

Aggression in the Workplace.

Richardson Rail Services Ltd.

Personal Development Specialist



Rhys Richardson, NEBOSH, GradIOSH, PWI, IRSE

RICHARDSON RAIL SERVICES LTD.

Date:	Changed by	Change/Amendment	Version
29 th Oct 23	RR	Draft Creation of document	V0.1
30 th Dec 23	RR	Added a new section and finalised the issue of use.	V1.0

Table of Contents

<i>Purpose</i>	2
<i>Scope</i>	2
<i>Comment From Our Director on Aggression</i>	2
<i>Actions to Take When Someone is Verbally or Physically Aggressive Toward Richardson Rail Staff.</i>	2
<i>Actions to Take When Our Staff Are Verbally or Physically Aggressive</i>	3

Purpose

This document outlines the actions required in situations of aggression in the workplace toward members of Richardson Rails staff.

Scope

This document applies to all areas of business operations.

Comment From Our Director on Aggression

At Richardson Rail Services Ltd, we uphold a zero-tolerance policy towards aggression or bullying within our organisation. We recognise that we are not in a school playground or compelled to be present somewhere—individuals actively choosing to be part of this industry and opting to contribute to our workplace.

In our close-knit company, where we predominantly function as a training and assessing firm, our staff goes above and beyond daily to assist others in their professional growth and career expansion. It is disheartening to see anyone, including our dedicated team, subjected to aggression, or bullying when at work.

We believe in fostering a work environment characterised by kindness and professionalism. As this organisation's leader, I commit to addressing any instances of aggression or bullying, whether directed towards my staff or originating from within. I will ensure that, where possible, the full extent of the law or relevant industry regulations is applied.

It is high time we collectively work to eradicate such behaviour from our workplace and industry. Let us all contribute to creating a culture that promotes respect, kindness, and professional conduct. Together, we can stamp out aggression and bullying for a healthier, more supportive work environment.

Actions to Take When Someone is Verbally or Physically Aggressive Toward Richardson Rail Staff.

On rare occasions, candidates may exhibit aggressive behaviour, either verbally or physically. If this happens, the member of staff from Richardson Rail Services handling the situation mustn't make it worse, intentionally or unintentionally.

The staff member should promptly inform the Managing Director, Rhys Richardson (at 07585445390) then by email, with any supporting evidence such as conversation screenshots, Video Recordings, CCTV, email trails, and provide a detailed account of what exactly happened and why they believe the candidate/client is being aggressive. If necessary, this account can also be given over the phone.

After this, the staff member should not communicate with the candidate unless the Managing Director specifically instructs them to do so, and even then, if the staff member doesn't feel comfortable, they're not required to interact with the candidate/client.

The Managing Director will review all the evidence and accounts, allowing the candidate/client to provide their version of the events. The Managing Director will decide how to proceed based on the information gathered.

The Managing Director reserves the right to refuse any future assessments for any person or company that they consider a potential risk to the safety of any Richardson Rail Services staff member or for any reason.

If a candidate/client engages in physical aggression or violence towards any member of Richardson Rail Services, full legal action will be taken without exception and possible, as will full industry-specific action (e.g. Reporting to Sentinel).

Actions to Take When Our Staff Are Verbally or Physically Aggressive

Although it has not happened in all our time of operating, nor do we believe it will happen, we appreciate and understand that it is a possibility the our staff could, at one point in time, act aggressively toward a client, other staff member or candidate and as such, did not want to exclude the possibility from this procedure document, allowing for all other persons to be aware of the requirements in the event of this happening.

If a staff member acting on behalf of Richardson Rail Services Ltd may exhibit aggressive behaviour, either verbally or physically, the person to whom this is happening mustn't make it worse, intentionally or unintentionally.

The member should promptly inform the Managing Director, Rhys Richardson (at 07585445390) then by email (rhys@richardsonrail.co.uk), with any supporting evidence such as conversation screenshots, Video Recordings, CCTV, email trails, and provide a detailed account of what exactly happened and why they believe the staff member is being aggressive. If necessary, this account can also be given over the phone; however, it is preferred to be done via email so it can be done clearly.

After this, you should not communicate with the staff member.

The Managing Director will review all the evidence and accounts, allowing the staff member to provide their version of the events.

The Managing Director will decide how to proceed based on the information gathered.

The managing Director will decide if internal discipline procedures will be required and, if so, to what extent; how much information is shared with the person who raised the grievance on how much action has been done is down to the discretion of the managing director only.

Suppose the staff member engages in physical aggression or violence towards anyone. In that case, full legal action will be supported and encouraged. As well as a full report to the relevant assurance organisations and companies as required. E.g. Sentinel / NWR.