



# Standard Operating Procedure (SOP) Managing Violence and Aggression, Including Lockdown and Emergency Evacuation Plans and Testing

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Managing Violence and Aggression including Lockdown and  
Evacuation Plans.

# Contents

Purpose .....	3
Responsibilities .....	3
Procedure .....	3
Emergency Evacuation Procedures.....	4
Version Control.....	5

# Managing Violence and Aggression including Lockdown and Evacuation Plans.

## Purpose

The purpose of this SOP is to outline the procedures for managing violence and aggression within the organisation, including protocols for lockdown and emergency evacuation. This SOP also covers the regular testing and training required to ensure all staff are prepared to handle such situations effectively.

## Scope

This SOP applies to all employees, contractors, visitors, and any other individuals on the premises.

## Definitions

**Violence:** Any act of physical force or power, threatened or actual, that results in or has a high likelihood of resulting in harm, injury, psychological trauma, or death.

**Aggression:** Hostile or violent behaviour or attitudes towards others.

**Lockdown:** A protocol used to protect individuals by keeping them inside a building or area during a potential or active threat.

**Emergency Evacuation:** The organised, phased, and supervised withdrawal of people from dangerous or potentially dangerous areas.

## Responsibilities

**Security Personnel:** Responsible for monitoring threats, initiating lockdown or evacuation procedures, and managing the situation until law enforcement arrives.

**Management:** Responsible for decision-making during an incident, including initiating lockdown or evacuation, and communicating with staff and emergency services.

**Employees:** Responsible for following the procedures outlined in this SOP and attending all required training sessions.

## Procedure

### Prevention and Preparation

**Training:** Regular training on de-escalation techniques, recognising signs of potential violence, and the procedures for lockdown and evacuation.

**Environmental Design:** Implementing design features to enhance security, such as controlled access points, surveillance systems, and secure areas.

**Risk Assessment:** Conduct regular risk assessments to identify potential sources of violence and aggression within the workplace.

### Recognising and Responding to Violence and Aggression

**Identifying Signs:** Be aware of warning signs such as verbal threats, aggressive body language, or the presence of weapons.

# Managing Violence and Aggression including Lockdown and Evacuation Plans.

**Immediate Action:** If violence or aggression is observed, employees should:

**Alert Security:** Notify security personnel or management immediately.

**De-escalate (if safe):** Attempt to calm the individual using non-confrontational language and behaviour.

**Seek Safety:** If unable to de-escalate, seek safety in a secure area.

## Lockdown Procedures

**Initiating a Lockdown:**

**Trigger:** The lockdown may be initiated by security personnel or management upon recognising a credible threat.

**Communication:** A clear and concise message should be broadcast to all areas, indicating that a lockdown is in effect.

**Securing Areas:**

Lock doors and windows.

Turn off lights and remain silent.

Hide in a secure area away from doors and windows.

**Communication During Lockdown:**

Use phones only for emergency communication.

Follow updates from security personnel or management.

## Emergency Evacuation Procedures

### Initiating an Evacuation:

**Trigger:** The evacuation may be initiated when it is determined that remaining in the building is more dangerous than leaving.

**Communication:** A clear message should be broadcast indicating that an evacuation is required.

### Evacuation Process:

Calmly and quickly exit the building using the nearest safe exit.

Assist individuals with disabilities or those who need help.

Move to the designated assembly point.

### Post-Evacuation:

**Headcount:** Conduct a headcount to ensure all personnel are accounted for.

**Further Instructions:** Await further instructions from emergency services or management.

# Managing Violence and Aggression including Lockdown and Evacuation Plans.

## Coordination with Emergency Services

**Notification:** Immediately notify local police force or emergency services when a violent or aggressive incident occurs.

**Collaboration:** Provide all necessary information to emergency services and assist them as required during the incident.

## Testing and Drills

**Regular Drills:** Conduct lockdown and evacuation drills at least twice a year to ensure all staff are familiar with procedures.

**Scenario Testing:** Run scenario-based training sessions to simulate different types of violent or aggressive incidents.

**Review and Feedback:** After each drill or real incident, conduct a review to identify areas for improvement. Update the SOP accordingly.

## Post-Incident Procedures

**Debriefing:** Hold a debriefing session with all involved parties to discuss the incident and response.

**Support Services:** Provide access to counselling and support services for employees affected by the incident.

**Reporting:** Document the incident thoroughly, including actions taken and lessons learned.

## Review and Updates

This SOP should be reviewed annually or after any significant incident or drill to ensure it remains effective and up to date. Changes should be communicated to all employees and included in future training sessions.

## Conclusion

The safety and security of all individuals on the premises are of paramount importance. Adherence to this SOP will help to manage violence and aggression effectively, ensuring a safe environment for everyone.

## Version Control

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