

# Zero Tolerance

RESPONSIBLE COMMITTEE: P&F

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*This is a policy/procedure document of Saltash Town Council to be followed by both Council Members and Employees.*

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## **Saltash Town Council**

### **Zero Tolerance Policy**

Saltash Town Council has introduced a zero tolerance initiative to address the issue of violence, aggression and unacceptable behaviour directed towards Council employees. The Council is delivering a clear message to the public that violence and aggression towards any Saltash Town Council employee is unacceptable.

#### **Violence and aggression at work**

1. Violence and aggression at work is defined as any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.
2. Physical assault is defined as the intentional application of force from one person to another, without lawful justification, resulting in physical injury, personal discomfort or damage to property.
3. Non-physical assault is defined as the use of inappropriate words (including, but not exclusively, verbal/written/social media) or behaviour causing alarm, distress and/or constituting harassment.
4. Persistent unacceptable behaviour is defined as referring to behaviour both within one contact and/or a number of separate contacts over an undefined period (this includes telephone contact).

#### **Zero tolerance**

Saltash Town Council will not accept or tolerate any violence or aggression towards its employees and any such act/behaviour towards its employees and any such act/behaviour will result in appropriate action or sanctions.

#### **Guidance**

For certain individuals that use the council services, individual risk assessments may need to be undertaken where necessary.