

	<h2 style="text-align: center;">Violent Major Incident Risk Assessment</h2>
At Risk:	Colleagues, customers, visitors, contractors , property
What is Terrorism	<p>“Terrorism” means the use or threat of action which is designed to influence the government or an international governmental organisation or to intimidate the public or a section of the public. The threat needs to be made for the purpose of advancing a political, religious, racial or ideological cause. The action includes serious violence against a person, involves serious damage to property, endangers a person’s life, other than that of the person committing the action or creates a serious risk to the health or safety of the public or a section of the public.</p>
Factors contributing to risk	Control Measures
Political and socio-economical situation	Monthly review Government Security Threat Level and utilise status to determine appropriateness of business response
Store Location	<p>High risk sites are identified by the Shrinkage and Compliance Team who provide support to stores via training and advice. High Risk sites are determined using a number of factors including</p> <ul style="list-style-type: none"> • Proximity to key buildings including transport links • Location in city centres • Local intelligence • Previous experience • Key national events <p>Major Incidents involving suspected terrorism are reported to Shrinkage and Compliance 0845 600 4643 / 0044 845 600 4643 (ROI) option 1 for serious incident. The PRIME reporting system is used to record all suspect and actual incidents regardless of injury or damage.</p>
Site Layout	Site layouts are reviewed and areas of possible harbourage for potential assailants / devices identified. Use of CCTV to be optimised to cover vulnerable areas including rear yards and car parks used for customer collections. Returns rooms to be utilised in every possibility in Northern Ireland (see returns policy).
Inability to contact colleagues	Information pertaining to colleagues working specifically within areas classified as “High Risk” will include the following <ul style="list-style-type: none"> • Emergency Contact Details • Colleague Rota • Colleague contact details • Journey to work
Lack of Major Incident Awareness amongst store teams.	Training in the procedures and actions to take in the event of threats of terrorism is undertaken by Managers located in identified High Risk Areas supported by published “in the event of a major incident” procedures on the Intranet. HUB Messages are also sent to stores following heightened activity/ PEAK trading periods or incidents directly or indirectly impacting the business. All colleagues complete the <i>All Business Areas: In the Event of a Terrorist Attack</i> module on OPENdoor.

Factors contributing to risk	Control Measures
No Business Response	Representatives from all business areas are represented on the Crisis Management Team which is invoked when any violent major incident impacts on colleagues or the business. It is the role of the CMT to manage the business response including statements to the media.
Poor post incident support	<p>Major Incident information is available on MyStore / Shrinkage & Compliance. Major Incidents are reported 0845 600 4643 / 0044 845 600 4643 (ROI).</p> <p>A collaborative, immediate response by relevant field teams will determine the most appropriate response for individuals involved in a violent major incident.</p> <p>Support available following a referral by HRBP to Occupational Health provider (Medigold) for colleagues involved in traumatic incidents, the Police will provide referrals through Victim Support.</p>
Lack of awareness of shop floor conditions	Management teams are required to conduct daily floor walks (in line with Daily Health & Safety Checklists) and report anything they deem suspicious through to the Police and the Shrinkage and Compliance team (this can include written threats as well as suspect packages).
Lack of driver safety advice	<p>Guidance provided to colleagues on the intranet and the Company Car Drivers Handbook contains further advice.</p> <p>Handbook is available from me@work</p>

Argos risk assessment originally produced June 2013 by Abigail Miller CMCIEH CMIOSH, Group Health & Safety Manager in consultation with Argos Health and Safety Champions and the Health and Safety Advisors.

Reviewed Annually

Last reviewed December 2016 by Andy Leigh, Southern Health & Safety Manager and the Health & Safety Team



Violent Major Incident Action Plan

Store Number	Store Name				
1. Items requiring action at store	2. ✓ or X to indicate whether controls are in place or write N/A where not applicable	3. If ✓ write what is in place If X write what you intend to do if N/A explain why THIS COLUMN MUST BE COMPLETED	4. If X in column 2. Action by whom by when ONLY COMPLETE IF X IN COLUMN 2	5. If X in column 2. Date Complete	6. Managers Signature on completion
1. Store manager to read the Violent Major Incident risk assessment. In column 3 confirm date read.					
2. Ensure any concerns regarding Violent Major Incidents are raised with the Shrinkage & Compliance team. In column 3 confirm action taken.					
3. Review the external site layout. In column 3 confirm there are no issues with harbourage for potential attacker's whilst opening and closing the store; detail the action you are taking and ensure any issues regarding violence and any concerns about processes and procedures that may trigger violent incidents are raised with Shrinkage and Compliance.					
4. Ensure Major Incident helpline 0845 600 4643 / 0044 845 600 4643 (ROI) is displayed visibly in store. In column 3 confirm action taken.					
5. Brief all colleagues', duty managers and key holders. In column 3 confirm the date all have been briefed					

1. Items requiring action at store	2. \checkmark or X to indicate whether controls are in place or write N/A where not applicable	3. If \checkmark write what is in place If X write what you intend to do if N/A explain why THIS COLUMN MUST BE COMPLETED	4. If X in column 2. Action by whom by when ONLY COMPLETE IF X IN COLUMN 2	5. If X in column 2. Date Complete	6. Managers Signature on completion
6. Review your CCTV coverage. In column 3 confirm date checked, all vulnerable areas are covered and the CCTV is in full working order and Management know how to burn/record data or detail the action you are taking.					
7. Review the Daily checks and the action plan. In column 3 confirm they have all been completed for the last month or detail the actions you intend to take.					
8. Confirm in column 3 that all colleagues have completed the All Business Areas: In the Event of a Terrorist Attack module on OPENdoor or detail the actions you intend to take.					
9. Review the Major Incident information provided by Shrinkage & Compliance (found on My Store > operations > Shrinkage & Compliance > S&C Crime and Risk tile and then in the 'what if' section). In column 3 confirm all Duty Managers and management are aware of this information.					
Compiled by Store Manager – Name	Signature			Date	
Reviewed by Store Health and Safety Champion – Name	Signature			Date	

Violent Major Incident Briefing document

All Colleagues

Lone working

The following arrangements have been made for lone working i.e. where an individual is working in an area without regular contact with colleagues

Manager to insert local information

Duty managers

Reporting of violent incidents

All violent incidents must be reported to Shrinkage and Compliance and log any incidents resulting in injury on the accident reporting system.

Serious incident plan

All major incidents are to be reported to Group Profit Protection on **0845 600 4643 / 0044 845 600 4643 (ROI)**.

Support for colleagues in event of serious incident

Trauma counselling is available to support colleagues in the in the event of a serious incident or accident and can be obtained through the HRBP.

Bullying and harassment policy

Familiarise yourself with the company bullying and harassment policy available on me@work

CCTV Copying from Hard Drive

Please advise the store manager if you are unfamiliar with copying from the hard drive so you can be shown how to.

Key holders

Opening and Closing Procedures

Familiarise yourself with the store specific Opening and closing procedure.