**1. Purpose**

The purpose of this policy is to prevent and manage incidents of violence, aggression, and abuse in the workplace. NWF Facilities Ltd is committed to providing a safe, respectful, and supportive environment for all employees, clients, contractors, and visitors. This policy also supports our broader climate and wellbeing commitments by fostering a culture of respect and sustainability in behaviour and operations.

**2. Scope**

This policy applies to all employees, agency workers, contractors, clients, suppliers, and visitors who may be affected by workplace violence or aggression in connection with any work-related activity carried out by or on behalf of NWF Facilities Ltd.

**3. Policy Statement**

NWF Facilities Ltd has **zero tolerance** for violence or aggression in any form, whether verbal, physical, psychological, or sexual. We are committed to:

* Preventing violence in the workplace
* Protecting employees from threats, abuse, and harassment
* Providing clear procedures for responding to incidents
* Supporting victims and taking appropriate disciplinary or legal action against perpetrators
* Promoting a culture of respect, safety, and dignity
* Embedding social wellbeing and behavioural expectations into our environmental and climate-conscious culture

**4. Definitions**

**Workplace violence** includes but is not limited to:

* Verbal abuse or threatening language
* Physical assault or threats of harm
* Harassment, bullying, or intimidation
* Sexual harassment or inappropriate physical contact
* Intimidating gestures, stalking, or malicious damage to property

**5. Responsibilities**

* **Directors & Senior Management:** Ensure that effective measures are in place, and promote a violence-free culture aligned with the company’s climate, health, and safety objectives.
* **Managers & Supervisors:** Identify risks, monitor working conditions, respond to reports, and support staff appropriately.
* **All Employees:** Refrain from violent conduct, report concerns, and cooperate with investigations.
* **Relevant Manager or Health & Safety Lead:** Record and investigate incidents, coordinate support for affected individuals, and maintain compliance with legislation.

**6. Risk Assessment and Prevention**

NWF Facilities Ltd will assess the risk of violence as part of its overall health and safety assessments. Preventive measures include:

* Providing conflict resolution and de-escalation training
* Ensuring lone workers have adequate support and controls
* Installing safety equipment where necessary (e.g., CCTV, alarms)
* Minimising high-risk situations through planning and supervision

**7. Reporting and Investigating Incidents**

Any act of violence or threat must be reported immediately to the relevant manager or supervisor. The process will include:

* Prompt and confidential investigation
* Support for the victim, including time off or counselling if needed
* Recording and analysing the incident
* Escalation to law enforcement if appropriate
* Disciplinary action where policy breaches are confirmed

No employee will be penalised for raising a genuine concern.

**8. Climate and Wellbeing Consideration**

Workplace violence undermines employee wellbeing and psychological safety. NWF Facilities Ltd considers respect and dignity in the workplace as vital components of a sustainable and socially responsible environment. By reducing conflict and supporting safe interactions, we also contribute to a more stable, productive, and environmentally conscious workforce culture.

**9. Training and Awareness**

All employees will receive training in:

* Workplace behaviour and code of conduct
* Conflict resolution and recognising signs of aggression
* Incident reporting procedures
* Promoting inclusive and respectful communication in line with our values

**10. Review and Monitoring**

This policy will be reviewed annually, or after any incident of workplace violence, and updated as necessary to reflect changes in legislation or best practice.

**Signed:**  
[Director’s Name]  
Managing Director  
NWF Facilities Ltd  
**Date:** 01.02.2025