



## MANAGING POOR BEHAVIOUR POLICY

---

## MANAGING POOR BEHAVIOUR POLICY

This Policy outlines the techniques with which to use when dealing with violent or threatening behaviour and how it can successfully be tackled using standard risk management techniques.

The Health and Safety at Work etc. Act 1974 places a duty on Mount Cook to ensure, so far as is reasonably practicable, the health and safety of its employees at work. This includes taking steps to make sure they do not suffer violence, abuse or stress-related illness as a result of their work. This statutory regime supplements the 'common law' obligations on Mount Cook to provide reasonably safe working environments for its employees. Mount Cook also have a specific duty under the Management of Health and Safety at Work Regulations 1999 to undertake risk assessments that seek to identify and eliminate or reduce risks to their employees' health, safety and welfare.

Mount Cook has a duty of care to all its guests, visitors and contractors during their time on the premises and as such Mount Cook should take every reasonable step to ensure all poor behaviour is challenged.

Violence and assaults on staff, in addition to the stress arising from working in environments where the fear of violence and assaults exists, are both examples of risks to employees' health, safety and welfare which must be assessed and controlled. Therefore, we must consider:

- consider the risk of violence and assault on members of staff and guests,
- consider the risk of stress which arises from working in fear of violence or assault;
- take steps to remove these risks; or, where removal of the risks is not possible,
- reduce the risks by any necessary changes in working practices or by introducing appropriate protective or supportive measures.

It is not the purpose of this policy to consider the risk of violence towards staff which may come from outside the Centre, e.g. from intruders to the Centre premises. The primary concern here is to examine ways of addressing violent behaviour which may exist within the Centre, whether this is directed towards staff, pupils or visitors.

A behaviour risk assessment should be considered where a guest/visitor/contractors/staff conduct poses a demonstrable and ongoing risk to the health, safety and wellbeing of other guests or staff, and where implementation of other group management and handling difficult situations training appears to have had little or no remedial effect.

One way in which this can be achieved is by the use of 'trigger points' within the Managing Poor Behaviour Risk Assessment. Possible 'triggers' for the deployment of a behaviour risk assessment might be:

- in the event of person carrying out – or threatening to carry out - any form of physical assault, whether in or out of the Centre grounds; or

Owner: Steve Turner

Date for Review: Feb 2020

File Path: Z:\Mount Cook Policies\MCAC - Managing Poor Behaviour Policy.docx

- where someone is found to be carrying a weapon, or threatens to bring a weapon into the Centre – such as a knife, ball-bearing gun etc,

Such triggers would constitute indisputable grounds for further action. Evaluating the potential health and safety risks of other forms of behaviour, however, might require a more detailed analysis of the situation before further action could be authorised.

All accidents and injuries should be reported, no matter how trivial they might appear. This is as true of verbal abuse as it is of physical assault, as the psychological harm which can follow such incidents can lead to very real illness and mental distress for those who are unfortunate enough to experience them.

Additionally, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) require that employers must inform the HSE of the following:

- all accidents to employees resulting in deaths or “major injuries” and all accidents which result in an employee being off work due to injuries for more than three days (referred to as “over-three-day injuries” and
- all accidents to non-employees which result in them being killed or taken to hospital and which are connected with work.

The definition of accidents includes assaults so that injuries resulting from assaults are also reportable

Following any incident involving violence or assault, risk assessments should also be reviewed in the light of the incident, to identify whether additional measures are necessary.

The Managing Poor Behavior Risk Assessment can be used on an individual basis and can be applied to any situation in which deemed necessary by Mount Cook Staff. These Risk Assessments can be used to evaluate company procedures and policies in the future to ensure all reasonable steps have been taken to mitigate the impacts of poor behavior to the operations within Mount Cook.

This policy will be reviewed annually.



**Steve Turner**  
Chief Executive Officer  
Mount Cook Adventure Centre