

As an employer, Nutricia has a duty of care for the health, safety and wellbeing of its staff. We also have a legal responsibility to provide a safe and secure working environment. We actively uphold the right of every colleague, patient, relative and carer to be treated with dignity, respect and without fear of discrimination.

We are committed to a strict policy of zero tolerance in response to any sort of discrimination, harassment, bullying or abuse regarding a person's disability, race, age, gender, sexual orientation, gender reassignment, religious beliefs, marital or civil partnership status, pregnancy or maternity or socio-economic background.

It is unacceptable for patients to refuse treatment, care or services from a member of staff if the refusal is based on discriminatory grounds such as their perceived or known, sexuality, race, religion, disability, gender reassignment, age.

We take allegations of threatening, abusive, humiliating, anti-social, violent or hurtful behaviour against any of our colleagues or patients very seriously and we fully support and encourage anyone who has experienced this or witnessed a colleague who tolerated this to come forward.

Any incident in which an employee 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. Staff should not be left upset and distressed following an interaction with a patient or their relatives.

Whilst it is not possible to list all types of incident or negative acts, below are some examples of the unacceptable behaviour we will not tolerate:

Racist, ageist, homophobic, sexist, transphobic behaviour or derogatory comments about a person's colour or religion.

Feeling intimidated due to aggression or invading of personal space

Offensive language, verbal abuse, and swearing

Unwanted or abusive remarks

Negative, malicious or stereotypical comments

Threatening to injure or hurt another person

Sexual harassment

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

We hope that you welcome our zero-tolerance approach, which is in place to protect the interests of our hard-working colleagues as well as all the patients, families and carers we serve.

*\*Should you have any concerns regarding this policy or its application, please speak to your local Regional Nurse Manager or Customer Service Lead. If for any reason you would prefer to report a concern confidentially through another channel, we also have a dedicated reporting tool available called DANONE ETHICS LINE ([www.danoneethicsline.com](http://www.danoneethicsline.com)). This tool can also be used anonymously if needed.*