

**GIBRALTAR SAVINGS BANK &
TREASURY DEPARTMENT**

Zero Tolerance Policy

Gibraltar Savings Bank & Treasury Department

Zero Tolerance Policy

The staff and service users of the Gibraltar Savings Bank (“GSB”) and the Treasury have the right to a safe and secure environment.

The GSB and the Treasury Department has a Zero tolerance policy for intrusive, violent or aggressive behavior and will take decisive action to protect its staff and visitors.

Anyone who behaves in an unacceptable manner may have the right of access to these premises restricted and may be subject to criminal prosecution.

We shall press for the maximum possible penalty available in law for those convicted of a criminal offence on our premises.

Examples of unacceptable standards of behavior whilst on our premises are as follows-

- Making malicious allegations about staff or other visitors;
- Aggressive language or behavior towards staff and visitors;
- Threats or threatening behavior;
- Threatening or abusive involving swearing or offence remarks;
- Excessive noise; (shouting recurrent loud or intrusive conversation)
- Derogatory racial or sexual remarks;
- Offensive sexual gestures or behaviours;
- Wilful damage to Government property;
- Theft;
- Abusive of alcohol or drugs;
- Violence, bullying or harassment.

This list is not exhaustive.

POLICY NAME:	ZERO TOLERANCE POLICY
Issued by:	The Gibraltar Savings Bank and the Treasury Department
Effective Date:	March 2024
Review Date:	

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POLICY STATEMENT:

The GSB and the Treasury Department have a duty to provide a safe and secure environment for staff and service users. Violence, harassment or abusive behavior will not be tolerated and decisive action will be taken to protect staff and service users.

APPLICABILITY:

This policy applies to:

- (1) All members of the GSB and Treasury Department staff, including those on contract and employed by other organisations but working on the GSB and Treasury Department premises.

- (2) All persons on GSB and Treasury Department premises including service users and visitors.

DEFINITIONS:

An incident which occurs when any person subject to this Policy engages in any behavior which may include the following categories of conduct-

- (A) Violence: Any incident where a person is abused, threatened or assaulted physically or verbally in circumstances relating to their work, in involving an explicit or implicit challenge to their safety, well-being or health.

- (B) Harassment: Any conduct based on age, sex, sexual orientation, gender assignment, disability, race, colour, language, religion, political, trade union or other opinion or belief, national or social origin, associations with a minority group, domestic circumstances, property, birth or other status, which is not reciprocated or wanted and which affects the dignity of men and women at work. Harassment may occur in a single serious or repeated minor events, and may be verbal, written or physical.

- (C) Bullying: Any persistent, offensive or intimidating action or malicious or insulting behavior, or use of power or unfair penal sanction which makes the recipient feel threatened, humiliated or vulnerable, which undermines their self confidence, or which may cause them to suffer stress.

RELATED POLICIES: General Orders

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1. KEY PRINCIPLES

- 1.1 This policy aims to convey to the public that violence against staff working in or for the GSB and the Treasury Department is unacceptable and will not be tolerated. Equally, this policy aims to convey to staff that violence and intimidation is unacceptable and will not be condoned or tolerated.
- 1.2 This policy will ensure that staff and service users are aware of the standards of behavior expected within the GSB and Treasury Department premises.

Copies of the **Zero Tolerance Policy** are to be made available to all staff and service users on request from the Accountant General.

2. SCOPE OF THE POLICY

- 2.1 This policy applies to all members of the GSB and Treasury staff, including those on contract and those working primarily for other organisations but on the GSB and Treasury Department premises and all persons on these premises including service users and visitors.
- 2.2 The policy aims to clarify the responsibilities of all parties in ensuring that acceptable standards of behavior are maintained at all times within the GSB and Treasury Department premises.
- 2.3 Managers and staff are clear about their roles and responsibilities, in relation to standards of behavior.

3. STANDARDS OF BEHAVIOUR

- 3.1 The following are examples of behavior that are not acceptable within the GSB and Treasury Department premises-

- Making malicious allegations about staff or other visitors;
- Aggressive language or behavior towards staff and visitors;
- Threats or threatening behavior;
- Threatening or abusive involving swearing or offence remarks;
- Excessive noise; (shouting recurrent loud or intrusive conversation)
- Derogatory racial or sexual remarks;
- Offensive sexual gestures or behaviours;
- Wilful damage to Government property;
- Theft;
- Abusive of alcohol or drugs;

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- Violence, bullying or harassment.

This list is not exhaustive.

4. PROCEDURE

- 4.1 All incidents are to be reported in the appropriate form (Appendix 1), and are to be sent to the Accountant General.
- 4.2 The Accountant General will record and file the report and will prepare a warning letter (Appendix 2).
- 4.3 Warning letters will be valid for a period of one year. Any further incident within the period of the warning may result in legal action against the offender and/or without any further notice and with immediate effect we reserve the right to close your account and terminate the business relationship.
- 4.4 In the case of legal action, the GSB and the Treasury Department will press for the maximum possible penalty available in law.
- 4.5 In the case that we are obliged to close your account and terminate the business relationship, the GSB shall reimburse you by way of bank transfer with any monies invested with the GSB and any interest due up until the date of the account closure.
- 4.6 The Accountant General retains an absolute discretion to prosecute any person subject to this Policy for an incident, which would otherwise be subject to a written warning only.

