

mp connect

Zero Tolerance Protocol

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Purpose

This protocol is designed to encourage all users of MP Connect to maintain standards of conduct and professionalism while using the MP Connect system and working and communicating directly with MPQC staff members.

MPQC operate a zero-tolerance rule for MP Connect users for violating socially acceptable rules, as a way of eliminating undesirable behaviour.

Scope

This protocol applies to all users of MP Connect, typically:

- Drivers
- Contractors
- Managers
- Executive level colleagues
- Any stakeholder that communicates with the MP Connect team

Definitions

The following list provides some examples of offences which are normally regarded misconduct:

- theft or fraud
- physical violence or bullying
- verbally aggressive or use of curse words
- deliberate and serious damage to property
- serious misuse of an organisation's name
- serious insubordination
- unlawful discrimination or harassment
- bringing the organisation into serious disrepute
- causing loss, damage or injury through serious negligence
- a serious breach of health and safety rules
- a serious breach of confidence

Procedure

In the event that any of the MP Connect team feels any of the above have been displayed, the following procedure will be followed:

- A formal email will be drafted and sent to the appropriate line / site / company manager of the employee as an official record
- This email will outline to the manager, and the employee involved, the nature of the complaint against him or her
- A note will also be made on the MP Connect system, outlining the nature of the incident
- It will then be at the managers discretion what happens next in the procedure and if disciplinary action will be taken (following the company's own disciplinary procedure)
- For repeat offences a follow up email will be sent suggesting the behaviour is wholly unacceptable and reassurance sought that the matter has been addressed
- Continued offences will be raised at senior management level by email and telephone call.

Review

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