

Zero Tolerance Policy

Review Cycle	Annual
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Date reviewed	October 2025
Date of next review	October 2025

1. Policy statement

At The Purple Elephant Project (PEP) we recognise that we have a duty and responsibility to make sure that all those who work for us can carry out their work to care for others without being subjected to any unacceptable behaviour.

2. Related policies and procedures

- Confidentiality policy
- Diversity , Equity and Inclusion policy
- Health and safety policy

3. Purpose

This policy aims to explain our Zero tolerance approach to any harassment or abuse of anyone who is working for PEP and the way in which we deal with such behaviour if it occurs.

4. Scope

This policy applies to all those who have contact with PEP.

6 Policy Detail

6.1 Definition

We operate a Zero tolerance policy towards harassment and abuse of anyone who works with us. This includes, (but is not limited to) homophobia, biphobia, transphobia, racism, sexism, ageism or harassment or abuse on basis of disability, marriage or civil partnership, pregnancy or maternity, religion or belief.

Unacceptable behaviour includes (but is not limited to):

- Offensive or abusive language, verbal abuse and swearing including specific references to homophobia, biphobia and transphobia (whether aimed at or conducted by either clients or someone who works for us)
- Any physical violence towards any member of the charity team or other clients such as pushing or shoving
- Racial abuse and sexual harassment
- Loud and intrusive conversation
- Persistent or unrealistic demands that cause stress to someone who works for us. We aim to meet reasonable requests wherever possible, but if, for some reason we are not able to meet a request, we will give an explanation
- Unwanted or abusive remarks
- Negative, malicious or stereotypical comments
- Invasion of personal space
- Brandishing of objects or weapons
- Near misses i.e. unsuccessful physical assaults
- Threats or risk of serious injury to someone who works for us, a fellow client or visitors
- Bullying or victimization
- Intimidation, including acting in a way which inspires fear, demands great respect or frightens into submission
- Stalking
- Spitting
- Alcohol or drug fuelled abuse
- Unreasonable behaviour and non-cooperation
- Any of the above which is linked to destruction of or damage to property

Such behaviour can be either in person, by telephone, letter or e-mail or other form of communication such as graffiti on our property.

This policy applies throughout the charity including our premises, car park and grounds. It also covers situations when any member of our team is working away from our centre when carrying out their role for us.

6.2 Handling an incident

We aim to manage unacceptable behaviour in a way that protects those who work for us and members of the public wherever it is appropriate and necessary to do so. We recognise that in some circumstances, people may have a disability or mental health problem that may make communication more difficult. Where there is a concern about unacceptable behaviour we will always consider individual needs and circumstances before deciding on how we should respond.

Any incidents of abusive or threatening behaviours towards anyone who works for us will be taken very seriously. We recognise that violence, aggression and abuse at work is distressing and damaging to the health and well-being of those involved. Support and help will therefore be made available to anyone affected.

If someone who works for us feels they are being exposed to unacceptable behaviour, the matter will be passed on immediately to our CEO, who will attempt to resolve matters to make sure we can continue to deliver our services where at all possible.

Appropriate risk assessments will be carried out to assess and review the duties of anyone who works for us, identify any "at risk" situations and take appropriate steps to reduce or remove the risk, particularly if they are working alone. However, this may involve reducing direct contact between the member of our team and the client, in the first instance, and/ or a member of our management team being in attendance during any contact (for example, meetings). Clients will be notified if this is the case.

If the situation persists, this may result in removal from our services and all interventions ceasing immediately.

There will be no appeal process in these circumstances. In some cases, this may also involve reporting incidents to the local police or safeguarding boards.

6 Summary

This policy has been developed to explain our Zero tolerance approach to harassment or abuse of anyone who is working for PEP and the way in which we deal with such behaviour if it occurs.

If you have any queries about this policy please speak to our CEO.