



## **CODE OF CONDUCT FOR VISITORS TO INNHOLDERS' HALL**

### **1. Introduction**

At the Company of Innholders, we pride ourselves on our long and distinguished history of offering hospitality at our historic Innholders' Hall. Hospitality is the friendly and generous reception and entertainment of guests, visitors, or strangers. It involves creating a welcoming environment and providing for the comfort and needs of those who are not at home. The importance of hospitality in many different cultures reflects shared human values of kindness, generosity, and community, and we welcome everyone who visits our Hall in a spirit of fellowship.

The Innholders' Company recognises the right of all members, staff and visitors to Innholders' Hall to be treated with respect and dignity within an environment of mutual respect and tolerance and expects them to treat others on that basis.

### **2. Scope**

This Code of Conduct applies to all visitors to the Innholders' Hall, including Company members and/or their guests.

### **3. Conduct**

Visitors are expected to behave in a manner which demonstrates respect for others and must not engage in any conduct or activity which is abusive, threatening or offensive to staff and/or other visitors to the Company. Such behaviour may amount to harassment or bullying, as defined by law.

#### **What is Harassment?**

Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.

It also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past.

Unlawful harassment may involve conduct of a sexual nature (sexual harassment), or it may be related to age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. Harassment is unacceptable even if it does not fall within any of these categories.

Harassment may include, for example:

- unwanted physical conduct or "horseplay", including touching, pinching, pushing and grabbing;
- unwelcome sexual advances or suggestive behaviour (which the harasser may perceive as harmless);
- offensive e-mails, text messages or social media content; and/or

- mocking, mimicking or belittling a person's disability.

A person may be harassed even if they were not the intended "target". For example, a person may be harassed by racist jokes about a different ethnic group if the jokes create an offensive environment.

### **What is bullying?**

Bullying is offensive, intimidating, malicious or insulting behaviour involving the misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened. Power does not always mean being in a position of authority but can include both personal strength and the power to coerce through fear or intimidation.

Bullying can take the form of physical, verbal and non-verbal conduct. Bullying may include, by way of example:

- physical or psychological threats;
- overbearing and intimidating levels of supervision; and/or
- inappropriate derogatory remarks about someone's performance.

Legitimate, reasonable and constructive criticism of a member of staff's performance or behaviour, or reasonable instructions given to members of staff in the course of their employment, will not amount to bullying on its own.

### **General Conduct**

Set out below are further examples of behaviour which the Innholders' Company considers to be unacceptable and which will not be tolerated whether or not it amounts to harassment or bullying as outlined above:

- offensive behaviour when under the influence of alcohol;
- suspected use of illegal substances;
- causing a nuisance or disturbance;
- unreasonable demands of staff;
- foul, racist or otherwise offensive language;
- aggressive or violent behaviour;
- suspected theft;
- trespass into staff only areas.

## **4. Health and Safety**

All visitors, members and their guests are expected to treat the Innholders' Hall and its facilities with care and respect and to be vigilant for their own safety and security while visiting the premises. They must not engage in any conduct or activity which may cause a danger to themselves, staff and/or other visitors.

Visitors and members must not interfere with or try to access those parts of the premises for which public/member access is indicated by the Company or a member of staff as being unauthorised.

## **5. Action**

If a visitor or member engages in any behaviour or activity which amounts to a breach of this Code of Conduct, we may (as appropriate):

- exclude the visitor/member from the Innholders' Hall (either on a temporary or permanent basis);
- terminate the event for which the visitor/member is attending the Innholders' Hall; and/or
- notify the relevant authorities which could include legal or law enforcement.

Any decision regarding appropriate action will be entirely at the discretion of the Master, Wardens and Clerk of the Innholders' Company. In such circumstances, the Company shall not be liable:

- to provide a refund or reduction for any payments made by or on behalf of the visitor; and/or
- for any other loss (including consequential loss), damage, costs or liability suffered or incurred as a result of any action taken by the Company.

## **6. Complaints**

All visitors/members have the right to complain under this policy if they think they have been unfairly treated, discriminated against, subjected to unacceptable behaviour or bad language, or have a specific issue that they wish to draw to the attention of the Company.

Complaints should be made to the Clerk or where otherwise judged appropriate to the Master and/or Wardens of the Innholders' Company. Complaints can be submitted in writing, orally or by E-Mail. Contact details will be made available on request.

All complaints will be:

- acknowledged within 5 working days;
- thoroughly investigated;
- treated in confidence.

## **7. Summary**

The principles of our Code of Conduct are fundamental to how we operate. We will regularly review the contents to ensure those principles are applied to emerging trends that affect our Company and ways of working. We all have a responsibility to understand our Code of Conduct, to follow its guidance, and to create an environment in which we can speak up confidently if we have questions or concerns.

Approved by the Court November 2024