

## Company Policy Statement on Violence at Work.

The Health & Safety at Work Act 1974, and the Management of Health & Safety at Work Regulations 1999 apply to our business. These impose duties that include assessing the risk of violence, such as assault or verbal abuse, and protecting employees and others from those risks as far as reasonably practicable.

We will try to eliminate or reduce the likelihood of violence at work because in addition to any physical harm it can reduce morale amongst employees and give a poor impression of the company.

We will assess the risks to all our staff and introduce all reasonable steps to minimise and control the risk of violence, verbal abuse or intimidating behaviour.

It is not our policy to accept that facing aggressive behaviour is part of any employee's job, or that reporting incidents may reflect badly on them.

In order to assist in risk assessment and the elimination of violent incidents, we have an incident report form which employees are requested to complete if there are any incidents that subject them to or are witness to;

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

Incident report forms are held at each office and should be returned to the Operations Director who will be responsible for the full investigation of any such instances and any actions that need to be taken as a result of the investigation process.

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