

Kindness Policy

The Guille-Allès Library is an inclusive organisation which strives to treat 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.

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

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

Generosity

Whenever possible, giving people extra support that goes above and beyond the norm.

Gratitude

Appreciating the different contributions that our colleagues make. Valuing each and every customer that comes through our doors, and appreciating them for 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.