



The Old Needle Works Foundation

Zero Tolerance Policy

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Elaine Grant	CEO	Date 22/03/24

Zero Tolerance Policy

Policy Background

All charity staff and volunteers working within The Old Needle Works Foundation face, on a daily basis, the challenge of ensuring that the business is viable. The staff also work positively towards developing a working partnership with Tenants, Partners, Visitors, Contractors and members of the public.

Policies and Procedures are in place to protect individuals under the charity umbrella on a Safeguarding level, and as such we strongly advise everyone to follow those procedures.

Occasionally people choose not to follow the existing procedures and protocols when they believe that have a concern or an issue and choose to respond in a negative, hostile, or intimidating manner towards our staff.

Whilst these incidents are isolated and rare, they can often involve persistent, unacceptable behaviour towards either one or more members of staff or volunteers.

The Boards of Trustees have a statutory obligation to ensure the provision of a safe and secure environment for all our staff.

This policy aims to provide clear guidelines for the management of unwanted behaviour.



Behaviours not acceptable within The Old Needle Works Foundation

- **Screaming, shouting, loud intrusive conversation**
- **Threats or threatening behaviour**
- **Malicious allegations relating to staff, Board Members, Tenants or visitors.**
- **Harassment or bullying**
- **Offensive language, including derogatory, sexist or racist remarks.**
- **Intimidating behaviour – verbal or non – verbal**
- **Inciting hatred and hostility towards others**
- **Wilful damage to property**
- **Theft**
- **Violence – to persons or property**
- **Offensive sexual gestures or remarks**
- **The possession, distribution or use of intoxicating substances.**

Any persons behaving unlawfully will be reported to the Police. The Board of Trustees will actively seek the maximum penalties available by law.

Procedure

All staff, tenants, visitors, contractors and members of the public are strongly advised to follow the existing procedure for concerns and complaints.

However, should unacceptable behaviour occur:

Stage 1: The Business Development Manager and or The Facilities Manager will give an informal warning about the consequences should the behaviour persist.

Stage 2: Failure to desist will result in a formal letter outlining the consequences should the behaviour persist and state clear boundaries for a given time.

Stage 3: Failure to desist will result in a third and final formal letter stating affirmative action with a given time period. This can include, if applicable, termination of tenancy agreement and removal from the premises. There are no rights of appeal in this incidence.

In all cases the Board of Trustees exercises the right, to make a judgement as to which stage to implement based on the nature and severity of the incident.

The Old Needle Works Foundation - Board of Trustees



PUBLIC NOTICE

ZERO TOLERANCE POLICY

Our staff, volunteers, tenants, visitors, contractors and members of the public have the right to work, learn and be at leisure in a safe and supportive environment.

Violence towards staff is a crime – the Board of Trustees will press for the maximum possible penalty for anyone who behaves in a violent or abusive way towards staff. A copy of our Zero Tolerance Policy is available upon request in the main office.

Behaviours unacceptable within The Old Needle Works Foundation are:

- Screaming, shouting and loud intrusive conversation
- Malicious allegations towards staff, tenants, Board Members, visitors
- Threats or threatening behaviour
- Offensive language
- Intimidating behaviour – verbal or non-verbal
- Inciting hatred and hostility towards others
- Wilful damage to property
- Theft
- Violence towards persons or property
- Derogatory, sexist or racist remarks
- The possession, distribution or use of intoxicating substances.

The Old Needle Works Foundation - Board of Trustees