

Workplace Violence and Threats Prevention Plan

Company: McBride Racing Limited

Effective Date: 01/01/2025

Review Date: 01/01/2026

1.1 Policy Statement & Commitment

McBride Racing Limited is committed to providing a safe and healthy work environment. We have a Zero Tolerance policy toward all forms of workplace violence, including threats, intimidation, verbal abuse, physical aggression, or property damage. A breach will be treated as a serious disciplinary matter, which may include immediate exclusion from company premises and phone systems, removal from role, suspension/dismissal from employment, termination of any contractual or business relationship, and/or criminal prosecution.

1.2 Scope

This policy applies to all employees, directors, shareholders, contractors, clients, and visitors, and covers all work-related activities and locations, including physical premises (shops, offices), the Dial-A-Bet service, company websites, any company-related communications (in person, by phone, email, or social media), company-sponsored events, and all activities related to company business.

1.3 Non-Retaliation Clause

No employee who reports an incident or concern in good faith will face reprisal or disciplinary action. Confidentiality will be maintained to the fullest extent possible, consistent with a thorough investigation.

2. Legal and Regulatory Context

Jurisdiction	Key Legislation / Authority	Primary Obligation
Republic of Ireland (ROI)	Safety, Health and Welfare at Work Act 2005 (as amended). Health and Safety Authority (HSA).	Duty to identify hazards, assess risks (including violence), and implement preventative measures to protect employees.
Northern Ireland (NI)	Health and Safety at Work (Northern Ireland) Order 1978. Health and Safety Executive for Northern Ireland (HSENI).	Duty to ensure the health, safety, and welfare at work of all employees.

3. Definitions of Workplace Violence & Threats

Workplace Violence and Threats are defined as any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work. This includes but is not limited to:

Category	Definition	Examples Relevant to McBride Racing Limited
Physical Violence	Assault, hitting, kicking, pushing, spitting, biting, throwing objects, or any other physical contact intended to cause harm.	Assault on staff by a frustrated customer in a betting shop; physical altercation between two employees (including Directors/Shareholders) in an office.
Verbal/Implied Threats	Communications (including threats) that instil fear of imminent or future harm or injury, yelling, swearing, insulting language, or abusive remarks.	Customer threatening to wait for an employee after closing; abusive language directed at Dial-A-Bet staff; an employee threatening a colleague or manager during a disciplinary hearing.
Intimidation & Harassment	Menacing gestures, stalking, destruction of company/personal property, or any persistent offensive, humiliating, or demeaning behaviour.	A customer making a threatening hand gesture; an employee using digital channels to bully a colleague.
Digital/Online Threats	Harassment or threats via email, social media, company platforms, or review sites, when work-related.	A disgruntled customer posting a personal threat against a staff member online; an employee using company systems to harass a colleague.

Crucially, this policy covers all possible interactions: Employee-Customer, Customer-Employee, and Employee-Employee (including Directors and Shareholders).

4. Risk Assessment: High-Risk Areas and Factors

Work Area/Factor	Specific Risk of Violence/Threats	Risk Mitigation Examples (Control Measures)
Betting Shops (Retail)	Robbery (high cash presence); Aggression from customers who have lost money; Lone	Time-delay safes; Minimal cash floats; High-quality CCTV coverage; Panic Buttons; Staff

	working; Frustration over Fixed Odds Betting Terminals (FOBTs).	training in conflict de-escalation.
Dial-A-Bet Service	Verbal abuse/threats over the phone; Harassment targeting an employee's personal safety.	Call recording; Clear call termination procedure for abuse; Supervision and support; Policy for tracing and reporting serious threats to the police.
Online/Digital Platforms	Threats/Harassment via email or customer service chat; Public abuse on social media related to account disputes.	Clear, immediate customer banning procedures for digital abuse; Robust digital reporting and content removal policies.
Internal (Employee-Employee)	Workplace bullying; Conflict over management decisions (by Managers/Supervisors, Directors, or Shareholders); Stress-related aggression.	Clear Grievance, Bullying, and Harassment Procedures; Training on conflict resolution; Consistent application of the Disciplinary Policy across all levels.

5. Roles and Responsibilities

Role	Responsibilities
Shareholders and Directors	Provide adequate resources, funding, and visible commitment to support the Workplace Violence and Threats Prevention Plan and its implementation.
Chief Executive Officer	Oversee the Workplace Violence and Threats Prevention Plan. Lead threat assessments, coordinate investigations, conduct program reviews, and liaise with local police and mental health professionals. If the CEO is unable to handle a matter, the Managing Director will assume responsibility.
General Management Team	Enforce the policy, ensure employees are trained, recognise and address early warning signs, and report all incidents and concerns immediately to the CEO.
Supervisors and Assistant Supervisors	Familiarise themselves with the policy, participate in all required training, and promptly report any threats, suspicious behaviour, or violent acts.

