data Protection Act.
- Where Physical violence has been used report the incident to the HSE under RIDDOR.

PROCEDURE FOR ATTEMPTED ROBBERY

During an attempted robbery, all employees are to do as the robber demands if violence is remotely probable (bear in mind the instructions on Aggression and Violence above). The Health and Safety of our Employees is our most important consideration.

REPORTING AND RECORDING SYSTEMS

Staff have a responsibility to report incidences of work-related violence, including threats and verbal abuse, to managers. All incidents, including physical attacks, serious or persistent threats and verbal abuse, must be recorded in the incident register kept in the H&S manual. This asks for details of when the incident occurred, who was involved, descriptions of the perpetrator and any relevant circumstances that may have contributed to the incident.

Any incidents resulting in major injury to staff or that cause staff to be off work for three days or more must be reported under the RIDDOR Regulations 1995. Any incident which results in a member of the public being taken directly to hospital from the premises must also be reported. Managers should contact the HSE Incident Contact Centre on 0845 300 9923 to report the incident.

Less serious incidents should still be reported to managers as they occur and managers should make a note of these. If managers notice an increase in reports, several reports within a short period or reports about the same perpetrator, managers should record the details, ask staff for more information and take action. The action may include contacting the police or other local businesses about a persistent offender, reviewing the risk assessment and considering further prevention measures, or increased vigilance by managers or staff to prevent a more serious incident occurring.

AT ALL TIMES FOLLOW THE CLUB'S PROCEDURES ON AGGRESSION, VIOLENCE AND ROBBERY.

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