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## CVDB Zero Tolerance Policy

At the Cities and Villages Development Bank (CVDB), we treat our staff, partners, and guests with respect and expect that each party conducts themselves respectfully, without violence, abuse or harassment. All parties have the right to work without fear of being attacked, abused, or face retribution for upholding CVDB standards of conduct and ethics. Any intimidating or abusive behavior - verbal or physical - which causes any party to feel uncomfortable, embarrassed or threatened, is totally unacceptable.

The Zero Tolerance policy includes aggression or threats made in person, over the telephone or in written communication. The Practice considers threatening behavior to be:

- Attempted or actual aggressive threatening physical actions made towards any member of staff.
- The use of aggressive, threatening or abusive language, (including raising of the voice, swearing and cursing, shouting) which threatens or intimidates staff.
- Any financial or ethical misconduct not otherwise specified explicitly in this policy.

This policy applies throughout the premises. It also applies to any employee or partner away from the practice but only in so far as it relates to the business of the practice.

Any instance or threat of physical abuse will be reported to the Managing Director, recorded in our incident book, and the offender will be issued a written warning. If deemed warranted and urgent, the police may be contacted and the offender may be removed from the premises.

In addition, this Policy also extends toward Prohibited Practices – as identified by the Green Climate Fund - and is strongly committed to preventing and combating Prohibited Practices. CVDB expects individuals and entities involved in GCF-funded and related activities (as defined in the GCF's [Policy on Prohibited Practices](#)) to observe the highest standards of integrity, to refrain from directly or indirectly, condoning, encouraging, participating in or engaging in Prohibited Practices and to take measures, where and when appropriate, to prevent and combat Prohibited Practices regarding all Fund-related Activities. For reporting suspected engagements in Prohibited Practices, please refer to CVDB's [Anti-Corruption and Fraud Prevention Policy](#).

<https://www.greenclimate.fund/sites/default/files/document/policy-prohibited-practices.pdf>

For any comments or concerns pertaining to this Zero Tolerance Policy, or to report an incident, please contact CVDB through the secure messaging portal on our website at:

<https://cvdb.gov.jo/en/suggestions-and-complaints>



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