

Imperial College Union

No Violence Policy

A paper by the Deputy President (Finance & Services)

Violence in society can be an issue in a licensed premises. Given this it is always best to try and prevent conflict wherever possible in order to prevent violent or disorderly situations from occurring.

Imperial College Union recognises that violence comes in many guises and can be directed towards management, bar staff, the fabric of the venue or the customers. It can be connected to numerous things ranging from organised violence to excessive drinking or just sheer bloody mindedness. Some but not all causes can be within our control. A bar is more likely to have problems with violence if:

- It is dirty, uncomfortable or uncared for
- Furniture is tatty or broken
- Low standards of dress and behaviour are tolerated
- Understaffed or lacking in supervision
- Slow service
- Unfriendly badly trained staff
- Has underage drinking or drug use taking place
- Has illegal betting or gambling taking place
- Excessive drinking is encouraged
- Lighting too low/harsh
- Pool tables poorly controlled
- Has a gender imbalance amongst customers
- Difficult situations such as closing times are badly handled

The above are generally accepted to be prime contributors to conflict and disorder and can often be attributed to clumsy handling of a situation by staff.

Imperial College Union acknowledges that violence is unpredictable and sometimes cannot be prevented but by paying attention to dealing with the issues above effectively then the likelihood of conflict and disorder happening will be reduced.

All Imperial College Union staff shall endeavour to:

- Keep calm but be decisive
- Keep control; of your own feelings and emotions
- Try not to react if provoked
- Try to find out what the problem is, encourage people to talk and listen
- Keep some physical distance between yourselves and the trouble makers
- Try and take troublemakers to one side when trying to talk to them to separate them from their audience
- Try and identify someone within the group who may be more receptive to helping diffuse the situation

All Imperial College Union staff shall not:

- Threaten violence or otherwise
- Force the offenders to lose face or ridicule or embarrass them
- Do not follow them outside once they have left the building as you are much more likely to be assaulted.

If despite all of the above the situation gets becomes uncontrollable then Imperial College Union staff shall contact the police and college security. Once the situation has been dealt with an incident report must be completed.

All cases for Imperial College members will then be referred to Imperial College Union, and/or Imperial College disciplinary procedures (subject to the Union President or his or her delegate as per the Imperial College Union Constitution). In the event of the offence being caused by non Imperial College members, then they shall immediately be banned from the premises and prosecution shall be sought.