

Terms of Interaction with SEO London Staff

This document sets out expected conduct and guidelines for interacting with SEO London staff. We know our external partners will respect these guidelines and we thank you for helping SEO London maintain a workplace that is safe, inclusive and conducive to all our staff.

Our Commitment to a Safe Environment

A safe environment is one in which all individuals can engage authentically, free from harassment, bullying, discrimination or conduct that undermines the dignity of others. SEO London values diversity and difference and sees them as strengths.

Expectations for Suppliers and Service Providers

- ✓ **Respect Diversity.** Recognise and honour the diverse backgrounds, abilities and perspectives of SEO London staff.
- ✓ **Foster Inclusivity.** Ensure your interactions promote an inclusive environment. Engage with our team without making assumptions about personal preferences or capabilities.
- ✓ **Practice Professionalism.** Uphold these Terms of Interaction in all communication and engagement with our staff.
- ✓ **Encourage Open Communication.** Maintain clear and respectful dialogue. It is acceptable to ask clarifying questions to better understand the needs and perspectives of our staff.
- ✓ **Value Constructive Feedback.** Embrace feedback as an opportunity for growth. Providing and receiving constructive feedback is crucial to maintaining productive and respectful relationships.
- ✓ **Act Proactively.** If you observe or experience behaviour that deviates from these standards, please address it promptly through the appropriate channels. Documentation and clear communication are encouraged.
- ✓ **Promote Empathy and Understanding.** Approach each interaction with a mindset of compassion and understanding for the experiences of others.
- ✓ **Ensure Confidentiality.** Handle any issues raised with the utmost discretion, ensuring that all reports of concern are treated confidentially and investigated appropriately.

Unacceptable Behaviours

SEO London maintains a zero-tolerance policy for behaviours that compromise the safety and dignity of its staff, partner, volunteers, participants and service providers. We ask our partners and service providers to refrain from, and to report, any instances of:

- ✗ **Harassment.** Any form of verbal, physical, sexual or psychological harassment, whether in-person or online
- ✗ **Bullying or Aggressive Behaviour.** Conduct aimed at intimidating, controlling or harming others
- ✗ **Exclusionary Practices.** Preventing staff from participating fully and fairly in work-related matters
- ✗ **Discrimination.** Any prejudiced behaviour based on personal characteristics that undermines an inclusive work environment

Addressing Unwanted Behaviours

Should any concerns arise regarding conduct during interactions, please adhere to the following procedures:

- ✓ **Raise Your Concern.** If you feel comfortable doing so, address the issue directly in a professional manner
- ✓ **Report the Incident.** Contact your SEO London liaison or report to SEO London's COO at abigail.moss@seo-london.org.
- ✓ **Document the Incident.** Provide clear details including dates, times and a description of the incident; this will be useful if an investigation is needed.
- ✓ **Support a Culture of Respect.** Stand with our team in fostering a respectful and safe environment for everyone involved.