



SUBJECT: No Punch Line - Zero Tolerance

RECIPIENTS: All Council Services (including schools)

ISSUE DATE: Dec 2020

REF: HSB 169

Keeping everyone safe

Did you know that LCC has a zero tolerance policy when it comes to violence against its staff?



"But I work at home now and don't come face to face with anyone that could hurt me?"

Just because some of us are now working from home, doesn't mean we won't suffer.

Violence comes in different forms, so it doesn't just mean a punch in the face!

It could be;

- Online or over the phone abuse
- Someone shouting at you
- Someone calling you names
- Someone swearing at you
- Using threatening language
- Racism
- Intimidation



We all have to deal with difficult people from time to time unfortunately.

To help you know how to deal with these situations Lincs2Learn has an e-learning course on Conflict Management which can be found [here](#).

For more information have a look at [G15 Violence at work](#)

If you are unfortunate to be on the receiving end of abuse – please report it to your line manager.

LCC will prosecute if necessary – any form of abuse will NOT be accepted towards employees

If you require further assistance or clarification on the subject, please contact the Corporate Health & Safety Team at corporatehealthandsafety@lincolnshire.gov.uk