

APPENDIX B: Health & Safety Policy

Personal Safety Guidelines



These guidelines are issued by HIVE, hereafter referred to as 'the Organisation'.

PREVENTION WHILST AWAY FROM NORMAL WORKPLACE ON BUSINESS

1. Trustees, staff or volunteers who travel on the Organisation's business should make it clear to someone (e.g. family, steering group member, neighbour etc) where they will be, how long for and how they can be contacted.
2. Trustees, staff or volunteers should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.

SECURITY WHEN HOLDING / CARRYING MONEY OR VALUABLES

3. Trustees, staff or volunteers who carry money for the Organisation have the right to be accompanied by another person.
4. Visits to the bank should not be at a regular time.
5. Under no circumstances should trustees, staff or volunteers put themselves at risk on account of the Organisation's property. If money is demanded with threats, it should be handed over.

GUIDELINES FOR PERSONAL SAFETY

6. The following Guidelines for Personal Safety are good practice recommendations aimed at improving the safety of staff and volunteers.

PERSONAL AWARENESS

There are lots of things we already do that keep us safe, but becoming more aware of our surroundings puts us in control of our environment. The following steps are recommended to the Organisation's trustees, staff and volunteers as being helpful.

WORKING IN THE FIELD

Whilst out and about:

- Trust your intuition and listen to your feelings. If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.
- Be prepared. Do you know whom to contact and what to do if a difficult situation arises?
- Be observant. Notice everything around you - exit doors, telephones, windows, sources of help. This will make you more aware of your surroundings and help you escape if you need to.
- Assess potential risks. Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, think about where you park your car and remember where you have parked it.
- Make sure you have all relevant information with you. Have you checked to see if there is a known problem with the person / people you are meeting?

- Look confident. "Walking tall" and being aware of your surroundings deters assailants.
- Never stay in a situation where you think you may be at risk. Don't feel you have to stay because of your work. You can see the client, arrange the visit or do the interview again. You can ask a colleague to come in or be with you. Don't be afraid to ask for help.
- Be aware of personal space - yours and others. Encroaching on other people's personal space can make them aggressive. If other people are too close to you and making you feel uncomfortable, ask for more space or move away.
- In buildings, don't get into lifts with people who make you feel uneasy. If you are in a lift and feel uncomfortable, get out and use the stairs, or wait for another lift. Make sure you know where the emergency button is and stand where you can reach it.
- Don't accept lifts in vehicles from people whom you have no reason to trust.
- Think about what you are wearing, can you run if you need to?

DEALING WITH AGGRESSION

If you find yourself in an aggressive situation, what can you do?

- Try to stay calm if someone is starting to get angry. Your body language, voice and response can help to defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.
- Offer an angry person a range of options from which they can choose the one they prefer. They will find it difficult to stay angry.
- Do not be aggressive back - this is how anger can escalate into violence.
- Are you the best person to deal with this situation? Going to get someone else is often helpful, particularly if they can solve a problem that you can't.
- Get on the same level as the aggressor. If they are standing, so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.
- Keep your balance and keep your distance.
- Do not touch someone who is angry.
- Don't let your escape route be blocked.
- Keep yourself between an escape route and an aggressor so you can still get away.
- If the situation is dangerous, then get away as fast as you can. Never remain alone with an actively violent person.