Zero Tolerance Policy

Riverside Training is committed to providing a safe working and learning environment. Any acts or threats of physical violence, intimidation, harassment, verbal abuse, swearing, intimidation, coercion, or related misconduct which an employee or learner is subjected to will not be tolerated under any circumstance. We will handle all instances of violence or abuse in a robust and proactive manner. This policy has been put in place to reduce risks and to enable staff to manage any related situation if it were to arise.

These include, but are not limited to:

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, or any unwanted intrusion of reasonable space.

Creating a Hostile Working Environment: any intentional non-physical action that can be considered intimidating or harassing or which involves the explicit or implicit challenge to the safety, well-being, or health of an individual.

A 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 or belief, sexual orientation, or gender identity. This could include verbal abuse, physical assault, threats, intimidation, or harassment. If no criminal offence is committed, it will be recorded as a hate incident.

All employees and learners should conduct themselves in such a way as to reduce the possibility of any conflict and will not act in a way that would create a violent, abusive or unsafe work environment for themselves and others.

You do not have to experience harassment or bullying yourself to report it. If you observe someone else being harassed or bullied, you are strongly encouraged to report it.

All employees have the responsibility to:

- Identify high-risk situations and agree on an action plan with managers
- Report and complete incident reports in an accurate and timely manner
- Always work in a professional way and be aware of how their own behaviour might be perceived by others
- Consider the safety of others who may be affected by their actions
- Support learners who may have been affected and refer them to the safeguarding team

Senior Management has the responsibility to:

- Ensure that employees are aware of this policy and understand the methods and timing of reporting incidents
- Take all reported incidents of violence at work seriously
- Provide immediate support to employees or learners who experience abusive, violent or aggressive incidents by listening to the account of the incident and discussing support available such as our Bee Inspired programme

If confronted with a situation that has the potential to escalate into an abusive/violent incident, the individual must make a serious attempt to remove themselves from the situation and report the event to their Riverside Training Line Manager or for learners, their Learning and Development Coach or a member of the safeguarding team.

If you are an employee and you are alleged to have committed an offence serious enough to commence formal disciplinary action, this will be dealt with under our Staff Discipline & Grievance Policy.

Any acts or threats of physical violence, intimidation, harassment, verbal abuse, swearing, intimidation, coercion or related misconduct are treated seriously. It should therefore be noted that anyone making mischievous or malicious complaints will be dealt with under the appropriate disciplinary procedures

Monitoring & Review

This policy is reviewed annually

Current Review Date	July 2026
Next Review Date	July 2027

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