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| Responsible Manager | Moray Laing |
| Accountable Person/s | Line Mangers |
| Consulted Person/s | Senior Team |
| Informed Person/s | All Staff |
| Effective Date | August 2019 |
| Last Update | August 2019 |

1. Purpose

- 1.1. To achieve a positive, supportive attitude and approach towards ensuring a safe working environment for GH Property Management Services Limited staff.
- 1.2. To prevent and where necessary deal with incidents of abuse towards staff by third parties including threatening behaviour, aggression and violence.

2. Scope

- 2.1. This procedure applies to threatening behaviour, violence and aggression by third parties towards all employees of GH Property Management.

3. Policy Statement

- 3.1. We value our employees and will not tolerate any form of violent, threatening or aggressive behaviour towards them.
- 3.2. GH Property Management employees have the right to work and carry out their duties in an environment which is free from violence and threatening, intimidating or abusive behaviour.
- 3.3. We believe that all third parties including clients, contractors and others with whom we come into contact during the normal course of our work, have the right to be heard or express their views towards representatives of GH Property Management in a reasonable manner but, this should not prejudice the safety of our staff.

4. Procedure

- 4.1. Members of staff who suffer incidents of abuse or violence are expected to report the incident to their Line Manager.
- 4.2. All incidents should be investigated and reviewed by the Line Manager to ensure that control measures are appropriate. The views of the member of staff concerned as to the appropriate course of action will be of primary consideration.
- 4.3. GH Property Management will report any incident to the appropriate authorities where appropriate provided that consent to do so is obtained from the member of staff concerned.

- 4.4. Monitoring of all incidents will be carried out on behalf of the Managing Director by the Quality Assurance and Compliance Co-ordinator. Any relevant follow up action required will be assessed to ensure that it is appropriate.
- 4.5. GH Property Management will ensure that all parties are made aware of our zero tolerance of abuse or violence against staff.
- 4.6. This policy will be issued automatically to new Clients upon arrival and to current Directors or Clients as issues arise.
- 4.7. Staff members experiencing unacceptable behaviour will be advised / directed how to approach the situation on a case by case basis.

5. Responsibilities

- 5.1. GH Property Management has a duty of care towards all employees.
- 5.2. All employees are required to treat each other and those with whom they come into contact in the normal course of their work, with dignity and respect.
- 5.3. The Managing Director will be responsible for the effective implementation and monitoring of this policy across the Company.
- 5.4. Responsibility for the day to day implementation of this policy will rest with individual Line Managers.
- 5.5. All employees have a responsibility to familiarise themselves with this policy, always consider the safety of themselves and others, and to report all incidents of violence, threats of violence, aggressive or intimidating behaviour to their Line Manager

6. Definitions

- 6.1. GH Property Management GH Property Management Services Limited
 - 6.2. All parties Staff, Clients and Contractors
 - 6.3. The Health and Safety Executive (HSE) define a violent or aggressive incident as:
'Any incident, in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks.'
They define an incident as: 'An unwanted, unplanned event that has the potential to cause harm/injury.'
- Violence can be physical, or non- physical including threats, abusive behaviour and language (verbal and written), escalating agitation and intimidating body language.
 - Unreasonable demands - a demand becomes unreasonable when it impacts substantially on our work. Examples of this may include, repeatedly demanding responses within an unreasonable timescale or insisting on seeing or speaking to a particular member of staff when that is not possible or appropriate.
 - Unreasonable levels of contact - volume and duration of contact with the member of staff by an individual that causes problems for the employee. This can occur over a short period, for example, a number of calls in one day or one hour.
 - Unreasonable use of processes - for example, the complaints process, where someone uses the complaints procedure to challenge professional judgments of our staff or where they use it repeatedly to raise the same issues that we have already investigated.
 - 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.
- Inappropriate behaviour as a result of alcohol or misuse of illicit drugs, including non-prescribed medication or drugs.
- Intimidation, threats or threatening behaviour.
- Harassment or stalking.
- Violence, perceived acts of violence or threats of violence.
- Any explicit or implicit challenge to the safety, well-being or health of any member of staff.
- Brandishing weapons or objects which could be used as weapons.

7. Related Legislation and Documents

7.1. The Health and Safety Executive (HSE)

Policy Document / Policy on zero tolerance on the abuse of staff / V1.0 / 08/19
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