**Annex 8.1.14 Aggressive behaviour policy.**

The purpose of this policy is to ensure that there is an adequate safe system in place to ensure the health, safety and wellbeing of employees whose job role my put them at risk of work-related violence or aggression from members of the public or contractors.

The River Yealm Harbour Authority (RYHA) expects and requires its members of staff to behave professionally and deal with everyone in a fair and courteous manner, similarly it expects members of the public, contractors, and stakeholders to behave in a fair and courteous manner when dealing with RYHA employees, whether they are on the water, landside or in the office.

Most people visiting either the Harbour or its Office are keen to work with us and be supportive.

On rare occasions a negative attitude towards the Harbour Staff can result in aggression, verbal and or physical abuse towards a member of staff.

All members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, as a last resort, to use appropriate self-defense.

This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

* Verbal abuse – directly or via phone, written, e mail, social media
* Verbal or non- verbal intimidation
* Racial, sexual, disability, harassment
* Physical assault
* Threatening behavior or implied threat

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

If a visitor to the office or harbour behaves in an unacceptable way towards the employee, the employee will seek to resolve the situation through calm discussion and mediation and possibly distance themselves from the aggression by either moving away, if physically possible, closing glass partitions or the lower half of the office door, or in extreme cases the outer door.

If the aggression is whilst on the water, after trying to mediate with the aggressor, the employee is to distance themselves from the aggressor by moving the launch away from the other boat.

If violence is thought to be imminent or actually occurring seek immediate assistance (this may require the presence of the Police) and if possible, retreat to a safe area.

Where aggression or intimidation has occurred or is continued, or where there is an extreme act of violence, the Authority’s Chairman can either conduct or appoint an appropriate person/s to instigate an investigation board regarding the event.

After due consideration the investigating person may wish to instigate further preventative actions, take disciplinary action or the RYHA may consider a ban of the person from the premises or harbour area for a period of time, subject to review.

Acts of aggression should be recorded using the **Incident Report Form, Annex 8.1.9** along with the **Aggressive Behaviour Summary Log** shown below. Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

Once the form has been completed it should be passed to either the Harbour Master or Chairman of the RYHA, for appropriate action and recording. In all cases, when the RYHA implements this policy, they will seek to ensure fairness and consistency.

In imposing a ban, the following steps will be taken by the RYHA:

1. The person will be informed, in writing, that she/he is banned from the premises, subject to review, and what may happen if the ban is breached.
2. Their mooring license may be revoked or suspended.
3. Where an assault has taken place, a statement indicating that the matter has been reported to the police will be included, if deemed appropriate.

**Annex 8.1.14**  **Aggressive behaviour summary log**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Time** | **Staff** | **Location** | **Event summary** | **Witnesses Y/N** | **Incident log Y/N** | **Reported Y/N** |
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