



POL/014

Integrated Management System

Last Review: 12th May 25

Next review: 12th May 26

Violent/Conflict Situations Policy

H&M Security Services Ltd recognize that effective conflict management requires action at organisational and individual level. H&M Security Services Ltd conflict management policy is intended to:

- Set out the company's approach to ensuring officer and public safety.
- Provide guidelines for officers who may find themselves in a conflict or potential conflict situation.
- Document the responsibilities at each level within the company.

The duties performed by Security Officers will at times place them into conflict or potential conflict situations. The frequency and risks of such incidents will depend on a range of factors, including geographic location, physical security, exposure to the public, number of people on site, consumption of alcohol on site or premises nearby.

An assessment of these risks in the form of a risk assessment is the first control measure in managing these risks and is the responsibility of the Operations Manager responsible for the site start up to complete. The risk assessment should consider all the known risks, including conflict situations, and score each one taking into consideration the potential risk to officer and public safety. Having completed the assessment, managers will consider the options available to mitigate each risk.

For all sites H&M Security Services Ltd provide equipment that can assist with mitigating the risk for officers on site.

Communication

Communication is essential to officers working on sites. The ability to be able to escalate an issue quickly and call for assistance is a basic requirement. On all sites H&M Security Services Ltd will issue officers with a mobile phone, with Patrol Manager.

The mobile phone will allow officers to call emergency services, or H&M Security Services Ltd 24/7 control room in the event of an incident or potential incident. Officers are also required to book on and off and make regular check calls to the control room to confirm that they are on site and safe. All calls are logged on the company's Logosoft System. In the event that an officer misses a check call, this will be flagged up in the control room, who will call the officer back to make sure they are safe.

The Active Guard System has two main uses. The first is to register patrols that are logged onto a database in the control room using GPS technology. This system also provides an alarm notice if the officers miss a patrol that allows the control room to contact them and make sure they are safe.

Active Guard also offers a 'Panic Alarm' function. If the officer is involved in an incident or potential incident, he can push the panic button that will open up a mobile phone into the control room who can then monitor everything that is happening in the facility of the Active Guard.

Escalation

As soon as the control room becomes aware of a conflict or potential conflict situation, they should continue to monitor the situation and take responsibility for arranging assistance for the officer(s) involved.

This assistance can be provided from a number of sources:

- On site colleagues
- Operations Managers, Welfare Managers, and Supervisors
- Police



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It is the responsibility of the control room operator to assess the situation and initiate the appropriate response.

Training

All officers employed by H&M Security Services Ltd must have completed an approved SIA Training Course and hold an in date SIA Licence. This is confirmed through the company's HR team as part of the vetting process.

The SIA Training includes modules on conflict management and covers:

- Identifying risk
- Recognising a potential conflict situation developing
- Verbal and non-verbal communication
- Practical defensive and restraint technics

Security Officers employed by H&M Security Services Ltd can hold a range of licenses, including manned guarding, door supervision, and CCTV. Operations Managers should consider the standard of officer required based on the risk assessment for each contract.

For some sites the risk assessment will highlight the need for additional training, i.e. NHS sites where officers may be required to deal with mental health patients. On these sites the Operations Manager will consider developing a training needs analysis, that may require further specialist training, or enhanced briefing or escalation processes for officers.

Reporting

It is important that details of all conflict or potential conflict situations are reported. The report will provide a valuable record of the incident if the matter is escalated or becomes subject of legal action at a later date.

The record should be as full as possible, containing:

- The name and details of persons involved, if this is not available a full description
- The level of force used
- Details of witnesses
- Details of any injuries or damage to property

On receipt of a report the Operations Manager will assess what further action is required and reassess the risk to officers and the public on the site.

H&M Security Services ensures that this policy is understood throughout the Company and that it is reviewed at least annually to ensure its continuing suitability whilst also setting objectives to deliver continuous improvement.

The ultimate responsibility for this policy lies with the Managing Director who ensures that it is given and retains the highest of priorities. This policy and its implementation will be reviewed at least annually and updated as required.

Signed by:

A handwritten signature in black ink, appearing to read 'Ian Henderson', written over a dotted horizontal line.

Ian Henderson
Managing Director
H & M Security Services Ltd