

## Training

Learning and Development provides a range of courses to assist employees in their role. Employees can access courses and gain further information on [Arcadia](#). Some of the courses available are:

Managing a Healthy Workforce

Coaching & Mentoring



**ZERO  
TOLERANCE**

Our promise to  
**YOU**  
as employees

## **Aberdeenshire Council Zero Tolerance Promise to Employees**

Aberdeenshire Council is committed to providing employees with a safe working environment. Violence, aggression, bullying and harassment can result in undue stress and employee safety being compromised. Zero Tolerance is fundamental in helping to achieve this commitment.

### **The Promise**

Aberdeenshire Council promises to support employees and provide systems which will enable them to successfully manage challenging situations that may arise while they are carrying out their day to day duties.

Aberdeenshire Council will support any employee who takes the correct action as detailed in the guidance to manage any challenging behaviour they encounter whilst carrying out their duties as an employee of the Council.

## **Zero Tolerance Postcard**

The postcard should be used if an attempt has been made, in the first instance, to calm the situation using standard advice and guidance available from Arcadia.

If this fails then a postcard can be handed over or left in the place where the incident occurred and the employee should walk away. All incidents must be reported to your line manager.

### **Things you can do:**

- Inform the person as to the action you will take
- Use the postcard and stop the interview or walk away from the person
- Ask the person to leave the premises
- If necessary, phone the Police
- Tell your manager what has happened
- Formally report the incident using the Violent Incident form available on Arcadia

### **Things your manager can do:**

- If necessary call the Police
- Attend to the needs of the employees
- Send a letter to the person acting in an unacceptable manner advising them of the Council Policy
- If necessary contact Legal & Governance to discuss an Anti-Social Behaviour Order

## **How will Customers know about the Zero Tolerance Promise?**

Aberdeenshire Council will make public its Zero Tolerance Promise by the use of posters and leaflets available in reception areas and offices.

Aberdeenshire Council recognises that problems arise from only a small minority of individuals. Often situations arise for genuine reasons. These must be resolved quickly, professionally and sensitively for all concerned.

## **The Tools to make it work**

The following resources and information are available to support Zero Tolerance; these can be obtained from your Line Manager, HR Officer, Trade Union representative, or by accessing Arcadia.

### **Policies available:**

[Health, Safety & Well-Being Strategy](#)

[Violence & Building Security](#)

[Disclosure of Information \(Whistle blowing\) Policy](#)

[Unacceptable Behaviour towards Staff](#)

[Lone Working Policy](#)