

# Aggression or Threatening Behaviour (Physical/Verbal)

• Stay calm • Report



## 1 Remove yourself and others from immediate danger (if safe to do so)

- ✗ Do not try to argue or to negotiate.
- ✗ Do not take risks. Don't try to disarm or struggle with the person.

## 2 Ensure the safety of staff, students and others

## 3 Observe the aggressor for

- physical features and clothing worn
- distinguishing features, including voice or tattoos
- any weapons
- anything touched or taken
- escape route, vehicle.

## 4 Report

When able, **DIAL 0800 823 637 for UC Security** and state **"AGGRESSION"**, giving your exact location and details of events.

- ✓ If possible, do this out of hearing or visual sight of the aggressive person.

### When reporting the incident to UC Security

- ✓ State if medical assistance is required.
- ✓ State if the incident involves staff, students, visitors or others (if known).

## 5 Record the event

- ✓ Write down all you observed.

**AGGRESSION OR THREATENING BEHAVIOUR**