

## **ZERO TOLERANCE POLICY**

### **1.0 Introduction**

- 1.1 Arhag has a duty of care to provide a safe and civil working environment for staff, tenants and visitors to our premises.
- 1.2 Any unacceptable behaviour towards staff, tenants or anyone at our premises will not be tolerated. We will without exception take action against anyone who behaves in an unacceptable manner.

We consider unacceptable behaviour any form of behaviour that is:

- Demeaning
- Derogatory
- Abusive
- Aggressive
- Threatening
- Intimidating
- Violent
- Related to drug and/or alcohol abuse

- 1.3 Any person who behaves unlawfully will be reported to the police and we will seek the maximum penalties available. We will prosecute anyone who commits a criminal act against our workforce, property or assets.

### **2.0 Legal Framework/Related Policies and Procedures**

- 2.1 The following policies and procedures apply to unacceptable behaviour and should be referred to for further information
- Health and Safety Policy
  - Risk Assessment Procedure
  - Incident and Accident Reporting Procedure

### **3.0 Policy Statement**

- 3.1 We are committed to ensuring that all members of our workforce are able to carry out their work in a safe and civil environment.
- 3.2 As an organisation we will not tolerate any demeaning, derogatory, abusive, aggressive, threatening or intimidating behaviour toward our personnel, tenants or anyone at our premises.
- 3.3 We deem this sort of behaviour totally unacceptable and anybody that behaves in this way will not be served by us and will be asked to stop the behaviour immediately or to leave our premises.
- 3.4 Our policy is one of zero tolerance and a single act of unacceptable behaviour will trigger sanctions as listed under 4.0 below.
- 3.5 Our commitment is to the health and safety of our personnel, tenants and others at our premises. We consider all persons to be strictly liable for their actions and will not tolerate unacceptable behaviour under any circumstances.
- 3.6 Our workforce will receive our unconditional backing and support and anyone behaving in an unacceptable manner will without exception be subject to our procedures and the associated sanctions.

### **4.0 Sanctions**

- 4.1 Sanctions will be applied in all incidences of unacceptable behaviour including:
  - Removal from Arhag premises
  - Banning from Arhag premises
  - Instigation of breach of tenancy proceedings which may lead to eviction.

- Reporting incidents to the police and other authorities as appropriate.
- Prosecution of individuals

## **5.0 Responsibility**

- 5.1 It is the responsibility of the Chief Executive to ensure that this policy is implemented.
- 5.2 It is the responsibility of the relevant head of service to take lead responsibility in the event of an incident to coordinate activity and ensure reports are completed and sanctions applied
- 5.3 It is the responsibility of managers and supervisors to monitor operations to ensure protocols are maintained. A further responsibility is to provide support and assistance in the event of an incident.
- 5.4 It is the responsibility of all staff to adhere to the protocol for dealing with unacceptable behaviour and associated policies and procedures.

## **6.0 Monitoring and Review**

- 6.1 All incidents relating to acts of unacceptable behaviour will be reported in accordance with the Personal Safety at Work Policy and Procedure and the Incident and Accident Reporting Procedure. Incidents will be reviewed at regular health and safety meetings or if required as part of a specific incident investigation process.

## **7.0 Protocol for Dealing with Unacceptable Behaviour**

- 7.1 In circumstances where any form of unacceptable behaviour is experienced the perpetrator should be informed that this will not be tolerated and asked to stop or leave the premises with immediate effect.

Should the perpetrator fail to comply with this request and Arhag personnel believe there is a potential threat to people, property or assets immediate actions should be taken to:

- Maintain personal safety and isolate the incident
- Alert the emergency services
- Alert Arhag management

7.2 If staff believe that there is not a potential threat to people, property or assets they should immediately ask a senior member of staff or colleague to provide assistance.

7.3 Customer facing personnel should adopt the following protocol when dealing with visitors to Arhag premises:

Situation	Protocol
Unacceptable behaviour occurs	Request perpetrator to stop their behaviour or leave the premises immediately.
Perpetrator fails to comply with request to stop or leave or there is a potential threat to people, property or assets	Arhag staff should maintain personal safety; isolate the incident and alert management and colleagues.
	Sanctions to be applied to the perpetrator in accordance with the Zero Tolerance Policy include: <ul style="list-style-type: none"> <li>▪ Removal from Arhag premises</li> <li>▪ Banning from Arhag premises</li> <li>▪ Instigation of breach of tenancy proceedings</li> <li>▪ Reporting incidents to the police and other authorities as appropriate.</li> <li>▪ Prosecution of individuals</li> </ul>
	Incident should be reported in accordance with the Personal Safety at Work Policy and Procedure and the Incident and Accident Reporting Procedure

## 8.0 Review and Board Approval

8.1 This policy will be reviewed once every two years taking account of any changes to legislation that may occur.

Person Responsible for the review of this policy: Head of Housing  
Date of this review: Sept 2022  
Date the next review is due: Sept 2024