

Incidents of violence against our people

Our aims

We have a legal responsibility to protect you as far as possible from harm while working for us. In cases of violence, we will give you appropriate support (this includes the risk of violence from members of the public). The aim of this policy is to make sure that you understand how to protect yourself, and anyone you have a responsibility for, against physical abuse.

Our guiding principles

- This policy covers incidents of violence while working for us. You may also face verbal and mental abuse, discrimination, threatening behaviour or bullying. These issues are dealt with under our harassment and bullying policy ([LINK](#)).
- It is our policy to make sure that everyone understands the basic rules to keep themselves safe from violence while working for us, including how to assess possible risks inside and outside the business.
- We aim to build on our legal obligations and give you clear practical guidance on protecting yourself and dealing with incidents of violence. We will also support you if you suffer violence while working for us.
- You can get support from a number of sources including:
 - your line manager;
 - Employee Counselling (phone the Reception Unit on 0800 780784);
 - Equal Opportunities (phone the Customer Reception Unit on 0800 780781); and
 - The Occupational Health Service (phone the helpline on 0800 800 992, or 01232 329347 if you are in Northern Ireland).
- All incidents involving violence must be reported by phone to the Accident Reporting Group (ARG) on 0800 671345.