

Charworth Ltd - Conflict Management Policy

Applies To: All employees, contractors, and agency staff within [Supermarket Name].

1. Purpose

This policy sets out the supermarket's approach to preventing, managing, and resolving conflicts in the workplace, including disputes between staff, and conflicts involving customers. It aims to:

- Promote a safe and respectful environment.
- Reduce risks of violence and aggression.
- Ensure compliance with the Health and Safety at Work Act 1974, Employment Rights Act 1996, and Equality Act 2010.

2. Scope

This Policy applies to:

1. All employees (full-time, part-time, temporary).
2. Customer-facing and non-customer-facing roles.
3. Incidents occurring on supermarket premises or during work-related activities.

3. Definitions

Conflict: Any disagreement or dispute between individuals or groups.

Work-related violence: Any incident where an employee is abused, threatened, or assaulted in circumstances relating to their work (as defined by HSE). [btbl.co.uk]

4. Principles

- Fairness & Transparency: All parties treated equally.
- Early Resolution: Encourage informal resolution before escalation.
- Confidentiality: Information handled sensitively.
- Zero Tolerance: Violence, abuse, or harassment will not be tolerated.

5. Responsibilities

Managers: Ensure staff understand this policy, conduct risk assessments, and provide training.

Employees: Follow procedures, report incidents promptly.

HR: Oversee formal resolution processes and maintain records.

6. Procedures

6.1 Informal Resolution

Employees should attempt to resolve minor disputes through direct discussion.

Supervisors may facilitate mediation where appropriate.

6.2 Formal Resolution

If informal steps fail, employees may submit a written complaint to their line manager or HR.

HR will investigate within 10 working days, interviewing all parties.

Outcomes may include mediation, training, or disciplinary action.

6.3 Customer Conflict

Staff must follow de-escalation techniques (active listening, calm tone, non-threatening body language). [\[ikontraining.co.uk\]](http://ikontraining.co.uk)

If aggression escalates, withdraw safely and seek security or police assistance.

All incidents will be logged in the Incident Report System.

7. Violence & Abuse Prevention

We will conduct risk assessments for high-risk areas (e.g., alcohol aisles, checkout).

We will provide conflict management training (HSE INDG423 guidance). [\[dynamis.training\]](http://dynamis.training)

We will display signage stating zero tolerance for abuse.

We will offer post-incident support (counselling, time off).

8. Monitoring & Review

This Policy reviewed annually or after serious incidents.

Store Managers will analyse Incident data to identify trends and improve prevention measures.

Charworth Ltd Policy on Alcohol Related Domestic Violence/Abuse

Alcohol retailers in England and Wales cannot directly control what happens after a sale, but we do have a role in reducing risks linked to domestic violence by promoting responsible retailing and supporting wider safeguarding efforts. Here are the practical steps based on statutory guidance, industry best practice, and harm-reduction strategies:

Overview: We understand the Link Between Alcohol and Domestic Abuse

Alcohol does not cause domestic abuse, but it can increase severity and frequency of violent incidents by lowering inhibitions and escalating aggression. Around 38% of domestic violence incidents involve alcohol or drugs in England and Wales [Institute of Alcohol Studies].

Abusers may use alcohol as a tool for control (e.g., withholding alcohol or forcing drinking) or as an excuse for violence. So Charworth Ltd will...

1. Train Staff to Spot Warning Signs

Include domestic abuse awareness in staff training, alongside Challenge 25 and refusal protocols. We will train staff to:

- Recognize signs of intoxication and refuse service where necessary.
- Be alert to coercive purchasing (e.g., one person pressuring another to buy alcohol).
- Use resources like the Retail Alcohol Standards Group guidance and Community Alcohol Partnerships e-learning for responsible retailing.

2. Promote Responsible Sales

- Enforce Challenge 25 and refusal of sales to intoxicated persons (a legal requirement under the Licensing Act 2003).
- Avoid promotions that encourage excessive consumption.
- Limit bulk discounts and not stock high-strength products.

3. Provide Visible Support Information

- Display helpline numbers and QR codes for domestic abuse and alcohol support services (e.g., National Domestic Abuse Helpline, Alcohol Change UK).
- Include these on receipts, posters near tills, and delivery packaging for online sales.

4. Collaborate with Local Authorities and Police

- Engage with local licensing officers, Community Alcohol Partnerships, and Domestic Abuse forums including membership of the Safer Medway Partnership.
- Share intelligence on suspicious patterns (e.g., repeat high-volume purchases linked to coercion or harm).

5. Support Staff Experiencing Abuse

Retailers as employers should have HR policies for domestic abuse, offering confidential support and signposting to specialist services. This is increasingly seen as part of corporate social responsibility.

6. Encourage Multi-Agency Working

Domestic Abuse Act 2021 promotes multi-agency safeguarding. We will contribute by:

- Participating in local crime reduction partnerships e.g. Safer Medway Partnership
- Supporting awareness campaigns during high-risk periods (e.g., Christmas, major sporting events).