5 ACTION TO BE TAKEN IN THE EVENT OF AN INCIDENT

- 5.1 Any person who displays any of the behavior listed above will be asked by the immediate manager or department head (or their deputy) to desist and offered an opportunity to explain their actions.
- 5.2 Continued failure to comply with the required standard by a visitor will result in a verbal warning of the consequences and if necessary, the Security Staff and/or the Police will be alerted and the offending individual removed from the premises.

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5.3 Continued failure to comply with the required standard by a member of staff will result in the implementation of disciplinary proceedings as outlined in General Orders.

5.4 The GSB and the Treasury Department may decide to restrict the offender's visits only to specific times and, if necessary, under escort from the security staff.

6. SUPPORT FOR STAFF

6.1 The GSB and the Treasury Department will ensure that support is available to any member of staff who has been involved in an incident. Staff should be assured that complaints will be taken seriously, investigated quickly and in complete confidence, and that they will be protected from any possible victimization or retaliation.

6.2 Members of staff should have an opportunity to discuss the incident with their manager, colleague, or trade union and this should take place as soon as possible after the incident has occurred.

6.3 Members of staff will be offered the necessary support when they are involved with the police and any prosecution that may follow. Managers will be responsible for ensuring that their staff will be responsible for ensuring that their staff are kept informed of the progress once a case has been reported to the police.

6.4 In the event of a case being heard in court, the GSB and the Treasury Department will allow the member of staff involved in the case to attend the hearing provided they are not compelled to give evidence.

7 RECORDING AND MONITORING OF INCIDENTS

7.1 The GSB and the Treasury Department will ensure that effective arrangements are put in place to record and monitor the extent and nature of incidents in order to-

- (i) Evaluate the effectiveness of policies and practices to tackle violent incidents;
- (ii) Demonstrate a commitment to bringing about change in the behavior of staff and service users; and
- (iii) Identify trends in the extent and nature of incidents experienced by staff, and where possible, ensure that corrective action is taken.

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8 TRAINING

8.1 Training will also be given to provide the staff with the ability to recognize a potential violent incident and to take appropriate actions to diffuse it.

9 COMMUNICATION

9.1 Appropriate signage (Appendix 3) will be displayed advising service users and staff of the GSB and Treasury Department Zero Tolerance Policy.

9.2 The GSB and the Treasury Department will ensure that suitable methods of communication are available which will alert the security staff in the event of an incident with minimal difficulty.

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(Appendix 1)

ZERO TOLERANCE POLICY

UNACCEPTABLE BEHAVIOUR REPORTING FORM

PLACE OF INCIDENT	
OFFENDER'S SURNAME	
OFFENDER'S FIRST NAME	
HOME ADDRESS	
HOME PHONE NUMBER	
DATE AND TIME OF INCIDENT	

Description of incident (please tick whichever is appropriate)

<input type="checkbox"/>	Excessive noise	<input type="checkbox"/>	Threatening or abusive language
<input type="checkbox"/>	Derogatory racial or sexual remarks	<input type="checkbox"/>	Malicious allegations
<input type="checkbox"/>	Offensive gestures or behavior	<input type="checkbox"/>	Suspected abuse of alcohol or drugs
<input type="checkbox"/>	Wilful damage to property	<input type="checkbox"/>	Theft
<input type="checkbox"/>	Threats or threatening behavior	<input type="checkbox"/>	Violence
<input type="checkbox"/>	Abuse	<input type="checkbox"/>	Harassment

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WITNESSES TO THE INCIDENT	
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SIGNATURE OF REPORTING OFFICER

NAME & JOB TITLE

DATE

WITNESS TO THE INCIDENT-

SIGNATURE SIGNATURE

NAME NAME

ADDRESS ADDRESS

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(Appendix 2)

ZERO TOLERANCE POLICY

WARNING LETTER TO OFFENDERS

Name:

Date

Address:

Dear Mr/Mrs/Miss/Ms

RE: INCIDENT ON THE {DATE} AT THE GIBRALTAR SAVINGS BANK / TREASURY DEPARTMENT

In view of the above-mentioned incident you are now subject to a warning in accordance with the Gibraltar Savings Bank and Treasury Department Zero Tolerance Policy (“the Policy”).

Under the terms of the Policy, behavior such as that which you exhibited during the incident will not be tolerated within our premises and any further breach of the Policy by yourself during the period of one year from the date of this letter will result in legal action being brought against you and/or the closure of your account and termination of the business relationship. The Gibraltar Savings Bank/ Treasury Department will press for the maximum possible penalty in law in such legal proceedings and/or reserves the right to terminate the business relationship with immediate effect.

Further the Gibraltar Savings Bank/Treasury Department reserves its right to restrict your visits or attendances only to specific times and, if necessary, under escort by security staff.

We trust that no further action will need to be taken, and that you will adhere to the conditions of the Policy in future. We enclose our Zero Tolerance Policy for your information.

Yours faithfully

Accountant General/Director, Gibraltar Savings Bank