

QBD.17 Violence at Work Policy

1. Purpose

Rayan Facilities Management Ltd is committed to providing a safe working environment and protecting employees from violence, aggression, threats or abuse while carrying out their duties. This policy sets out our approach to preventing, managing and responding to incidents of violence at work.

2. Scope

This policy applies to all employees, contractors, agency staff and anyone working on behalf of Rayan FM at any client site or location.

3. Definition of Violence

In line with the Health and Safety Executive (HSE), violence is defined as: “Any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of their employment.”

Violence may include, but is not limited to:

- Verbal abuse, shouting, threats or intimidation
- Physical assault or attempted assault
- Harassment, including racial or sexual harassment
- Damage to personal belongings that causes fear or distress

4. Responsibilities

Managing Director:

- Ensures adequate resources are available to prevent and manage violence at work.
- Provides leadership and oversight of this policy.

Managers / Supervisors:

- Conduct and review violence-related risk assessments.
- Ensure employees understand workplace risks and control measures.
- Ensure incidents are reported, investigated and recorded.
- Provide appropriate support following an incident.

Employees:

- Follow company procedures and training.
- Report all incidents of violence, aggression or threats immediately.
- Avoid escalating situations and maintain personal safety at all times.

5. Preventing Violence at Work

Rayan FM will take reasonable steps to prevent violence by:

- Identifying risks through site-specific and task-specific risk assessments.
- Providing appropriate training, including conflict management and personal safety.
- Implementing control measures such as communication devices, buddy systems or site-specific protocols.
- Working with clients to mitigate known risks.

6. Recognising Early Warning Signs

Potential indicators of escalating aggression include:

- Staring or glaring
- Sweating or agitation
- Loud, excited or confrontational speech
- Fidgeting or wringing hands
- Threatening gestures

7. De-escalation Guidance

Employees should use the following techniques where safe:

- Remain calm and speak slowly.
- Avoid aggressive or confrontational body language.
- Maintain an open posture and allow personal space.
- Listen actively and show empathy.
- Avoid sudden movements or escalating the situation.

8. If You Are Threatened or Assaulted

Employees should:

- Move away or escape the situation if possible.
- Raise the alarm or shout for help.
- Call the police or ask someone to call on your behalf.
- Report the incident to your manager as soon as practicable.

9. Reporting Incidents

All incidents of violence, aggression or verbal abuse must be reported promptly using the company's Incident Report Form.

RIDDOR-reportable incidents will be notified to the HSE in accordance with legal requirements.

10. Post-Incident Support

Rayan FM will ensure appropriate support, including:

- Managerial follow-up and welfare checks
- Adjustments to duties where required
- Incident investigation and corrective actions
- Occupational health referral where appropriate
- Liaison with clients and police if required

11. Review

This policy will be reviewed annually or earlier if legislation, guidance or operational risks change.

Signed:



Siobhan Hamill

Managing Director

10/03/2026



RAYAN
FACILITIES MANAGEMENT LTD