



CHRISTCHURCH BID ZERO TOLERANCE POLICY

TREATING OUR STAFF AND VOLUNTEERS WITH RESPECT AND COURTESY AT ALL TIMES

Christchurch BID Ltd (the Company) operates a 'Zero Tolerance' policy in respect of threatening, violent, or abusive behaviour, language, or communication toward staff and volunteers who work within the BID. This includes discrimination, harassment, or hate crimes.

If someone behaves in this way, the Company may:

- End correspondence, meetings, visits, or conversations
- Record information about incidents and share this with wider stakeholders such as Christchurch Town Council and BCP Council
- Limit how someone can communicate with them
- Report abuse to the police

No verbal, physical or written abuse of our personnel is acceptable, be it directly or remotely conducted.

The Company takes it very seriously if a member of our personnel is treated in an abusive or violent way. It is our policy that our personnel have a right to interact with others without fear of attack or abuse. To successfully provide our services professionalism and mutual respect between our personnel and others must be in place and maintained.

Our personnel will aim to be polite, helpful, and sensitive to others in all the wide variety of tasks and situations that may be encountered. We understand the pressures of business and take this into consideration when dealing with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result, in extreme cases in the Police being contacted.

In order for the Company to maintain good relations with levy-payers and others, we ask them all to read and note the types of behaviour that would be found unacceptable:

- Using bad language or swearing whether in person or via any form of written communication
- Any physical violence such as pushing or shoving

- Verbal abuse in any form including verbal insults in person or in written communication
- Racial abuse and sexual harassment
- Persistent or unrealistic demands that place personnel under stress will not be accepted. Requests and queries will be met or answered wherever possible, explanations given when it is not
- Causing damage to or stealing from premises or personnel

The HSE (Health and Safety Executive) defines work-related violence as:

“Any incident, in which a person is abused, threatened or assaulted in circumstances relating to their work”.

Violence and aggression towards a person may also be defined as:

“Physical contact with another person which may or may not result in pain or injury. The contact is uninvited and is an attempt to cause harm, injury or to intimidate.

Non-physical aggression includes the use of language which causes offence or threatens the safety of a member of staff”.

We take seriously our commitment to protection of the health, safety and welfare of our personnel.

We ask you to treat our personnel courteously at all times.