

UNACCEPTABLE BEHAVIOUR POLICY – CUSTOMERS & VISITORS

Introduction

Selfridges is committed to a diverse and inclusive working environment, where everyone is welcome – irrespective of race, gender, ethnicity, sexuality, age or disability, we stand by equal opportunities for all. We are diverse, we are inclusive, we are Selfridges.

Whilst we understand that there may be occasions when our customers raise concerns that make them feel frustrated or upset, we do not tolerate threatening, discriminatory, harassing or abusive behaviour towards any of our team members or customers, under any circumstances.

Our commitment is to deliver extraordinary services and experiences for our customers in destinations that are welcoming, inclusive, safe, and secure. We ask all our customers and visitors for their co-operation in achieving this commitment.

No matter what the situation, we will always respond to any concerns raised in line with our Selfridges Values.

With team member safety and wellbeing at the forefront of our decision making, we will attempt to diffuse and control the outcome, taking action that will support our team members.

Unacceptable Behaviour

Selfridges team members and our customers have a reasonable expectation not to be subjected to abusive, offensive, threatening, or other unacceptable behaviour whilst working in or visiting our stores

We define unacceptable behaviour as:

- Any violence or the threat of violence towards Selfridges team members, customers or visitors.
- Any abuse or intimidating behaviour toward Selfridges team members, customers or visitors, including (but not limited to) the use of: –
 - racist or derogatory language.
 - behaviour or language that is hostile or prejudiced based on a person's sex, sexual orientation or gender identity (homophobia, transphobia or biphobia).
 - behaviour or language that is hostile or prejudiced based on a person's disability or perceived disability.
 - abusive and offensive language including body language, persistent swearing or any form of discriminatory language.
 - Any behaviour that could constitute sexual harassment, including prolonged or intrusive staring, touching or attempting to touch, exposing or cyber flashing, cat-calling or upskirting.
- Entering or attempting to enter restricted and/or non-public areas of the building.
- Recording or photographing people without their permission.
- Willful damage, defacing or spoiling and/or interfering with Selfridges property.