

Action List for a Safe and Respectful Workplace

Team Culture	Tick
Recruit and build teams that foster a positive and supportive work culture.	
Ensure no one is working on their own, especially during closing times, to support safety and team cohesion.	
Set working hours that avoid late finishes to prioritise staff well-being.	
Ensure you understand the needs of your staff, for example: disability, neurodiversity, caring responsibilities, in order to provide an inclusive work environment.	
Publicly display and enforce a strict no-tolerance policy for inappropriate or abusive behaviour to maintain a safe and respectful team environment.	
Ensure that uniforms are practical and comfortable for all staff members, promoting inclusivity.	
Ensure staff are regularly trained on safeguarding and welfare related policies and conflict resolution, promoting a culture of awareness and responsibility.	
Provide additional training and support for younger, part-time, or temporary staff to ensure they feel secure and valued.	
Ensure that all staff, including those on zero-hour or temporary contracts, have equal access to safeguarding and welfare support and are treated fairly.	
Offer staff access to mental health services and support programmes to promote emotional well-being.	
Regularly check in with staff, particularly after incidents, and provide ongoing support to foster a caring and responsive team culture.	
Ensure supervising team members understand how to intervene in challenging situations and encourage safe communication between team members.	
Encourage breaks and recharging time for staff to maintain their energy and well-being during events and busy times of year (such as harvest).	
Share industry stories and changes openly with staff, fostering a culture of growth and continuous learning.	
Encourage an open-door policy where staff feel comfortable sharing concerns or suggestions with management without fear of repercussions.	
Provide ongoing diversity and inclusion training to foster awareness and acceptance of different backgrounds, identities, and perspectives within the team.	
Promote a work-life balance by offering flexible work schedules or time-off policies, ensuring staff can maintain a healthy personal and professional life.	
Ensure there's a well-defined process for resolving interpersonal conflicts, with mediators or trained personnel available to assist, fostering a respectful and harmonious workplace.	

Action List for Safe and Respectful Wineries and Vineyards

Workplace Conduct Policies	Tick
Establish a zero-tolerance policy for any form of harassment, bullying, or discrimination in the workplace. Ensure that this policy is clearly communicated to all employees during induction and through regular reminders.	
Make sure staff are aware of what constitutes inappropriate behaviour, including verbal, physical, and emotional harassment.	
Put up signs to highlight the venue's zero-tolerance approach to harassment, bullying or discrimination and to encourage individuals to report any safeguarding and welfare concerns.	
Send information to suppliers and third parties involved in the event highlighting your process and policies on safeguarding and staff welfare, and a zero-tolerance approach to harassment, including sexual harassment.	
Train supervisors and managers on how to identify and prevent harassment or abusive behaviour within the workforce, particularly in isolated or rural settings.	
Ensure there are clear consequences for anyone engaging in harmful behaviour, and make sure all staff are aware of these policies.	
Rights Awareness	
Ensure all workers, including migrant and seasonal staff, are fully informed about their rights and protections under UK law. This includes clear communication in multiple languages if needed, especially for non-native English speakers.	
Provide documentation and induction sessions to explain what safeguarding is and how to report any concerns related to abuse, harassment, or exploitation.	
Training for Identifying and Reporting Issues	
Train staff to recognise signs of abuse, exploitation, or unsafe working conditions in the factory or warehouse. This could include bullying between colleagues or inappropriate behaviour from supervisors. Ensure this is repeated regularly.	



Set up an accessible, confidential reporting system that allows workers to report concerns about abuse, bullying, unsafe conditions, or exploitation without fear of retaliation.	
Appoint a designated safeguarding/welfare officer to handle cases impartially and effectively.	
Support Systems	
Ensure that staff know where to access support, such as mental health services, helplines, or local charities, if they have experienced abuse, bullying, or distressing situations. The Drinks Trust support is a good first step for anyone in the sector looking for initial support.	
Establish an Employee Assistance Programme (EAP) to provide mental health and well-being support, particularly for workers dealing with stressful or dangerous working conditions.	
Protection for Vulnerable Employees	
Provide extra support for workers who may be vulnerable due to language barriers, temporary contracts, or a lack of familiarity with UK labour laws. Make information about their rights easily accessible and signpost them to organisations that provide workers with assistance, such as housing advice, health services, or legal aid.	
Provide special training for staff who may be at higher risk of harassment or exploitation, such as younger workers, part-time staff, or those new to the industry. This could include advice on how to recognise inappropriate behaviour and where to seek help.	
Ensure that any vulnerable workers, including those on temporary contracts or zero-hour contracts, have the same protections as full-time employees and are aware of how to access safeguarding and welfare support.	
Set up buddy systems or mentorship programmes for new or vulnerable employees, to ensure they are supported and aware of company welfare measures.	

Action List for Safe and Respectful Cellar Doors/ Hospitality/ Events

Preparing for success	Tick
Actively seek attendees of events to agree to a code of conduct, sample below.	
Put up signs to highlight the venue's zero-tolerance approach to harassment, bullying or discrimination and to encourage individuals to report any safeguarding and welfare concerns.	
Develop venue-specific approaches to reduce the likelihood of problems occurring within teams or with attendees. These may vary throughout the day, including ensuring that members of the team are paired, that there are never lone members of staff for closing a venue, that supervising members of the team understand how to intervene, to have safe words for team members to flag concerns and others.	
Send information to suppliers and third parties involved in the event highlighting your process and policies on safeguarding and a zero-tolerance approach to harassment, including sexual harassment.	
During tastings ensure that there is the inclusion and encouragement to have soft drinks and ensure that food is also available. Always supervise free pour areas. During receptions consider the using material to encourage zebra drinking (see below).	
Dealing with Intoxicated Customers	
Train staff in conflict resolution techniques and how to manage difficult or intoxicated customers, while ensuring the safety of both the employee and other patrons.	
Provide specific safeguarding and welfare training on how to handle situations where customers are behaving inappropriately, such as sexual harassment or aggressive behaviour, and ensure staff know how to report such incidents.	
Support for Staff Well-Being after a Specific Event	
If an incident has been identified at a particular event, ensure that any follow up action is taken after the event and the individual affected is provided with ongoing support where necessary.	