

# Zero Tolerance Statement

NHS Frimley Integrated Care Board/System (ICB/ICS) is committed to a strict policy of zero tolerance.

We believe all forms of diversity contribute to a positive and enriching experience for staff and the community we serve.

Zero Tolerance means we will never ignore, tolerate or condone discrimination, bullying, harassment, abuse or victimisation of any kind in any form.

This includes, but is not limited to, a person's age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity status, race, religion or beliefs, sex, sexual orientation, or socio-economic background.

This applies to all staff working for or on behalf of NHS Frimley ICB/ICS, including suppliers or providers, as well as our service users.

We strongly encourage and fully support anyone who has experienced or witnessed these behaviours to raise it with a Line Manager, Freedom To Speak Up Guardian, Equality Advocate, Mental Health First Aider, Staff Network or Wellbeing Champion.

# Zero Tolerance Statement Definitions

**Zero tolerance:** The act of identifying and calling out any unacceptable behaviour.

**Unacceptable behaviour:** Behaviour or statements that have a negative impact on someone else.

**Discrimination:** Unjust or prejudiced treatment of people, particularly on the grounds of a protected characteristic.

**Bullying:** Harming, intimidating or coercing a person who is perceived as vulnerable.

**Harassment:** Aggressive pressure or intimidation of a person.

**Abuse:** Treating with cruelty or violence, especially if regularly or repeatedly.

**Victimisation:** The action of singling someone out for cruel or unjust treatment.

**Suppliers or providers:** Any person or organisation, paid or unpaid, who provides any health and/or social care services within the Frimley Integrated Care System.