

IMS Index 1.13 Zero Tolerance Statement – SWL Website

At Scottish Woodlands Ltd, the wellbeing, health and safety of our employees is our top priority. We value diversity and are committed to creating an inclusive workplace.

We believe everyone should be treated with dignity and respect, free from bullying, harassment, or discrimination. This applies to our employees, contractors/suppliers, visitors, and clients.

Our Zero-Tolerance Policy means:

- We do not tolerate bullying, harassment, or discrimination.
- We take all complaints seriously.
- We act appropriately and promptly.
- We learn and improve from our experiences.

Zero Tolerance can mean different actions depending on the situation, from formal disciplinary measures to informal actions with a focus on learning and development.

We follow fair processes and treat everyone with respect. False or malicious complaints may be addressed through formal disciplinary procedures.

Zero Tolerance is about addressing issues fairly and promptly and not expecting they will never happen.

Everyone is responsible for making Scottish Woodlands a safe and great place to work.

Company Telephone - Answer Machines

Appropriate telephone lines across the whole business will be updated with our Zero-Tolerance message. This message will be added to our landscaping division and where we have answer machines, call waiting etc-

'At Scottish Woodlands Ltd, the wellbeing, health and safety of our employees is our top priority. We value diversity and are committed to creating an inclusive workplace. We do not tolerate bullying, discrimination or harassment of any kind. We ask all callers to respect these values and we will take all complaints seriously, thank you.'