Respect and Anti-Harassment Charter

Our Commitment

At Woods Holidays Ltd - Trading as Sussex Cruise Club, we are committed to providing a professional, safe, inclusive and respectful working environment for everyone.

We expect all employees, clients, customers, contractors, suppliers and visitors to treat one another with dignity and respect.

We do not tolerate any form of harassment, sexual harassment, bullying, intimidation, discrimination or victimisation.

Who This Charter Applies To

This Charter applies to all of our clients and customers, and to their employees, agents, contractors and visitors, in all dealings with our employees, associates and contractors ("our people"). It applies however contact takes place: in person, on site visits, by telephone, video call, email, text or messaging apps, through social media, or in any other way.

If you are a client, this Charter forms part of our Standard Terms of Business (the "Terms"). You are responsible for making sure that your own people and visitors follow it when dealing with us.

Expected Standards of Behaviour

When interacting with our people, we ask that all clients and third parties:

- Treat our people with courtesy, professionalism and respect.
- Communicate in an appropriate and respectful manner, without shouting, swearing, abusive language or threats.
- Respect personal boundaries and professional relationships.
- Avoid any behaviour, comments, jokes, gestures or conduct that could be considered offensive, intimidating, humiliating or degrading.
- Support an inclusive environment where everyone feels safe and valued.

Harassment, Bullying and Discrimination

Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. It includes unwanted conduct related to a protected characteristic such as age, disability, gender reassignment, race, religion or belief, sex or sexual orientation. Bullying and intimidation include abusive, aggressive, threatening or belittling behaviour. The effect of the conduct on the person receiving it matters, whatever the intention behind it.

Examples may include:

- Offensive comments, jokes, nicknames or stereotypes about a person's characteristics.

- Shouting at, insulting, threatening or persistently belittling a member of our team.
- Displaying or sharing offensive material in any format.
- Treating someone unfairly, or retaliating against them, because they have raised a concern.

Sexual Harassment

Sexual harassment includes any unwanted conduct of a sexual nature that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.

Examples may include:

- Unwelcome sexual comments or jokes.
- Inappropriate remarks about a person's appearance.
- Unwanted physical contact.
- Sexual advances or requests.
- Sending inappropriate messages, images or content.

Raising Concerns

We encourage our employees to report any concerns regarding inappropriate conduct by a client, customer or other third party. All concerns will be taken seriously and considered appropriately, and no one will be treated unfairly for raising a concern in good faith.

If you have a concern about the conduct of any member of our team, we want to hear about it. You can raise it informally with your usual contact or, if you prefer, make a formal complaint under the Complaints section of our Terms by writing to a Director at our registered office. Concerns will be investigated fairly and you will receive a written response.

Our Response

We will act reasonably, fairly and in proportion to the seriousness of the behaviour and whether it has happened before. Where behaviour falls below the standards set out in this Charter, we may take appropriate action, including:

- Addressing the issue directly with the individual concerned.
- Ending a call, meeting or visit immediately where our people feel unsafe or are subjected to unacceptable behaviour.
- Escalating concerns to the individual's employer or organisation.
- Restricting access to our premises or services.
- Changing the contact or adviser assigned to you, or reassigning work, to protect our people, without any disadvantage to the employee concerned.
- Reviewing, suspending or ending business relationships where necessary, including with immediate effect in serious cases.

We may keep a record of incidents. Any personal information involved will be handled in line with data protection law.

Relationship with Our Terms

This Charter forms part of the agreement between Woods Holidays Ltd – Trading as Sussex Cruise Club, and each client.

We may update this Charter from time to time. The current version is always published on our website alongside our Terms, and we will tell clients about any material changes.

Working Together

We value our relationships with clients and partners and appreciate your support in helping us maintain a respectful, safe and inclusive environment for everyone.

Version 1 | Effective from 1 November 2026 | Next review: 1 November 2027