



cabe

chartered
association
of building
engineers

Zero Tolerance Policy

HRE030

cbulde.com

v1 March 2024

Introduction



CABE believes that the majority of people, who are in contact with the Association, behave in a professional, polite and acceptable manner. Our employees are trained and at all times expected to behave in a way that is respectful, professional and with integrity. It is important that the Association clearly lays out the impact of unacceptable behaviour and the actions the Association will take in these circumstances.

Key criteria of the policy

As an employer, CABE has a duty of care for the health, safety and mental health wellbeing of its staff. We have a legal responsibility to provide a safe and secure working environment for staff. Staff mental health is as important as their physical health.

As a membership Association CABE has a responsibility to all external parties, to ensure our staff are trained and their performance is managed to continually provide a professional service that is free of any aggressive or abusive behaviour and CABE takes its duty of care for this responsibility very seriously.

This policy relates to both written and verbal communications.

Treatment that is expected by all parties to be	What is deemed as unacceptable behaviour
Respectful	Threatening or abusive language involving swearing or offensive and derogatory remarks.
Patient and considerate	Harassment such as racial or sexual remarks.
Courteous and helpful	Malicious allegations relating to members of staff, visitors or those on a call.
Honest	Threatening behaviour and offensive gestures.
Professional	Persistent and unrealistic demands of a staff member or the association.
With compassion and sensitivity	Aggressive or bullying tactics regardless of the communication channel.
	Excessive emails, letter or telephone calls.
	Raising persistent and spurious or unfounded complaints designed deliberately to cause stress, upset and anxiety.

This policy is linked to CABE’s Equality, Diversity and Inclusion Policy and any discriminatory behaviour under our EDI policy may be considered as unacceptable behaviour within the Zero Tolerance policy.

What are the processes for managing this policy



External parties behaving in a way that is considered unacceptable, will in the first instance be reported by a CABE employee and escalated to the CEO, should the behaviour continue, they will be reported to our Membership & Professional Standards Committee, the Professional Conducts Committee, our Board of Directors or the police, whoever is deemed the most appropriate people to take the necessary action.

Any member who continues to be aggressive and abusive, uses bullying and harassing tactics and bad language will be reported to our Professional Conducts Committee under the CABE disciplinary procedures.

CABE records all calls for training and monitoring purposes and may use these recordings as evidence of abusive and bullying calls and will take action regardless of the method of communication, including but not limited to:- on line, email, social media and in person. CABE will not tolerate aggressive, abusive, bullying and harassing behaviour by its staff. CABE will ensure that any staff member behaving in this way, whether towards other staff members or an external party or a CABE member will be managed using our internal HR policies.

Consequences and Sanctions

- Disciplinary of staff members through our HR policies
- Ending of and refusal of taking a telephone call
- Refusal of provision services by the Association
- Refusal of entry to Lutyens House
- Implementation of the CABE disciplinary procedures through the Professional Code of Conduct that could lead to membership sanctions or removal as a member
- Presenting a case to the police to instigate criminal procedures
- Blacklisting for all training and CPD courses

We're here to help

If you have any queries about our Zero Tolerance Policy, please contact us. You can also find out further information at cbuilde.com

Lutyens House, Billing Brook Road,
Northampton, NN3 8NW,
United Kingdom
T: +44 (0) 1604 404 121
E: info@cbuilde.com
cbuilde.com

