



Note that this policy covers both Service Ceilings Limited t/a SCL Interiors & SCL Interiors (London) Limited

1. Statement

SCL Interiors is committed to providing all employees a safe and healthy workplace.

The company's policy is that violence in any form is unacceptable. **Violence** includes any form of verbal abuse, intimidation, threats, physical attack and property damage.

A full investigation of any alleged workplace violence will be undertaken as soon as possible, during which persons immediately involved or implicated, including any witnesses will be questioned to establish the facts. Any form of violence by an employee of the company against another employee, supplier, contractor, or visitor to the offices / place of work if proved, will lead to disciplinary action up to and including dismissal for unacceptable conduct.

Commitment

The company is committed to the continued development and implementation of a range of measures and procedures, to protect and support an employee whilst engaged in company business, including:

- Robust security systems and procedures which have the capacity to prevent and control situations which may lead to the threat of violence;
- Avoidance of lone working situations.
- Provision of adequate and relevant information and training to company employees;
- Reporting and recording systems for incidents, near misses and activity that raises concern;
- The provision of all necessary medical and professional support to employees who are victims of violence whilst at work;
- Periodic monitoring and review.

2. Definition of workplace violence:

"Any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work"

The following behaviours are examples of workplace violence.

- ◆ **Abuse:** Behaviours that depart from reasonable conduct and involve the misuse of physical or psychological strength
- ◆ **Threats:** The menace of death or the announcement of the intention to harm a person, their family, or damage their property
- ◆ **Assault:** Any attempt at physical injury or attack on a person including actual physical harm'

Allegations of harassment within the company will be dealt with under the Company Equality Policy.



3. Support for Staff

3.1 Reporting

Any employee who feels that he, or she has been the target of workplace violence (verbal or physical) must report this to their line manager and complete an incident form (in a case where the line manager is the aggressor, the employee should report the incident to the line manager's manager).

3.2 Support following a violent incident

If the employee has been the target of physical violence and has injuries, a first aider/ambulance should be called and the employee must receive any necessary medical treatment and or advice.

In the event of an employee being a victim of physical or verbal violence, the company will offer appropriate and timely, help and support. Managers should be sensitive to the employees need to talk about the incident and may wish to seek additional support from a member of the Senior Management Team and/or Human Resources.

It is important to recognise that the employee may be suffering some distress and require support in dealing with the post-incident effects. It is not possible to be prescriptive here because individuals react differently to particular experiences. There are a range of measures that can be implemented to support a victim:

Debriefing – enabling the victim to talk through their experience and to express their emotions, concerns and needs is often helpful. How this is best achieved depends upon the relationship with the individual and their reaction to the incident. In some situations, the line manager may be appropriate, on others the use of a trained counsellor may be the most appropriate means of support. In such cases, advice can be obtained through the Human Resources advisor.

Employee support – this can take many forms, e.g. temporary changes in role, location or working practices; and in serious cases such support may include time off, phased return to work, referral to Occupational Health or counselling. Advice and assistance in determining the extent to which support can be provided is available via the Human Resources advisor.

Colleague support - the importance of colleague support should never be underestimated. Colleagues are likely to be seen as primary emotional supports.

Given that harassment can be considered as violence, employees may also seek support through the company equal opportunities policy.

4. Witnesses to violence

Any employee who witnesses workplace violence (be it verbal or physical) should feel able to report this to their line manager without fear of intimidation.



5. Extreme Acts of Violence

In the event of an employee or group of employees being victims of, or witnessing, an extreme act of violence, the company will offer appropriate and timely, help and support. It is not possible to be prescriptive about the support because individuals react differently to particular experiences. The kind of support available is as referred to in Section 3.2 above.

In the event of a violent incident on company premises, or any site we are completing works on, involving one or more major injuries, death, multiple deaths or casualties, the Managing Director will take responsibility for managing the situation.

6. Responsibilities

6.1 Corporate

The Managing Director has ultimate responsibility for the health, safety and welfare of all company employees, whilst the Managing Director has executive responsibility, to ensure that proper procedures are in place to implement this policy and to monitor compliance. In practice, the Managing Director delegates the management functions for the effective implementation of the policy to fellow directors and senior managers.

6.2 Fellow Directors and Senior Managers:

Must take all reasonable steps to ensure that adequate arrangements are in place to review the working practices, procedures and working environment of their members of staff. This will be done in consultation with employees and other relevant persons to develop appropriate safe systems of work (i.e. a risk assessment). In so doing, the aim is to:

- Prevent so far as reasonably possible, colleagues being placed in situations which present significant risks to their personal safety (*this is a fundamental principle*), including planning for the avoidance of lone working and where this is not possible, controls in place to ensure a lone worker has rapid access to support in the event of an incident, or emergency situation.
- Identify those posts, where those occupying them may be considered to be 'at risk' from violence due to the nature of the work activities, location or other pertinent factors
- Ensure that those 'at risk' are provided with all necessary information, instruction and training to enable the individual to identify circumstances which may give rise to the potential for violence, how to avoid such situations and how to deal with them should they arise
- Effectively communicate safe working procedures to all employees, including part-time and temporary employees
- Develop employee awareness, via induction processes, line-manager supervision and intervention, team meetings etc.
- Enable sensitive and careful consideration to expressions of concern by colleagues, (*the threat of violence or aggression should not be taken lightly*)
- Ensure that all incidents of violence are reported and recorded, notified to the appropriate manager(s), and that appropriate actions are taken to support the individual, prevent a recurrence and to investigate promptly and thoroughly any reported incidents
- Allow an appropriate period for recovery



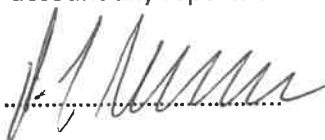
- Report any early concerns to line-managers, (principal contractors or clients where appropriate), or their security staff - promptly, so as to prevent escalation to potentially violent incidents
- Monitor incidents of violence and review the effectiveness of the arrangements made
- Conduct back to work interviews to ascertain what further support systems, or adjustments are appropriate for the individual (which may include a phased return to work and continued access to appropriate health professionals) and to help the business monitor the effectiveness of existing controls and where necessary improve controls

6.3 All employees:

Effective policies and procedures to tackle the issue of violence at work, depend upon the co-operation between employers and employees. Thus, it is expected that all employees will:

- Familiarise themselves with this Policy and any associated procedures, guidelines and instructions
- Take reasonable steps to avoid situations, which may have potential to escalate to violence
- Report and record all incidents of violent, aggressive, threatening or abusive behaviour, (*or any incident or behaviour which they consider may lead to such acts*), to their line-manager immediately (other arrangements can be made where the line-manager is involved – see Section 3.1)
- Actively participate in training events or other preventative measures designed to raise awareness, deal more effectively with potentially violent situations and to minimise the potential for such incidents
- Attend back to work interviews as appropriate, to help the business assess the need for any further personal support
- Co-operate with their line-manager in the identification of situations which may give rise to the potential for violence and assist in the development of 'safe systems of work'

This policy shall be reviewed on a annual basis (or sooner in response to any changes in legislation), taking into account any reports and findings arising out of incidents to which it relates.

Signed: 

Date: 08.08.24

Name: ADAM NURSE

Position: DIRECTOR