Te Awamutu Bible Chapel (TABC)

Aggravated Conflict Management

# Policy Statement

Workers are to understand how to protect themselves if a situation, beyond their control, arises.

# Responsibilities

# The [Manager or Designated Person] is Responsible for:

* Ensuring workers are aware that this kind of behavior will not be tolerated, and they are to feel that their safety and health is paramount to the TABC
* Taking reasonably practicable steps to ensure workers are aware of what to do to protect themselves should the need arise
* Providing assistance as required at the time of an incident and during rehabilitation, as required

# Workers are Responsible for:

* Ensuring their own actions or inactions do not harm themselves or others
* Being aware of policy and who to gain assistance from when required
* Providing information if they feel unsafe with any client or at any client premises
* Reporting any incident that occurs and completing incident forms for the H&S register and advising the [Manager or Designated Person] as soon as practicable

# Information for Workers

Workers are not expected to take verbal or physical abuse from any person. If a situation arises within the workplace boundaries, you are to follow the procedures outlined below:

* Remove yourself from the incident and get into a safe position; and/or
* Call for help; and/or
* Call 111 for Police assistance (or ambulance if required); and/or
* Phone the office and advise the situation, ask if any other workers can assist or are able to collect you or your car if required

# Aggravated or Armed Robbery

Be professional

* Your life and safety are worth more than money.
* Make sure that every person knows and has thought about what they would do in the event
* Follow the procedure below
* Aim to ensure the offender leaves without harming anyone.

Note: Most robberies take less than one minute.

# Procedure

* Stay calm.
* Do what you are told.
* Consider all firearms to be real and loaded.
* Carefully note the offenders' description, but don't stare.
* If it is safe, note the direction the offenders go and the vehicle description and registration number.
* As soon as the offenders leave, dial 111 and ask for Police.
* Stop people entering the area used by the offenders.
* Ask witnesses to wait until Police arrive and speak with them.

# Remember

* Don't play 'the hero'
* Don't resist
* Don't make sudden movements, talk to, or stare at the offenders
* Don't chase the offenders
* Don't touch anything the offenders may have touched.

Sources of Further Information

<http://www.victimsupport.org.nz>

<http://www.police.govt.nz/contact-us/how-report-crime>

Signed x\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_