



4SSG UK Limited

Violence and Threat Procedure

Address:

5 Sovereign Court,
8 Graham St, Birmingham,
B1 3JR
Contact: 02039838555
Email: info@4SSG.co.uk
Web: <https://4ssg.co.uk/>

1. PURPOSE

The purpose of this policy is to provide a clear framework for preventing, managing, and responding to violence, threats, and aggressive behaviour in the workplace. This policy aims to ensure the safety and well-being of all staff, visitors, and stakeholders, and the public while maintaining compliance with legal and industry standards.

2. SCOPE

This policy applies to all employees, contractors, and visitors at all locations where the company operates. It covers all forms of violence, threats, harassment, and aggression, whether verbal, physical, or psychological, from any source including clients, colleagues, or members of the public.

3. DEFINITION OF VIOLENCE AND THREATS

Violence:

Any act of physical force, verbal abuse, or intimidation that causes or is likely to cause harm to an individual or property.

Threat:

Any expression of intent to cause harm, whether verbal, written, or through gestures, that creates a reasonable fear of violence.

Workplace:

Any location where organizational activities are conducted, including offices, remote work locations, and off-site events.

4. PREVENTION MEASURES

Risk Assessment:

Conduct regular risk assessments to identify potential sources of violence or threats and implement measures to mitigate these risks.

Training:

Provide all staff with training on recognizing, preventing, and responding to violence and threats. Training should include de-escalation techniques, conflict resolution, and emergency response procedures.

Security Measures:

Implement appropriate security measures, such as access control, surveillance systems, and panic buttons, to deter and respond to violent incidents.



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Reporting Mechanisms:

Establish clear and confidential reporting mechanisms for staff to report incidents or concerns related to violence or threats. Encourage open communication, allowing employees to report concerns without fear of retaliation. Implement clear workplace behavior expectations and disciplinary measures for misconduct.

5. REPORTING PROCEDURES

Immediate Reporting:

Any staff member who witnesses or experiences violence or a threat must report it immediately to their supervisor, HR, or the designated security officer.

Incident Documentation:

The incident should be documented in detail, including the date, time, location, individuals involved, and a description of the event. Witness statements should also be collected.

Investigation –

Management will review the report, interview relevant parties, and assess the severity of the situation.

Action Plan –

Depending on the investigation's outcome, appropriate actions such as mediation, disciplinary measures, or law enforcement involvement will be taken.

Confidentiality:

All reports of violence or threats will be handled with the utmost confidentiality to protect the privacy and safety of those involved.

6. RESPONSE AND MANAGEMENT

Immediate Response: In the event of an immediate threat or act of violence, staff should follow the organization's emergency response procedures, which may include evacuating the area, contacting security, or calling emergency services.

Investigation: A thorough investigation will be conducted by the designated team (e.g., HR, security, or a specialized committee) to determine the facts of the incident and identify any necessary follow-up actions.

Support Services: Provide support services, such as counselling or medical assistance, to affected staff members. Ensure that staff are aware of available resources and how to access them.

Disciplinary Action: If the perpetrator is an employee, appropriate disciplinary action will be taken in accordance with the organization's disciplinary policy. This may include suspension, termination, or legal action.



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7. DISCIPLINARY ACTIONS

The company maintains a zero-tolerance policy for workplace violence and threats. Disciplinary actions may include:

- a) Verbal or written warnings
- b) Suspension or termination of employment
- c) Legal action if necessary

8. RESPONSIBILITY

Management:

Ensure that the policy is implemented effectively, provide necessary resources, and support staff in maintaining a safe workplace.

Supervisors:

must act on reported threats and take preventive measures.

Employees:

Comply with the policy, participate in training, and report any incidents or concerns related to violence or threats.

HR/Security:

Oversee the implementation of the policy, conduct investigations, and provide support to affected staff.

9. CONFIDENTIALITY AND NON-RETALIATION

- a) All reports and investigations will be handled confidentially to protect those involved.
- b) Employees who report threats or violence in good faith will not face retaliation.
- c) Any form of victimization against complainants or witnesses will result in disciplinary action.

10. ACKNOWLEDGE:

All employees must read and acknowledge this policy by signing below.

Employee Name: _____

Employee Signature: _____

Date: _____



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11. POLICY REVIEW:

This **Violence and Threat Procedure** will be regularly reviewed by the HR Manager and updated as necessary.

The Managing Director shall review this policy annually or follow significant changes.

Nadeem Hussain

4SSG UK Limited

This policy is reviewed on 01 – 08 – 2024