

ZERO TOLERANCE

When to report an incident and use the Zero Tolerance postcard

The tolerated levels of abuse are very different across the various Aberdeenshire workplaces. What would be classed as acceptable in one workplace may not be tolerated in another. This is because it is up to each individual to determine when they feel uncomfortable and threatened in a situation. Most employees will have already been given guidance from their line manager on how to deal with difficult situations. The postcard should be used if an attempt has been made to calm the situation first using the standard advice and guidance. If this fails then a postcard can be handed over or left in the place where the incident occurred and the employee should walk away. It is very important that the employee involved in any incident, minor or otherwise, reports the incident to their line manager. Legally all serious incidents MUST be reported.

This policy and practice covers all incidents connected with the work environment and need to consider where and when violent incidents happen, we need to be careful not to restrict the definition to only cover the work base. Homes, cars, etc, also need to be included if there was a connection to the work environment.

We need to stress the importance to employees that dealing with violence in workplaces is as much their own responsibility as their Line Managers and, ultimately, Aberdeenshire Council.

The following is a precise definition of what is legally required to be recorded when dealing with violent incidents.

A violent incident:

- Consists of verbal, psychological, physical or threatening behaviour
- Is perceived by the staff member to adversely affect their well-being or safety
- Arises out of or in connection with your work
- Is an issue for you and your organisation
- May involve any of the following people:
 - Colleagues
 - Customers
 - Visitors

