

Zero Tolerance

- **IT IS a collective endeavour** we all play a part in, with empowered bystanders. IT IS NOT imposed by leadership, or through a culture of fear
- **IT IS acting and collective learning** from every occurrence, when it is safe to do so, and in proportion to the issue. IT IS NOT retribution or automatic dismissal
- **IT IS recognising the harm and experience of all involved**, and understanding intent, motivation and root cause. IT IS NOT blaming, assuming guilt or abandoning process
- **IT IS leadership leading by example**, and recognising they are also imperfect. IT IS NOT making allowances for seniority, importance of jobs or length of service
- **IT IS acting swiftly** including thoroughly and promptly investigating any complaints and taking appropriate positive action, including disciplinary action, up to and including dismissal. **IT IS NOT** accepting behaviour that is rude, disrespectful or is a violation of our codes of conduct.