

Kindness Policy

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

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

Compassion

Showing consideration for others, and understanding that each person has a background that you 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 (see “Red Rules and Blue Rules” below).

Patience

Challenging unacceptable behaviour respectfully and with kindness.

Positivity

Being aware of your demeanour and the things you say. Understanding that your attitude can affect those around you.

Honesty

If you are struggling with something or having an off day, being honest. Taking responsibility when you make a mistake, and expecting to be treated with kindness and respect in return.

Generosity

Sometimes people need extra support that goes above and beyond the norm. If you are able to give them that help, do.

Gratitude

Appreciating the different contributions that all your colleagues make. Appreciating that each customer through our doors is a person supporting our service.

Connection

Embracing the fact that everyone is different yet equal. Embracing individuality, and treating everyone with dignity and respect.

Confidentiality

Respecting people's boundaries and their right to privacy.