

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 _____