



Assault and Abuse Policy

Overview

BEAR Scotland has introduced a 'zero tolerance' initiative to address the issue of violence, aggression and unacceptable behaviour directed towards our employees. This policy sets out our position and how to proceed in the event of any violence or aggression at work.

BEAR Scotland is also delivering a clear message to the public that violence and aggression towards any employee is unacceptable.

These measures are supported by a system which treats members of the public in a timely and respectful manner at all times.

What we mean by unacceptable violence and aggression

Violence and aggression at work is - 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'.

This includes physical assault causing physical injury or damage to property and non-physical assault including either verbal/telephone or written/social media causing alarm, distress or harassment.

Signed:



Iain Murray, Managing Director

Date: 23 November 2020

Zero tolerance

BEAR Scotland will not accept or tolerate any violence or aggression towards its employees.

Staff are expected to report an incident of this type to their manager/supervisor, and will be asked to help complete an Incident Reporting Form. Apart from the requirement to record all such incidents, it will help the company to consider ways of preventing incidents in the future.

The outcome of the investigation into the individual circumstances and any such act/behaviour may result in appropriate action or sanctions being applied. Where appropriate, unlawful acts will be reported to the relevant authorities including Police Scotland with supporting evidence.

Staff may also make use of the free and confidential Information available through our Employee Assistance Programme to help and support them in dealing with the emotional and physical after-effects of abuse and assault.

experience that delivers

