



The Victoria Inn - Threemilestone  
The Victoria Inn - Roche  
The Norway Inn – Perranarworthal

**“A warm welcome with pub grub - at our tables or delivered to yours”**

## Respectful Workplace Policy

### 1. Policy Statement:

Our company is committed to providing a working environment that is safe, inclusive, and respectful for all employees, managers, and stakeholders. This policy aims to promote a culture of respect, understanding, and professionalism throughout the workplace. It sets clear expectations of behaviour and outlines the consequences of any breaches.

### 2. Definitions:

- a. Employee: Any individual employed by the company, including full-time, part-time, temporary, and contract workers.
- b. Manager: An individual responsible for overseeing and supervising the work of one or more employees.

### 3. Respectful Behaviour Expectations:

- a. Employees and managers are expected to treat each other with dignity, fairness, and respect at all times.
- b. Discrimination, harassment, or bullying based on race, colour, religion, gender, sexual orientation, national origin, disability, age, or any other protected characteristic is strictly prohibited.
- c. Use of derogatory language, offensive jokes, or any form of verbal, physical, or written abuse is not tolerated.
- d. Employees and managers are expected to communicate professionally, maintain confidentiality when required and actively listen to others' opinions and concerns.
- e. Personal disagreements or conflicts should be handled respectfully and resolved promptly at an appropriate time, not in-front of guests. This may involve mediation.

### 4. Reporting Procedures:

- a. Employees who experience or witness any behaviour that violates this policy are encouraged to report the incident immediately. They may approach their supervisor, manager or follow the grievance policy.
- b. Employees who feel uncomfortable reporting the incident to their supervisor may choose to report directly to the managing directors.
- c. Managers who receive a complaint or become aware of any potential policy breach are obliged to report it to the managing directors.

### 5. Investigation and Resolution:

- a. The company will promptly investigate reported incidents, ensuring a fair and impartial process.
- b. All parties involved will be given an opportunity to provide their perspective on the incident.



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- c. After a thorough investigation, appropriate corrective or disciplinary action will be taken, ranging from creating awareness of behaviours, counselling and training to warnings, suspension, or termination in severe cases.
- d. The company recognises that false reports intended to harm others are equally prohibited and will be subject to disciplinary action.

**6. Non-retaliation:**

- a. Retaliation against an employee who reports a breach of this policy or participates in any investigation is strictly prohibited.
- b. Any acts of retaliation will be treated as a separate breach, and the aggrieved employee should report it immediately.

**7. Awareness and Training:**

- a. The company has a conflict management training program to ensure that all employees and managers are assist in this area.

**8. Compliance:**

- a. Non-compliance with this policy may result in disciplinary action, up to and including termination of employment.

This Respectful Workplace Policy will be reviewed periodically to ensure it remains effective and aligned with any changes in legislation or company requirements.

By following this policy, we create a harmonious work environment that fosters productivity, engagement, and personal growth for all employees and managers.

Inn Cornwall Limited

Mark Holden

Effective Date: December 2023



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