



# “Violence at Work” Guidelines for Supply Chain Partners

The nature of our business is that some employees and Supply Chain Partners work in environments where they may be exposed to violence at work. The purpose of these guidelines are to inform Supply Chain Partners of the procedures Crest Nicholson has in place for preventing and dealing with violence at work, as well as our expectations of you.

The term, “Violence at Work”, is used to describe any incident in which an employee or Supply Chain Partner is abused, threatened or assaulted by either a member of the public (including our customers) or possibly a Crest Nicholson employee or another Supply Chain Partner, in circumstances arising out of the course of their work with Crest Nicholson.

This might include, but is not restricted to:

- Verbal abuse or mental abuse
- Racial/sexual harassment
- Physical attack

Crest Nicholson maintains a series of procedures that aim to:

- Assess the risk of violence in the workplace
- Apply appropriate protective measures
- Enhance awareness of handling violent situations
- Provide victims with timely and effective support.

While working with Crest Nicholson, you must observe safe working practices, and not put yourself or others at risk from a violent attack. Where we have put in place preventative measures to achieve a safer workplace, we ask that you fully co-operate. Under no circumstances will we accept threatening or violent behaviour.

## Reporting Procedure

You must report all incidents of violence in the workplace to your immediate manager or point of contact with Crest Nicholson at the first possible instance. For those Supply Chain Partners working on site, you should report the incident to the Site Manager, or if this is not possible, to the Build Manager, as well as your own line manager.

## Potentially Violent Incidents

In a potentially violent situation, you should observe the following:

- Give the aggressor plenty of space – both personal and verbal
- Keep calm and controlled. Do not raise your own voice or get aggressive
- Be aware of their and your own body language
- Make eye contact, but avoid staring
- If possible, take the confrontation to a more private area – but be accompanied by another member of staff (or security person) to make sure you do not put yourself at further risk
- Try to calm the situation down
- Back down if necessary
- Where necessary, get help and assistance

If the situation requires it, call the Police or get someone else to do so.

## Violent Incidents

If you find yourself in a violent situation, you should:

- Not put yourself in danger in order to protect company property.
- Watch your body language and situations and do not confront or be aggressive.
- Get your manager/management involved at the earliest point possible.

After the incident, you should seek assistance from your line manager or your Crest Nicholson manager immediately.

In the case of a serious incident, do not touch the scene of the incident or any materials left, and await police instructions.