6: Threat Protocol: Reporting and Triage

6.1 Reporting Procedures

Scenario	Action by Employee	Internal Contact
Imminent Danger (Active Violence/Robbery)	1. Call 9-9-9 (NI and ROI Emergency) or 1-1-2 (ROI Only Emergency) immediately. 2. Activate alarm/security alert system. 3. Follow Run, Hide, Fight procedures (see Section 6.2).	Contact Call Centre (if safe to do so) Freephone: 08000 77 30 77 (NI) or 1800 77 30 77 (ROI) WhatsApp: 075 10 202 202 (NI) or 0044 7510 202 202 (ROI) Contact CEO or Managing Director (if safe to do so)
Non-Imminent Threat / Concerning Behaviour	Report immediately to the most accessible contact: Supervisor, Manager, CEO, Managing Director Document all details (who, what, when, verbatim quotes).	Contact Call Centre Freephone: 08000 77 30 77 (NI) or 1800 77 30 77 (ROI) WhatsApp: 075 10 202 202 (NI) or 0044 7510 202 202 (ROI) Contact CEO or Managing Director

6.2 Emergency Response: Active Violence (Run, Hide, Fight)

Step	Action
RUN (Evacuate)	If there is a safe and accessible escape route, leave immediately. Do not stop to gather belongings. Notify others to leave.
HIDE (Shelter)	If you cannot run, hide in a secure area. Lock and barricade the door. Turn off lights, silence phones, and remain quiet.
FIGHT (Confront)	As an absolute last resort, if your life is in imminent danger, act aggressively. Throw objects, use weapons of opportunity, and commit to incapacitating the attacker.

6.3 Threat Assessment

When a non-imminent threat or concerning behaviour is reported, these steps will be followed:

1. Triage: Determine if the threat is immediate or planned. If immediate, elevate to Emergency.

2. Information Gathering: Collect data through interviews, review of records, and consultation with relevant parties..

3. Risk Analysis: Assess the subject's Intent (motivation), Capability (access to means/weapons), and Context (stressors/history).

4. Risk Rating & Intervention: Assign a risk level (Low, Medium, or High) to determine the necessary intervention.

6.4 Immediate Response

- Prioritise Safety: The employee's safety is the immediate priority.
- Secure Area: If an incident results in injury, the area must be secured and preserved for investigation (if involving Gardai/PSNI).
- Medical Aid: Ensure the injured party receives immediate medical attention.

6.5 Law Enforcement Contact

- All robberies, physical assaults, or explicit threats of serious harm must be reported immediately to An Garda Síochána (RoI) or the Police Service of Northern Ireland (PSNI).
- The designated officer will cooperate fully with the authorities and ensure all CCTV footage and documentation are provided.

6.6 Support and Review

- The immediate manager/supervisor must meet with the affected employee to offer support.
- A formal review of the incident must be completed.

7: Hazard Prevention and Control

7.1 Training and Instruction

Audience	Training Frequency	Topics
Supervisors / Asst. Supervisors	Annually	Policy awareness, recognising aggression related to gambling loss/dispute, de-escalation techniques, and emergency response procedures.
General Management Team	Annually (Specialised)	Incident investigation, threat assessment principles, policy enforcement, and employee support.

Chief Executive Officer	Ongoing	Specialised threat assessment models, liaison protocols, and physical security measures.
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8. Physical and Administrative Controls

Engineering Controls: Cash-protection measures (e.g., secured tills, limited cash on hand), secure reception areas, video surveillance, alarm systems, and good Lighting.

Administrative Controls: Working alone procedures (e.g., checks on staff working alone), clear cash-handling policies, and clear signage regarding aggressive behaviour and zero-tolerance policy.

9. Review and Monitoring

This Workplace Violence and Threats Prevention Plan and the associated Risk Assessments will be formally reviewed:

- Annually, or when there is a significant change in legislation or work practices (e.g., new product offerings, extended opening hours).
- Following any serious incident of workplace violence or aggression.
- Following feedback from employees, customers or official bodies..

Employees will be consulted on the development and review of this policy and all control measures.

Date of Issue: 01/01/2025

McBride Racing Limited