Brewers DECORATOR CENTRES

By Appointment to Her Majesty The Queen Decorators' Merchant C Brewer & Sons Ltd

Zero-Tolerance Statement

Respect for Our Colleagues: Our Zero-Tolerance Statement

Everyone has the right to feel safe and to be treated with dignity and respect at work.

We are proud to support the Retail Trust's Respect Retail campaign and its aim of protecting retail colleagues from abuse, threats and violence. We have a zero-tolerance approach to abusive behaviour towards our colleagues by customers, contractors, delivery drivers, visitors or any other third party.

This includes insults, intimidation, threats, harassment, discriminatory language or behaviour, unwanted sexual conduct, deliberate damage, and any physical aggression or violence. Repeated or targeted behaviour will be treated particularly seriously.

We understand that people may sometimes feel frustrated or disappointed. However, frustration is never an excuse for abusing a colleague. We ask everyone dealing with us to communicate calmly and respectfully, whether in person, by phone, online or in writing.

What we will do

Our colleagues may end a conversation, call or transaction if they experience abusive or threatening behaviour. Depending on the circumstances, we may ask someone to leave our premises, restrict how they contact or visit us, refuse service, suspend or close an account, report an incident to the police, or take other appropriate action.

Any action will be considered carefully and proportionately, taking account of what happened, its impact, any continuing risk and whether there has been a pattern of behaviour. Where there is an immediate threat or danger, we will prioritise safety and contact the emergency services.

Supporting our colleagues

We encourage colleagues to report all incidents and concerns. We will listen, respond promptly, provide appropriate support and take reasonable steps to reduce the risk of the behaviour happening again.

Respect works both ways. By treating one another with courtesy and consideration, we can provide a safe and welcoming environment for our colleagues, customers and communities.