

## **IAM RoadSmart Zero Tolerance Statement – Abusive or Aggressive Behaviour**

We are committed to providing a professional and fair service to everyone we work with and in return we ask that members respect our staff.

IAM RoadSmart will not tolerate threatening, abusive, or violent behaviour. Under these circumstances our staff and volunteers should not be required to or feel obliged to deal with any person either face to face, over the phone or in email or written correspondence.

### **About this position statement**

This position statement enables us to deal with unacceptable behaviour, professionally, consistently, and fairly. It lets staff, volunteers and members know what we consider to be unacceptable and outlines the steps we will take to deal with such behaviour.

### **What behaviour is unacceptable?**

For the purposes of this position statement, unacceptable behaviour is defined as:

Behaviour or language (written, verbal or online) that we consider may cause staff or volunteers to feel intimidated, afraid, offended, threatened, or abused.

Examples of this include (but are not exhaustive):

- **Communication** that we consider to be unreasonably demanding, or unreasonably persistent in its frequency, type, and nature. By this we mean face to face, telephone, email, online or through social media.
- **Inflammatory/derogatory statements**, remarks of a racial, xenophobia or discriminatory nature and unsubstantiated allegations.
- **Violent behaviour** - Physical contact made in an aggressive or threatening manner. This includes pushing; jostling; kicking; punching; physical restraint; sexual assault; spitting and use of weapons
- **Threatening behaviour** - Words or actions that cause a person to be concerned for their safety, the safety of colleagues, or the safety of their property. This includes visual threats or gestures; aggressive stance; sexually explicit or threatening language or body language; abusive phone calls; on-line bullying, use of aggressive dogs and obstruction or aggressive use of vehicles.
- **Abusive behaviour** - Words or actions that cause a person to feel harassed, intimidated, or distressed. This includes offensive gestures; aggressive stance; abusive, provocative, or obscene language and inappropriate use of social media.
- **Wilful damage to property** - This can belong to IAM RoadSmart, its employees, contractors, or volunteers. And includes buildings; fixtures; fittings; equipment and vehicles.

### **What action will we take?**

Anyone giving verbal abuse to members of staff or volunteers, either in person, over the telephone or by email, will be sent a letter advising that this behaviour will not be tolerated. Any future violation of this policy will result in termination of their membership. There will be no appeal process.