



SUBJECT: Zero Means Zero – Employee Targeted Abuse

RECIPIENTS: All Council Directorates

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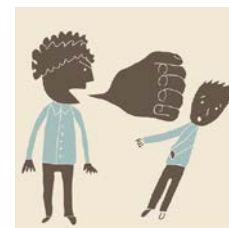
Do you come to work to get shouted at?



Do you come to work to get hit?



Do you come to work to suffer abuse?



Did you know we have a Zero Tolerance policy against any form of abusive, aggressive, violent or threatening behaviour against our employees? Details of this policy along with guidance and poster can be found by clicking [here](#).

Did you know all employees have access to and can complete the Conflict Management e-learning course on Lincs2Learn, click [here](#) to access. For employees requiring more detailed conflict management training a classroom course is also available, click [here](#) for details.

For managers we run Dealing with Difficult Conversations course, click [here](#) for details.

We also have information and guidance on personal safety and security, click [here](#) to view the Safe and Secure webpage.

If you require further assistance or clarification on the subject please contact: Corporate Health & Safety Advisers (see George section: Corporate > Information for Working > Risk Management > H&S Advisers)