

# Statement of zero tolerance of unacceptable behavior



The Emmanuel Group (E.G) is committed to providing good customer service. The safety and wellbeing of our staff and volunteers is of paramount importance.

Emmanuel Group staff and volunteers have the right to be treated with dignity and respect and work in a safe environment free from verbal abuse, bullying and harassment. We therefore operate a strict no tolerance policy to swearing, shouting, verbal abuse or threatening behavior, and we reserve the right to terminate any call, visit or stop communicating (cease contact) with anyone who fails to meet these standards, and the individual (s) will be asked to leave the premises.

Emmanuel Group has a zero-tolerance policy towards abusive language.

What counts as abusive language?

- Hateful, obscene, offensive, profane, racist, sexual, defamatory, or violent language
- Any swearing or shouting that our staff assesses to be unreasonable
- Any threat of harm against yourself, our staff or others

Any person acting in this way will be asked to leave the premises.

We also reserve the right to contact the relevant authorities as necessary if a person is using threats or is repeatedly being abusive.

Signed

Role: Chair of Group Council

Date: April 2025

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## Management of aggressive behaviour? For Staff & Volunteers

- If in the course of a meeting an individual becomes aggressive, do not respond aggressively. This will only raise the level of aggression and lead to confrontation.
- Assess the persons anger / hostility. Ask yourself is it directed at me, the organisation or is it a form of distress? This will help you stay calm.
- Ask the person to sit down if this is possible, it is less threatening than standing.
- Listen to what the person is trying to say but remember you do not have to accept verbal abuse.
- Try to talk things through in order to defuse the situation if you think you are safe to do so.
- Please avoid an aggressive stance, crossed arms, hands on hips etc.
- Never put a hand on someone who is angry. You are invading their personal space.

Incidents of verbal abuse need to be recorded, and the data presented at the Management Meeting.

After any incident of verbal abuse or aggression, people may feel that they would like to talk through the scenario. The Emmanuel Group have a support network with Bright HR to offer confidential support. Please ask you line manager for details