

Appendix B – Zero Tolerance Pledge

Everyone has a right to a safe and respectful environment.

We are committed to a zero tolerance approach in relation to any sort of behaviour or language, oral or written, that may cause employees to feel afraid, threatened or abused.

This includes:

- Threatening or intimidating behaviour
- Personal verbal abuse
- Derogatory remarks and rudeness
- Inflammatory statements
- Unsubstantiated allegations
- Any abuse or negative comments related to a protected characteristic under the Equality Act (2010). This includes both verbal and non-verbal behaviours such as comments, snubs or inappropriate questions that negatively target aspects of a person's identity or create hostility

We also have a duty of care towards members of the public that come onto our premises. On occasion, the nature of citizens' behaviour may compromise this duty. The following types of behaviours also fall within the zero tolerance category; however, this is not an exhaustive list:

- Behaviour which is distressing towards other citizens while on Council premises
- Damage to Council property
- Disruptive physical behaviour that prevents the efficient and effective delivery of services to other citizens. This category includes such behaviours as:
 - being noticeably under the influence of alcohol and/or drugs
 - distressing other customers, even if there is not felt to be a risk of actual violence
 - inappropriate behaviours
 - refusing to leave premises when formally requested to do so

Please be mindful of your behaviour and language when communicating with our employees. We reserve the right to immediately cease communication in cases where such behaviour is displayed.

We hope that you welcome our zero tolerance approach, which is in place to protect the interests of our employees as well as the citizens and communities we serve.