



# The Nottingham Park Estate Limited

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## Zero Tolerance Policy

This is the Company's policy in respect of work-related verbal and physical abuse, aggressive behaviour, intimidation, and violence. The Board of Directors support this policy.

The Nottingham Park Estate Limited (NPEL) takes it very seriously if a member of the Estate Team, be it NPEL staff or any member of the Company's sub-contracted service providers, is treated in an abusive, aggressive or violent manner.

NPEL supports a 'Zero Tolerance' Policy for the Estate Team. This states that the Team have a right to carry out duties without fear of being verbally or physically abused. In order to carry out their work, successfully, it is important there is a mutual respect between the Team and residents.

The Team aim to be polite, helpful, and sensitive to residents' individual needs and circumstances. We would respectfully remind residents that very often Team members could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. When faced with a problematic situation, Team members understand that residents may not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, certain behaviour, be it verbally abusive, aggressive or violent, will not be tolerated and may result in the person responsible being asked to leave NPEL premises and being asked not to visit in the future, and in extreme cases, the Police being contacted. In cases of being barred, we will write to you to advise that this course of action has been taken.

In order for the NPEL to maintain good relations with residents we would ask all residents to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using a raised voice or aggressive tone
- Using offensive language or swearing at staff
- Intimidating staff to the point where they cannot hold a two-way conversation
- Any physical violence towards any member of the Estate Team such as pushing or shoving
- Verbal abuse towards the Team in any form which includes insulting the staff
- Racial abuse and sexual harassment
- Persistent or unrealistic demands that cause stress to staff. Requests will be met wherever possible and explanations given when they cannot.

We ask you to treat the Estate Team courteously at all times.