

Royal Greenwich Charter:

Zero Tolerance to Violence, Aggression and Discrimination

We are committed to ensuring that every member of staff can work in an environment that is safe, inclusive and respectful. This Charter sets out our core commitments to staff and affirms our zero-tolerance stance against harmful behaviours from members of the public.

Our commitment:

We will not tolerate:

- **Violence:** Any physical harm or threat of harm
- **Aggression:** Hostile, intimidating, or abusive behaviour, including shouting or swearing
- **Discrimination:** Treating someone unfairly or disrespectfully because of who they are.

No staff should ever feel unsafe or disrespected while carrying out their duties.

What is zero tolerance

Zero tolerance means that we do not accept or excuse any form of violence, aggression, or discrimination towards our staff.

Every incident will be taken seriously and may lead to action, including legal or organisational consequences.

Principles:

Safety and wellbeing: Staff should feel safe and supported in all work settings, including when working alone.

Dignity and respect: Everyone deserves to be treated with dignity, respect and professionalism.

Equality, diversity and inclusion: We are committed to eliminating discrimination and fostering a culture of belonging.

Accountability: Staff should not be expected to tolerate behaviour that is abusive, offensive, or threatening. Harmful behaviour will be addressed, and those responsible will be held to account.

Statutory services and staff protection

We are committed to upholding staff safety while continuing to meet our statutory obligations to residents. Where unacceptable behaviour occurs, we will:

- Take all reasonable steps to protect our staff
- Use legal avenues and safeguarding measures to manage risks
- Record and respond to incidents consistently and transparently
- Where necessary, restrict service delivery to ensure staff safety.

Our actions:

To uphold this commitment, we are:

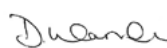
- Strengthening training, support, and reporting systems
- Enhancing workplace safety and lone-worker protections
- Promoting awareness through internal and public campaigns
- Using legal tools and policies to protect staff
- Collaborating across teams and to drive change.

Find out more at
royalgreenwich.gov.uk/zero-tolerance

Signature



Cllr Anthony Okereke
Leader of the Royal Borough of Greenwich



Debbie Warren
Chief Executive