

WARNING

**WE WILL NOT
TOLERATE
PHYSICAL OR
VERBAL ABUSE
TOWARDS OUR
DRIVERS &
STAFF**

Zero Tolerance Policy – No Excuse for Abuse

The Management has introduced a 'zero tolerance' policy to address the issue of violence, aggression and unacceptable behaviour directed towards it's drivers and staff. The Management is delivering a clear message to the public that violence and aggression towards any driver is unacceptable.

Violence and aggression at work

1. Violence and aggression at work is – 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'

a. Physical assault is – 'the intentional application of force from one person to another, without lawful justification, resulting in physical injury, personal discomfort or damage to property'

b. Non-physical assault is – 'the use of inappropriate words (including, but not exclusively, verbal/written/social media) or behaviour causing alarm, distress and/or constituting harassment'

c. Persistent unacceptable behaviour – refers to behaviour both within one contact and/or a number of separate contacts over an undefined period (this includes telephone contact)'

Zero tolerance

The Management will not accept or tolerate any violence or aggression towards its drivers & staff and any such act/behaviour will result in appropriate action or sanctions.

Guidance: For certain people that use our services, individual risk assessments will be undertaken, where necessary. Our vehicles usually also operate CCTV both outward and inward including audio, and we reserve the right to store such footage for evidence purposes. In exceptional circumstances we reserve the right and authorise our drivers to ask you to leave the vehicle in order to restore their right to a safe working environment, and we reserve the right to refuse the provision of services due to historical abusive behaviour.

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