



Zero Tolerance Policy

We treat our customers and members with courtesy and respect at all times. We ask that you treat our colleagues in the same way without violence, abuse or harassment or threat thereof.

Our colleagues have the right to work in a safe environment and are working hard to provide the best service for our customers.

Verbal or physical abuse towards Coop colleagues will not be tolerated and customers may be asked to leave.

The Zero Tolerance policy includes abuse, aggression or threats made in person, over the telephone or in written communication, including on social media. We consider threatening behaviour to be:

- Attempted or actual aggressive, threatening or physical actions made towards any colleague
- The use of aggressive, threatening or abusive, including racial, language, (including raising of the voice, swearing, shouting or in writing) which threatens or intimidates colleagues

This policy applies across all our locations, whether retail, fuel, mobile, pharmacies and funeral care, as well as support offices and warehouses. It also applies to any colleague or board member so far as it relates to the business of the practice.

Any instance or threat of physical abuse or abusive or threatening behaviour will be reported to the police. The offender will be removed from the premises by the police where it occurs in or on one of our locations.

We reserve the right to consider additional action against an offender including exclusion from membership.

We hope you understand the reason for this policy which is designed to keep our colleagues, customers and members safe at all times.