

ZERO TOLERANCE POLICY

Here at Kelerbay Limited, we treat everyone with courtesy and ask the same in return. We ask that you treat all staff courteously – without violence, abuse or harassment.

Our staff have the right to carry out their duties without fear of being abused. Any behaviour verbal or physical which cause staff to feel uncomfortable, embarrassed or threatened is totally unacceptable.

Our Zero Tolerance policy includes aggression or threats made in person, over the telephone or in a written communication. Zero Tolerance applies to all forms of communication regardless of where it takes place.

We consider inappropriate and non-acceptable behaviour to be:

- **Verbal abuse:** any verbal abuse issued with the intent of creating distress, fear or intimidation to another individual or group of individuals.
- **Physical abuse:** any intentional movement of the body which may include touching, gesturing, pushing, striking, stalking, spitting, any unwanted intrusion of “reasonable space” of an employee or an intentional use of any object towards an individual.
- **Hate Crime:** any criminal offence, perceived by the victim or any other person, as being motivated by hostility or prejudice based upon the victim’s disability, race, religion, sexual orientation or gender identity. This can include verbal abuse, physical assault, damage to property, threats, intimidation or harassment. If no criminal offence is committed, it will be recorded as a hate incident.

An instance or threat of physical abuse will be reported to the police.

This policy applies to all employees, sub-contractors and customers who use our services.