

## **Zero Tolerance Policy**

### **Gillingham golf club**

All members, volunteers, visitors, contractors, and suppliers are expected to comply with the Zero Tolerance Policy.

The Club believes everyone should be treated with dignity and respect and be free from bullying, harassment, or discrimination. This extends to our employees, members, visitors, contractors and suppliers.

**To support this, the Club has a zero-tolerance approach to bullying, harassment and discrimination. This means that:**

- **The Club will not tolerate any form of bullying, harassment or discrimination and will take responsibility for speaking up if we see or experience it**
- **The Club will treat all allegations seriously**
- **The Club will always take appropriate, proportionate and timely action**

Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work is unacceptable and not tolerated.

This includes the serious or persistent use of verbal abuse, aggressive tone and/or language and swearing/foul language.

No one should not be left upset and distressed following an interaction with a member.

All instances of actual physical abuse or threatening behaviour on any employee by a member will be reported to the police as an assault.

### **Prohibited Conduct**

The Policy applies to any individual who engages in the following behaviour (s):

1. **Harassment** – Any one-time or repeated unwanted physical, verbal, or non-verbal conduct that violates a person's dignity or creates an intimidating, hostile, degrading, uncomfortable, or toxic environment.

Examples of harassment include, but are not limited to:

- Making threatening remarks

- Sexual assault
- Any physical contact
- Gender-based insults or jokes causing embarrassment or humiliation
- Repeated unwanted social or sexual invitations
- Inappropriate or unwelcome comments on a person's physical attributes or appearance

2. **Bullying** – Bullying is any physical, verbal, and non-verbal conduct that is malicious or insulting. Bullying can make a person feel vulnerable, excluded, humiliated, undermined, fearful, or threatened. Bullying can take the form of physical, verbal, and non-verbal conduct. Examples of bullying include, but are not limited to:

- Physical threats
- Psychological threats
- Overbearing or intimidating levels of supervision
- Shouting at colleagues in public or private
- Spreading malicious rumours
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3. **Discriminatory Behaviour** – Discrimination refers to behaviour that treats people differently or adversely because of one or more of the facets of their identity, including race, colour, ethnic origin, gender expression, religion, age, sex, sexual orientation, marital status, family status, physical or mental disability, or genetic characteristics. Examples of discrimination include, but are not limited to:

- Making insensitive jokes
- Factoring an individual's identity into a hiring decision
- Purposefully excluding a colleague on the basis of their gender
- Using a racial slur

4. **Micro-aggressions** – Micro-aggressions refers to obvious or subtle, direct or indirect behaviours and comments which reference an individual's personal identity, such as their race, gender, ethnic origin, religion, or age. Over time, micro-aggressions can have lasting emotional and mental effects on the individual or individuals targeted and can contribute to a toxic and non-inclusive workplace. Examples of micro-aggressions in the workplace can include, but are not limited to:

- Calling a woman "bossy"
- Asking an employee where they are "really" from

- Commenting on a person's physical appearance in reference to racial characteristics such as skin tone
- Scheduling meetings or important deadlines on religious or cultural holidays

The following are examples of when you may be issued with a first and final warning or removed from the Club, depending on the severity of the incident.

- Violence.
- Sexual harassment (verbal and physical), particularly of minors
- Excessive noise, e.g., recurrent loud or intrusive conversation or shouting.
- Threatening or abusive language involving swearing or offensive remarks.
- Racial or sexual remarks.
- Aggressive, forceful tone and/or language that upsets staff.
- Malicious allegations relating to employees, members or visitors.
- Offensive gestures or behaviours.
- Abusing alcohol or drugs on Club premises.
- Drug dealing on Club premises.
- Wilful damage to Club property.
- Threats or threatening behaviour.
- Theft.
- Repeated derogatory comments about the Club or individuals either verbally, in writing/digitally or on social media platforms.

Any member alleged to have been involved in harassment, bullying, or discriminatory behaviour will be subject to the Member Disciplinary Process.

When the Club becomes aware of an incident involving harassment, bullying, or discriminatory behaviour towards employees, the member will be immediately suspended from the club pending investigation of the claims. For more information, refer to the Member Disciplinary Process.

All members are asked to report instances in which they have experienced or witnessed harassment, bullying, or discrimination to the

### **Disciplinary Action**

Members who are found to be in violation of the Zero Tolerance Policy may face a variety of disciplinary actions, up to and including exclusion from the Club.