

STS has introduced this policy and a 'zero tolerance' initiative to address the issue of violence, aggression and/or unacceptable behaviour directed towards our employees, whether the wrongdoer is a member of the public or a work colleague. These are routinely delivered to all our staff through our Induction Process and also a Toolbox Talk advising them of our position and how to proceed in the event of any violence or aggression at work.

In doing so, STS is 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, and provides them with adequate information.

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'.

- a. Physical assault is - 'the intentional application of force from one person to another, without lawful justification, resulting in physical injury, personal discomfort or damage to property'
- b. Non-physical assault is – 'the use of inappropriate words (including, but not exclusively, verbal/written/social media) or behaviour causing alarm, distress and/or constituting harassment'
- c. Persistent unacceptable behaviour - refers to 'behaviour both within one contact and/or a number of separate contacts over an undefined period '. This includes face to face, telephone, email and any other written contact

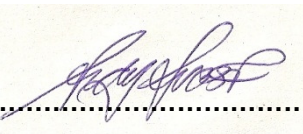
Zero tolerance

STS 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 Scotland TranServ 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 with supporting evidence.

Staff may also make use of the free and confidential Information, Support and Counselling Service to help and support them in dealing with the emotional and physical after-effects of abuse and assault.

Signed 

A Fraser, Operating Company Representative – For and on behalf of Scotland TranServ

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