

# Kindness Policy

The Guille-Allès Library aims to be an inclusive organisation which treats all people with kindness and respect.

We are guided by the following principles in all our dealings with people, whether customers or colleagues.

## Compassion

Showing consideration for others, understanding that each person has a background we know nothing about.

## Flexibility

Knowing when to stick to a policy, and when making an exception is the kinder and more productive thing to do.

## Patience

Challenging unacceptable behaviour respectfully and with kindness.

## Positivity

Understanding that our own attitudes can affect those around us.

## Honesty

Admitting when we are struggling or having an off day. Taking responsibility when we make a mistake, expecting to be treated with kindness and respect in return.

## **Generosity**

Giving people extra support that goes above and beyond the norm if required.

## **Confidentiality**

Respecting people's boundaries and their right to privacy.

## **Connection**

Embracing individuality, and treating everyone with dignity and respect.