

**Age UK Barnet exists to promote the well-being of residents in the Borough of Barnet aged 55+ with the aim that all residents should live enjoyable and fulfilling lives.**

**Age UK Barnet**  
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Age UK Barnet is a registered charity (1080458) and company limited by guarantee registered in England and Wales number 3863045. Registered office: Ann Owens Centre, Oak Lane, East Finchley, London N2 8LT.



**ZERO  
TOLERANCE**

**Behaviour  
expectations  
when using AUKB  
services**

Age UK Barnet works to promote equality and fairness amongst and between all residents regardless of background, characteristics and current circumstances.

You can read our Equality, Diversity and Inclusion policy for more details. This can be found from this link:-  
<https://www.ageuk.org.uk/bp-assets/globalassets/barnet/original-blocks/products/quality-policy-july-24-4.pdf>

All of us, whether clients, members, staff, volunteers or trustees should all feel valued, listened to and treated with dignity and respect. Our expectations include:

- ✓ Be welcoming to all
- ✓ Be kind and courteous
- ✓ Listen to each other and show respect to each other
- ✓ Even if we disagree, we do not judge or criticise.
- ✓ No aggressive behaviour or bullying
- ✓ No physical contact without consent



**Commenting on someone's individual characteristics such as gender, race, age, faith, sexuality or appearance is not appropriate.**

- **Think before you speak!**

Language or behaviour which is considered to be aggressive, abusive or discriminatory will not be tolerated. We will take action and services may be withdrawn.

You will be advised if this is the case and there will be opportunity to appeal the decision.

If you experience language or behaviour that you feel is inappropriate or makes you feel uncomfortable, we ask that you report it.

You can talk to any staff member or email:  
[info@ageukbarnet.org.uk](mailto:info@ageukbarnet.org.uk).