

VIOLENCE AT WORK POLICY

Introduction

Alcema, Alcema Construction & Alcema Fire Safety Limited recognises its statutory duty to ensure that any aggression and violence as a potential risk to employees whilst at work is prevented. This procedure highlights the Company's systematic approach to ensure that so as far as possible, the procedures are adopted through the organisation.

It recognises that different staff groups might well be subject to different levels of risk which shall reflect additional advice or support such as providing means of communications i.e. mobile telephones.

Those at risk are staff who regularly deal with members of the public (security officers) who may be angry, distressed, disturbed, ill, embarrassed or resentful, this is not an exhaustive list. The resulting feelings can be aggression and violence directed at our employees.

Violence from the public can be defined as "Any incident in which an employee is verbally abused, threatened or assaulted by a member of the public in circumstances arising out of the course of their employment" (defined as a reportable event).

Statement of Policy

Alcema, Alcema Construction & Alcema Fire Safety Limited acknowledges the risk of violence and aggression towards staff while at work and affirms that such violence, threat of violence and aggression or verbal abuse is wholly unacceptable. The Company will ensure that employees are provided with, in so far as reasonably practicable, a safe place and safe systems of work and that where employees are subjected to violence and aggression, they are provided with appropriate support.

It will be the responsibility of the Directors to ensure that all the procedures are brought to the attention all the employees and team staff working for Alcema, Alcema Construction & Alcema Fire Safety Limited.

The Company will consider as unacceptable:

- i) Severe verbal abuse or threats to its employees.
- ii) Verbal or physical harassment of its employees including racial or sexual harassment.
- iii) Verbal or physical abuse to employees outside working hours, arising from employment with the Company.

Attacks on or damage to employees' property arising from or in connection with employees carrying out their duties.

The key areas that can have a substantial impact to the performance of this policy are:

- i) The prevention of violence.
- ii) Dealing appropriately with acts of violence and aggression.
- iii) Monitoring and aftercare.

Preventing Violence and Aggression

The Company will implement procedures whereby the possibility of employees being harmed is reduced or removed, by compiling a risk assessment specific to the activity.

Certain tasks and jobs may leave some employees more susceptible to violence and aggression than others. The personal safety of such employees will remain a prime management consideration when designing jobs

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and allocating tasks. Personal alarms, mobile telephones or radios will be issued to those employees where risk assessments identify the need.

Training will be provided for employees who are considered to be in a potential risk situation, specific job training will include:

- i) An understanding of fear and aggression.
- ii) How to avoid/diffuse potentially violent situations.
- iii) What to do if threatened or attacked.
- iv) What support is available if threatened or attacked and how to obtain it.

Additional elements will be included for managers covering:

- a) An understanding of the impact of fear, violence and aggression on employees and their work performance.
- b) The necessity for managers to adopt a sympathetic and clear response so that employees are encouraged to report such issues.
- c) The need for managers regularly to review operational procedures.

Procedures In The Event Of Violent or Aggressive Acts

All abuse or violence to our employees must be reported to Management. The necessary first aid will be provided to the employee in the event of an injury. In the case of serious assault, the incident shall be reported to the Police. Guilty offenders will be suspended or removed from the workplace pending an investigation. Work related violence will not be tolerated within Alcema, Alcema Construction & Alcema Fire Safety Limited.

Support shall be given to any employee who is subject to violence or abuse, including any time off work required for interviews or attending court shall be deemed in Company time. Counselling will be provided where it is considered necessary.

Monitoring

The Company shall be responsible for monitoring all incidents of violence and aggression, this will be done via the reporting of all such incidents in accordance with company procedures.

Signed



Jason Spencer, MD, Alcema, Alcema Construction & Alcema Fire Safety Limited

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Next Review: 07/08/2026

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