

Zero Tolerance Policy

Summary

This document sets out DEBRA's policy on zero tolerance of aggression, abuse or violence towards our employees, volunteers, members, guests and customers in addition to setting out the steps that the Charity takes to ensure the safety of everyone within the DEBRA community.

Document control

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Objective

- To achieve a positive attitude and approach towards employees, volunteers, members, guests and customer
- To prevent incidents of abuse including aggression and violence

Scope

This Policy applies to violence and aggression towards and between employees, volunteers, members, and customers. This policy applies to situations arising during the course of:

- Professional duties
- Volunteering
- Hosting events
- Engaging with Members
- Providing services
- Fundraising events

Our Commitments:

- Ownership and responsibility for employee, volunteer, member, guests and customer safety.
- Introducing preventative measures to minimize the risk to employees, volunteers, members, guests and customers.
- Ensuring that all employees and volunteers are appropriately trained.
- Reporting and monitoring all incidents.
- Communicating to employees, volunteers, members, guests and customers to ensure awareness of policy and Anti-Social Behaviour

The following are examples of anti-social behaviour that are not acceptable at or in connection with work, service provision, members events or fundraising events.

- Excessive noise e.g. loud or intrusive conversation or shouting.
- Threatening or abusive language including excess swearing or offensive remarks or gestures
- Derogatory racial, religious or sexual remarks or behaviour.

- Malicious allegations relating to members of staff or volunteer
- Inappropriate behaviour as a result of alcohol or misuse of illicit drugs.
- Intimidation, threats or threatening behaviour (e.g. 'I know where you live')
- Harassment or stalking Violence, perceived acts of violence or threats of violence.
- Discriminatory behaviour against a Protected Characteristic.
- Any explicit or implicit challenge to the safety, well-being or health of any member of staff or volunteers.
- Brandishing weapons or objects which could be used as weapons

DEBRA's responsibility

- An assessment of the risk of abuse or violence within their working environment, at members and fundraising events must be undertaken.

DEBRA has an on-going duty to:

- Establish a safe system of working conditions for their colleagues, volunteers, members, guests and customers including, where necessary, an assessment of the compatibility of the employees circumstances/condition with the workplace;
- Ensure that a systematic assessment of training needs is carried out for colleagues and volunteers within their area of responsibility,
- Ensure that appropriate training is provided to and accessed by all colleagues and volunteers
- Ensure that colleagues, volunteer, members, guests and customers receive relevant and timely support including counselling if appropriate following incidents of violence, so they are enabled to evaluate and learn by experience.
- Ensure that every incident is reported on Assure.
- Provide timely and appropriate support to colleagues and volunteers who have been victims of abuse/violence.
- Provide feedback to affected colleagues, volunteers, members, guests and customers on action taken by the Company.

Role of the Employees, Volunteers, Members and Customers

- Accept responsibility for their own safety.

- Consider the safety of others who may be affected by their actions or omissions.
- Familiarise themselves with and follow this policy and raise any concerns relating to personal safety.
- Participate fully in risk assessments conducted as required
- Participate in any training that is made available to them.
- Report all incidents of violence or threatened violence to a DEBRA representative
- Record details of incidents on Assure our H&S management system
- Contribute towards reviews concerning any violent incidents in which he/she has been involved.

Training

This policy will be available on the Intranet and DEBRA website. All training needs identified will be addressed, and it will be the responsibility of the line manager to ensure that all staff attend appropriate training.

Reporting, Investigating and Monitoring

All incidents of abuse or violence to employees and volunteers must be formally reported to their manager. All incidents should be investigated and reviewed by the line manager to ensure that control measures are appropriate. Monitoring of all incidents will be carried out by the H&S Manager and any follow up action required will be assessed to ensure that it is appropriate and has been carried out.

Any incidents or trends that emerge will be reported to the SLT and H&S Committee.

The Charity will ensure that members of the public accessing its facilities are made aware of its commitment to zero tolerance of abuse or violence against or between staff, volunteers, members or customers, by publishing the policy on the company website(s).

Employee Support

In the event of an employee or volunteer becoming a victim of serious abuse or violence at work the Charity will ensure that appropriate support is given. Where an employee or volunteer is subjected to violence, Debra will support the police when undertaking a criminal investigation with a view to prosecution. It is important that staff affected co-operate in this process.

Sign-off

Name	Date	Signature
SLT	21 st October 2025	

See meeting minutes