



COLLINSON CASE STUDY

Collinson deliver market-leading airport experiences, loyalty & customer engagement, and insurance solutions.



ABOUT COLLINSON

- 1,700 Employees
- Launched in 1985
- Global Company

"At Collinson we genuinely feel we have a duty of care to our people, and businesses have a unique role to play in breaking the silence around domestic abuse and ensuring victims can access the help and support they need. We owe it to all of our people to provide a safe and supportive environment as well as educate and inform, and to raise awareness in the wider community."

Jane Barr - Social Impact Manager

Why did you start your domestic abuse journey?

As employers, Collinson has an important role to play in creating a work environment where people can talk about their experience or reach out for help, this includes Domestic Abuse support. We also felt that if we all start to raise awareness, and create the right environment, it will make it easier for people to take that first difficult step.

Did you find Sharon's Policy a useful tool?

Yes, we initially used the template, and we then added our own global inputs.

How do you ensure your domestic abuse work/policy isn't forgotten?

- Continuous online presence of Domestic Abuse support on Workplace groups and SharePoint site.
- Engagement with internal networks: Collinson's Global LGBT+ community (LINK) and Women in Collinson (WIC).
- Identifying and training key people: Global Beacons, People and Culture Team and People Managers.
- Continuous development of our policy, resources, and signposting.
- Internal awareness events incorporating key action dates: Domestic Violence Awareness month and 16 Days of Action.
- Introduced initiatives such as: our DA Policy is on our external recruitment website, part of our induction programme for all new employees, 'return to work' conversations, email signatures for our Beacons; our champions' network.

Have your employees had any training/education?

Our Global Beacons have had 'General Introduction to DA Awareness in the Workplace' training by HESTIA. This training has also been offered to our People and Culture team, and any 'people managers'. Annually we hold refresher training sessions with HESTIA.

What challenges have you faced?

No specific challenges, except we were very conscious that the policy is applicable to all our global employees, not just providing support and resources for the UK.

Did you have a budget?

Our only budget is for Beacon membership of EIDA. We work with EIDA and other EIDA Beacons to inspire all employers across the UK to take effective action on domestic abuse, by raising awareness and developing and sharing best practice.