LANDSCAPE AND WASTE MANAGEMENT AGENCY

Protocol for dealing with abuse and mistreatment of staff

A. Introduction

1. The Landscape and Waste Management Agency ("**LWMA**" or "**the Agency**") has a zero-tolerance approach to physical or verbal abuse towards its staff and is committed to maintaining a safe and respectful environment for its staff.

2. This protocol has been put in place to address and resolve incidents of abuse and mistreatment of staff.

B. Purpose

3. The protocol seeks to ensure that issues of abuse or mistreatment of staff (including verbal and physical abuse, threats and harassment) by customers, members of the public, contractors or other third parties are dealt with promptly and appropriately by:

- empowering staff to report incidents;
- providing a clear path for resolution through management or HR;
- protecting affected members of staff;
- improving overall organisational operations and compliance.

C. Who this protocol applies to

4. This protocol applies to all staff within the Agency.

D. Action to be taken by employees when faced with abuse or mistreatment

5. Where a member of staff of the Agency is faced with abuse or any other form of mistreatment from customers, members of the public, contractors or other third parties, they should do the following:

- Remain calm and professional.
- Seek to de-escalate the situation as best they can.
- Where de-escalation is not successful, report the incident immediately to a manager and, where necessary and appropriate, to the Seychelles Police Force ("**the Police**").
- Following the incident, prepare a report using the template at **Annex A** and send a copy to their line manager and to HR.

E. Action to be taken by managers when abuse or mistreatment is reported to them

6. Where an incident is reported to managers by a member of staff who has suffered abuse or threats from a customer, or where managers become aware of such conduct, they should do the following:

- Reassure the member of staff and take steps to ensure that the staff member's mental and physical well-being is protected.
- If the incident is a "live" matter (i.e. where the member of staff is facing ongoing abuse or mistreatment at the point in time when the manager becomes aware of it), consider whether:
    - to step in to assist the member of staff;
    - to ask another member of staff to take over from the staff member who is suffering from abuse or mistreatment; and/or
    - to involve the Police.
- Undertake a full investigation into the incident, which shall involve the following steps:
    - Requiring the member of staff to prepare a report of the incident using the template at **Annex A**.
    - Seeking reports from any other members of staff or other persons who may have witnessed the incident using the template at **Annex A**.
    - Reviewing any CCTV or other evidence relating to the incident.
    - Preparing a report of the incident that must be provided to HR and the Chief Executive Officer ("**the CEO**"). The report must set out the factual background, what steps were taken by the Agency or the member of staff at the time of the incident, any recommendations as to what action should be taken in response to the incident, and any lessons to be learned.
- Consider whether to report the incident to the Police. **NB:** Cases involving physical assault or threats of physical assault should always be reported to the Police.
- Ensure that any recommendations or actions arising from the incident report are taken forward.

7. All incidents must be reported to HR in order for HR to:

- log the incidents;

- provide the member of staff with any relevant support they may require in response to a particular incident; and

- ensure a record of all incidents is kept for audit purposes and to allow LWMA to be able to take action against repeat offenders, where necessary.

8. Where a case is reported to the Police, managers and HR must ensure that any follow-up steps and actions are taken as necessary.

9. Where appropriate, managers should consider whether, as part of any actions arising out of an incident, to write to the perpetrator of the abuse or mistreatment to ask that such conduct not be repeated in the future.

F. Escalation to the CEO of incidents involving abuse or mistreatment

10. Managers must ensure all reported incidents of abuse or mistreatment are reported to the CEO.

11. The CEO must also be provided with a copy of all incident reports.

12. Managers and HR should ensure that the CEO is invited to all meetings to discuss incidents of abuse or mistreatment of staff.

G. Review of protocol

13. This protocol will be reviewed at least once every two years.

H. Version

Version	Date	Approved by
1.0	14th October, 2025	LWMA Board

Landscape and Waste Management Agency
October 2025

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ANNEX A:
Template report

Formal report of workplace abuse or mistreatment

Introduction

This report relates to an [incident/ongoing situation]* of workplace abuse or mistreatment that I have [experienced/witnessed]*.

It has been prepared in line with the Landscape and Waste Management Agency's ("**LWMA**" or "**Agency**") *Protocol for dealing with abuse and mistreatment of staff* ("**the Protocol**").

I am bringing this matter to the attention of the Agency, given the seriousness of the [incident/ongoing situation]* and to help ensure that appropriate action may be taken.

Details of the incident

- **Date(s) and time(s):** [Insert specific date(s) and time(s) of the incident(s)]
- **Location:** [Insert location where the incident occurred]
- **Individuals involved:** [Name(s) and position(s) of the person(s) involved]
- **Description of the incident:** [Provide a clear, factual, and concise description of what happened. Include any relevant conversations, actions, or behaviours that you believe constitute abuse or mistreatment.]

Impact

[Briefly describe how the incident has affected you or others—emotionally, professionally, or physically.]

Witnesses (if any)

[List names and contact information of any witnesses, if applicable.]

Supporting evidence (if any)

[Attach or mention any emails, messages, photos, or documents that support your report.]

I respectfully request that this matter be investigated promptly and handled in accordance with the Protocol.

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I am willing to cooperate fully with any investigation and would appreciate being kept informed of the process and outcome, including any actions or recommendations arising out of it.

Please let me know if you require any additional information from me.

Signed:

Name:

Title:

Date:

* *Delete as applicable*