

**Introduction**

Employees of Chase Services Group often need to deal directly with persons who may exhibit aggression which may be either low or high level. The Health and Safety Executive has described a violence incident at work as, *'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'*.

**How do Chase Services Group reduce risk for you?**

- At the outset, all job activities are assessed for risk.
- The assignments carried out by our security officers are designed to minimise risk.
- You are provided with high quality conflict management training.

**How can you help to reduce risk?**

Although verbal abuse is of higher probability than physical abuse, the actions you take in any situation will have a significant bearing on the outcome. You're training when gaining your SIA qualifications will give you the understanding of how to deal with aggression and indeed how to deal with all situations where conflict may arise. Conflict management training uses the **SAFER** approach:

- Stand back.
- Assess the situation (using the POP method below)
- Find help.
- Evaluate the options.
- Respond

When assessing the situation use the **POP** method:

- Person
- Objects
- Place

If you are physically assaulted, you are required to report the incident to:

- The location manager, if appropriate, and also.
- Your line manager

In many cases, the police may need to be called, it is important that you remember as many details as possible:

- When?
- Where?
- Who?
- Witnesses
- What happened

If the incident occurred out of hours, you should contact the Director on his mobile telephone number.

**Reporting**

If a violence incident or any accident occurs to you at work, it is important that this is properly reported. Line managers must be informed of all violence at work incidents and accidents so that they can be properly recorded. If appropriate, you manager will also arrange for the incident or accident to be reported to the appropriate enforcing authority.

Signed:   
Managing Director

Date: 02/09/2024