

PENRYN COLLEGE

**SAFE WORKING PROCEDURES
STAFF DEALING WITH PUBLIC**

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Penryn College

SAFE WORKING PROCEDURES

Staff dealing with public

| Do | Do Not |
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| <p>Be aware of non-verbal communication - signs of tensions, raised voices, signs of alcohol/drug use</p> <p>Behave in a non-confrontational and polite way, keep your voice steady, look into the person's eyes</p> <p>Ensure good customer care at all times</p> <p>Ensure you listen to customers</p> <p>Be aware of your surroundings - try to ensure there are no potential weapons/missiles</p> <p>Be aware of the nearest member of staff - ensure you check frequently that they are present</p> <p>Report all incidents to your line manager</p> <p>Ensure you are familiar with school policies</p> <p>Procedure for raising alarm:</p> <ol style="list-style-type: none">1. Leave the area2. Contact the nearest member of staff3. Call the police | <p>Continue if you feel at risk - end the conversation and leave the area</p> <p>Place yourself near or access the area if you think there is a risk present</p> |