

Visitor Code of Conduct

Third-party harassment, sexual harassment and respectful behaviour

ZERO TOLERANCE FOR HARASSMENT

Queens Hotel is committed to maintaining a safe, respectful and inclusive workplace. We expect all visitors and other third parties to behave professionally and to treat employees, contractors and other people at our premises with dignity and respect.

Why this Code matters

Harassment can come from employees or from people outside the organisation. This Code sets out the behaviour expected from visitors and explains how concerns about harassment, including sexual harassment, can be raised.

1. Who this Code applies to

This Code applies to anyone visiting or attending our workplace or interacting with our people on behalf of, or in connection with, their visit or business relationship. This may include customers, clients, contractors, suppliers, consultants, delivery drivers, agency workers, volunteers, members of the public and other visitors.

2. Our expectations of visitors

While on our premises or interacting with our people in connection with work, visitors are expected to:

- Treat everyone with courtesy, dignity and respect.
- Use appropriate and professional language and behaviour.
- Respect personal boundaries and personal space.
- Follow our reasonable workplace instructions, policies and safety requirements.
- Avoid behaviour that is offensive, intimidating, degrading, humiliating or unwelcome.
- Raise any concerns appropriately rather than responding through confrontation, threats or retaliation.

3. Harassment is not acceptable

We do not tolerate harassment in any form. Harassment may include unwanted conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Depending on the circumstances, harassment may relate to protected characteristics under the Equality Act 2010, including age, disability, gender reassignment, race, religion or belief, sex and sexual orientation. We also do not tolerate inappropriate or unwanted behaviour towards individuals because they are pregnant, on maternity leave, married or in a civil partnership.

4. Sexual harassment

Sexual harassment is unwanted conduct of a sexual nature. It can be physical, verbal or non-verbal. Our standards apply equally to sexual comments, jokes, gestures, advances, unwanted touching and other sexual behaviour that is unwelcome or inappropriate.

- Unwanted sexual comments, jokes or remarks.
- Unwanted touching or other physical contact.
- Unwanted sexual advances or attention.
- Sexually suggestive gestures or behaviour.
- Displaying, sending or sharing sexually explicit or inappropriate material.
- Any other unwanted conduct of a sexual nature that is inappropriate in the workplace.

5. Third-party harassment

Third-party harassment is unwanted conduct carried out by someone who is not employed by Queens Hotel. It can occur at our premises, during work-related visits or events, through remote communications, or through other work-connected interactions.

We expect visitors and other third parties to understand that harassment of our people is not acceptable. We will take appropriate steps to respond to concerns and to help prevent further incidents.

6. Speaking up and reporting concerns

Anyone who experiences or witnesses behaviour that may breach this Code is encouraged to inform a member of management as soon as reasonably practicable. Concerns should be raised even where the person is unsure whether the behaviour amounts to harassment.

How to report

Inform a member of management or use the organisation's designated reporting route: Duty Manager / report by email to the HR Manager - Karen Packer - hr@queenshotelsportsmouth.com

7. How concerns may be dealt with

We will consider reported concerns promptly and will decide what action is appropriate in the circumstances. Where appropriate, action may include speaking to the visitor, reinforcing expected standards of behaviour, restricting or supervising future contact, removing a visitor from our premises, or ending or suspending a relevant commercial or service relationship.

Where criminal conduct may have occurred, the matter may also be reported to the police or another relevant authority.

8. Confidentiality and protection

Concerns will be handled as confidentially as possible and information will only be shared where it is necessary to consider or resolve the matter. Queens Hotel does not tolerate retaliation against a person who raises a genuine concern or supports another person in raising one.

9. Breach of this Code

We may take action

Unacceptable behaviour may result in a visitor being asked to leave our premises and may affect their ability to visit or access our workplace in the future. Further action may be taken where appropriate.

10. Important note

This Code is a practical statement of the standards expected from visitors. It should be read alongside the organisation's relevant policies and procedures, including its anti-harassment, grievance, safeguarding, disciplinary and whistleblowing arrangements where applicable.

RESPECT • DIGNITY • SAFETY • EVERYONE

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