

Phoenix Security (Essex) Ltd

APP 37

VIOLENCE IN THE WORKPLACE PREVENTION POLICY

1. Zero tolerance

Phoenix Security Ltd (UK) Ltd has a policy of zero tolerance for violence. If you engage in any violence in the workplace, or threaten violence in the workplace, your employment will be terminated immediately for cause. No talk of violence or joking about violence will be tolerated.

“Violence” includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities. It is the intent of this policy to ensure that everyone associated with this business, including employees and customers, never feels threatened by any employee’s actions or conduct.

2. Workplace security measures

In an effort to fulfill this commitment to a safe work environment for employees, customers, and visitors, a few simple rules have been created. These are:

Access to the company’s property is limited to those with a legitimate business interest. All employees and employee vehicles entering the property must display company identification.

All visitors and visitor vehicles must register and display identification while on the property.

3. All weapons banned

Phoenix Security Ltd (UK) Ltd specifically prohibits the possession of weapons by any employee while on company property. This ban includes keeping or transporting a weapon in a vehicle in a parking area, whether public or private. Employees are also prohibited from carrying a weapon while performing services off the company’s business premises.

Weapons include guns, knives, explosives, and other items with the potential to inflict harm. Appropriate disciplinary action, up to and including termination, will be taken against any employee who violates this policy.

4. Inspections

Desks, telephones, and computers are the property of the business. We reserve the right to enter or inspect your work area including, but not limited to, desks and computer storage disks, with or without notice.

The fax, copier, and mail systems, including e-mail, are intended for business use. Personal business should not be conducted through these systems. Under conditions approved by management, telephone conversations may be monitored and voice mail messages may be retrieved in the process of monitoring customer service.

Any private conversations overheard during such monitoring, or private messages retrieved, that constitute threats against other individuals can and will be used as the basis for termination for cause.

5. Reporting violence

It is everyone's business to prevent violence in the workplace. You can help by reporting what you see in the workplace that could indicate that a co-worker is in trouble. You are in a better position than management to know what is happening with those you work with.

You are encouraged to report any incident that may involve a violation of any of the company's policies that are designed to provide a comfortable workplace environment. Concerns may be presented to your supervisor.

All reports will be investigated and information will be kept confidential.

6. Training programs

As part of its commitment to preventing workplace violence, the company has established training programs for all employees. Training will be included as part of your orientation. Thereafter, you will be scheduled for annual refresher training during the month that you initially joined the business.

Please be advised that training is mandatory and attendance will be required. If you fail to attend training or make-up sessions, you will be subject to suspension without pay until training is completed.

7. Education offerings

In order to promote a peaceful working environment, we encourage supervisors and employees to enroll in courses to learn more about working with each other. Courses covering communication, problem solving, building effective working relationships, stress management, and related or similar course topics are supported by tuition

reimbursement, offered by our training department and, where appropriate, supported for attendance at outside seminars.

8. Employee assistance program

Phoenix Security Ltd (UK) Ltd provides employee advice and assistance for all full-time and part-time employees.

You are encouraged to use the service whenever you feel the need for guidance in coping with life's difficulties. If you have difficulty handling drugs or alcohol, the company can provide information on treatment. The advice is confidential to be used when you need help.

9. Improvements

If you have suggestions for ways to improve the safety and security at work, please pass them along to a team member or phone a Director.

10 Incident management

In the event of a major workplace incident that affects, or has the potential to affect, the mental health of our workforce, we will provide initial counseling and support services to you and your immediate family members.

As the crisis passes and support systems are put into place for individuals affected by the incident, the company will make every effort to return to normal business operations.

A reasonable effort will be made to notify employees, customers, stakeholders, and others who need to know of the status of business operations directly whenever possible. In cases where direct contact is not possible or practical, an effort will be made to communicate through the news media and other available resources.