

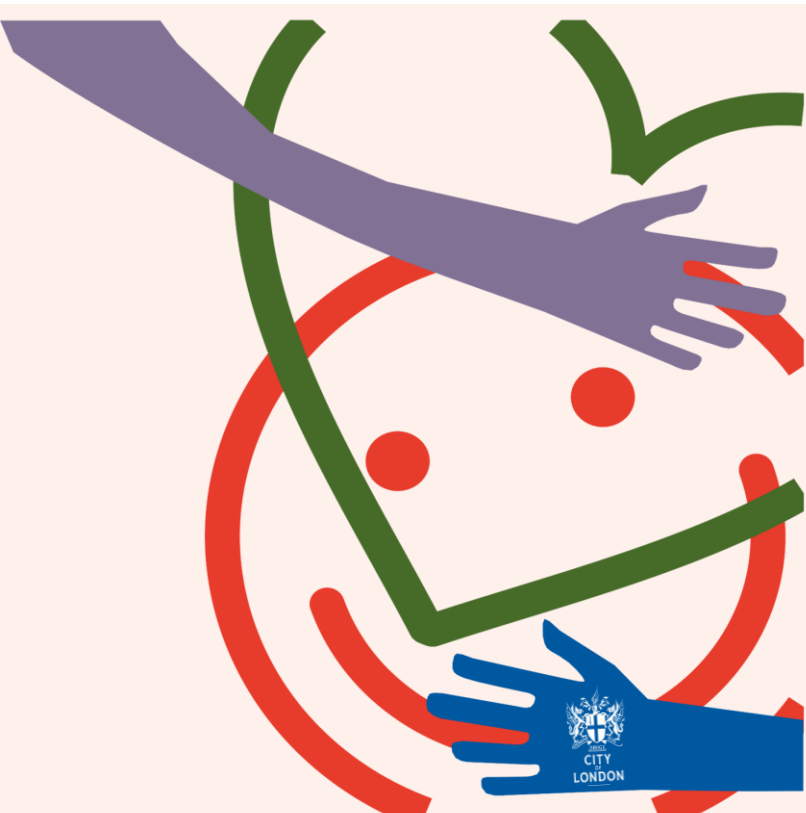


Zero Tolerance at our wholesale markets

May 2024



Zero Tolerance at our Wholesale Markets



The City of London Corporation's wholesale markets provide products from all over the world, to satisfy the demand of a uniquely cosmopolitan community. We want our wholesale markets to be at a place of safety and respect for everyone who works at, uses, or visits our historic sites.

We want to be clear about the culture of our markets, what you can expect from everyone at the Wholesale Markets, and our expectations of you.

All protected characteristics according to the Equality Act 2010 will be taken into consideration and supported.

What is Zero-Tolerance?



Zero tolerance means that any violation or offense, no matter how minor, will result in the appropriate consequences, ensuring fairness and accountability for all. It is a policy designed to maintain strict adherence to rules or standards without exceptions.

Zero Tolerance Statement

The City of London's Wholesale Markets maintain a strict zero-tolerance policy against discrimination, harassment, and misconduct. We are committed to ensuring a safe, respectful, and inclusive environment for all individuals within our premises.

Any behaviour that violates this principle will not be tolerated within our premises or in any interactions associated with our Wholesale Markets. This includes, but is not limited to:

1. Verbal, physical, or written harassment.
2. Discriminatory actions or comments.
3. Bullying or intimidation tactics.
4. Retaliation against those who report misconduct.
5. Any other behaviour that creates a hostile or unwelcoming environment.

Any policy violation will result in immediate and decisive action, including potential termination of employment or business relationships. We encourage reporting any concerns or incidents to the appropriate authorities for prompt investigation and resolution.

Routes to Resolution

When we talk about resolving, we mean the behaviour that breaches zero-tolerance stops.

We will always look for the timeliest and fairest resolution option to achieve that aim and expect everyone to participate in our processes when asked.

These informal routes to resolution apply to everyone who works, visits, or performs here, regardless of employer or any other status.

See pages 6 and 7 for the relevant routes to resolution for employees and our stakeholders (market tenants, members of the public, and others) who experience discrimination, bullying, or harassment:

Routes to Resolution

1

Inform your line manager, constabulary, or senior member of staff in the first instance.

We can all make mistakes. Sometimes behaviours are unintended. This doesn't make them right, but on a human level, with some caveats (unless something is extremely serious) we should all get an opportunity to make amends.

If we are the ones receiving feedback, we should do our best not to be defensive, we should listen, ask questions to clarify understanding, and work together to agree on behaviour changes.

2

If this does not bring the resolution needed, It is important for everyone involved that conflicts are resolved in a timely and fair manner, so we ask that you always seek the route of resolution that enables this. Employees can speak to the People & HR Team, your union rep, or the Dignity at Work Advisers who can signpost, provide options, and help in resolving the problem – they all can help you explore the options available to you. Stakeholders can raise complaints, suggestions, or comments via the link on the last slide.

Routes to Resolution Continued

3

If you are an employee or a stakeholder and your concern is about a member of the public, tenant or member of their staff, contact the Security Manager or General Manager - they will keep the situation safe for everyone. The individual may receive a ban from our markets (temporary or permanent). The outcome should be communicated to you by whoever investigates.

4

If you feel as though these routes have not resolved your issue, you can raise a formal complaint under the grievance procedure or the bullying & harassment procedure – please refer to the links on the last slide.



More Information

For City of London Corporation Employees:

- [Bullying and Harassment Policy Infographic \(sharepoint.com\)](#)
- [Dignity at Work Advisers Scheme \(sharepoint.com\)](#)
- [Whistleblowing Policy \(sharepoint.com\)](#)
- [CityWell Employee Health & Wellbeing Hub \(sharepoint.com\)](#)
- [Employee Handbook \(sharepoint.com\)](#)
- [EmployeeHandbook-Grievance-Complaint-Procedure.pdf \(sharepoint.com\)](#)

For Stakeholders:

- [Comments, Complaints and Suggestions Link: Feedback - City of London](#)