



ZERO-TOLERANCE POLICY

Our Mission is to bring formal and informal education to children and young people crafting lifelong learning skills by pursuing a nurturing approach to encourage participation in our sessions. Recognising and cultivating their potential, striving for adventure and excellence in a safe environment, supported by a wealth of creative and proficient adults.

In this same spirit, we expect all interactions with our Staff from external people such as **Parents** and other related **Professionals** to be respectful, calm and considerate regardless of the situation.

Our Staff should not be subjected to any form of abusive or intimidating behaviour via telephone calls, emails or other forms of communication.

Staff at Help4Kidz Ltd understand that you may wish to communicate the urgency of a problem or may feel emotionally charged by a situation.

However, as a Company, we will not tolerate this type of behaviour towards Staff. We will take the appropriate steps to safeguard Staff from such behaviour if it becomes prevalent or happens.

Steps the Company may take could include:

- Refusing to interact further with an individual,
- Blocking numbers or email addresses
- Reporting their behaviour to a relevant employer or authority.