

# 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 \_\_\_\_\_