



# Workers of England Union

## ZERO TOLERANCE

The Workers of England Union takes it very seriously if a member of the unions staff, representatives, or our contractors such as our overflow call centre are treated in an abusive or violent manner, either verbally or physically.

Our staff, representatives, and contractors have a right to work for others without fear of being attacked or abused both physically, or verbally. To successfully provide our services a mutual respect between all the staff and members must be in place. All our staff aim to be polite, helpful, and sensitive to all our members' individual needs and circumstances. They would respectfully remind members that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understand that members do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed as a member of the union and, in extreme cases, the Police being contacted.

In order for the union to maintain good relations with their members the practice would like to ask all its members to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at union staff
- Any physical violence towards any staff member of the Workers of England Union or other members, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and/or sexual harassment will not be tolerated.
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible, and explanations given when they cannot
- Causing damage/stealing from the union's premises, staff, or contractors.
- Obtaining union services fraudulently

We ask you to always treat your union staff and their contractors courteously.

### Removal from the union membership

A good member-union staff relationship, is based on mutual respect and trust, is the cornerstone of good union care. The removal of members from our membership list is an exceptional and rare event and is a last resort in an impaired member-union relationship. When trust has irretrievably broken down, it is in the members interest, just as much as that of the union, that they should find a new trade union. An exception to this is on immediate removal on the grounds of violence e.g., when the Police are involved.

Stephen Morris

General Secretary

1<sup>st</sup> January 22