

## **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 where 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.

How Selfridges deal with unacceptable behaviour will always be dependent on the specific circumstances of each individual case. In the first instance, we will always ask the customer to modify their behaviour.

Where a customer's behaviour does not improve or is so extreme that it poses an immediate threat to the health, safety or wellbeing of our team members, consideration will be made to report the matter to the police or other relevant authorities. Alternatively, the customer may be escorted from the store by our security team and issued with a legal banning notice for all our destinations.

In addition, any person(s) or groups who are causing disruption or unacceptable behaviour in our stores and wearing an item of clothing to purposely conceal their identify may be asked to remove the item or be requested to leave the store.

### **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 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 up skirting.

## LOSS PREVENTION & SECURITY

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- Entering or attempting to enter restricted and/or non-public areas of the building
- Recording or photographing people without their permission
- Wilful damage, defacing or spoiling and/or interfering with Selfridges property