

Retail staff abuse support form

8 Point Plan (to be completed by Managers)

Retail staff abuse support form sets out clear expectations of what retail staff should expect from their employer if they have been a victim of abuse or violence. The form offers a framework for consistency so that all staff, regardless of role, can be confident that they will be effectively supported if they are victim of such behaviour whilst in the workplace.

- 8) That being abused and / or assaulted in the work place will never be seen as simply 'part of the job.'
- 7) A member of the Senior Management Team appropriate to the individual who has been victimised will be informed as soon as practicable by the victims line manager. The Senior Management Team member notified must provide welfare support to the victim and review whether the incident has been reported to Merseyside Police.
- 6) A victim must never complete their own incident form or other internal reporting form following an incident. Wherever possible any reporting forms will be completed by a colleague or the victims Line Manager.
- 5) Following an incident, other staff members are responsible for collating all appropriate evidence relating to that incident .e.g. CCTV that can be produced for Merseyside Police should an investigation into that incident commence.
- 4) The victim will be offered any support by their retailer that may be through internal departments or signposting to external support agencies.
- 3) An accident at work form must be completed for all staff members that have been assaulted and submitted in accordance with internal procedures.
- 2) The Victims line manager and / or nominated member of the Senior Management Team will review the incident and share any learning points with the appropriate person(s) and / or teams / departments as appropriate.
- 1) Informing a family member of loved one that you have been abused / assaulted in the workplace can be difficult. It is important that staff keep open channels of communication with family members so they can support them at home. Line Manager must ask the victim if they would like a family member informing on their behalf. If so, the line manager is to call the family member and inform them.