

## Company Policy Statement on Harassment & Bullying at Work.

The company acknowledges that bullying and harassment in the workplace can have a serious detrimental effect on both individuals and the organisation.

It can lead to poor morale and performance, illness, absence from work, loss of concentration and increased on the job risks, along with damage to the company reputation and the potential for tribunal or other court cases.

All of the above are unwanted and would distract from our key objectives and basic values.

The potential of bullying and harassment is not limited to employee upon employee, and may be experienced between employees and customers or employees and members of the public in either direction. All of these potential scenarios are covered by this policy.

Bullying and harassment will not be tolerated by the company and therefore any instances will be treated as disciplinary offences and dealt with accordingly.

### **In general terms harassment is:**

Unwanted conduct affecting the dignity of men or women in the workplace.

It may be related to age, sex, race, disability, religion, nationality or any personal characteristic of the individual.

The key is that the actions or comments are viewed as demeaning and unacceptable to the individual.

### **In general terms bullying is.**

The exercise of power over another person through negative acts or behaviours that undermine him/her personally and/or professionally. Bullying can be threatening, insulting, abusive, disparaging or intimidating behaviour that places inappropriate pressure on the recipient or has the effect of isolating or excluding them.

Bullying can take the form of shouting, sarcasm, derogatory remarks concerning job performance or constant criticism, it may take place within the workplace or remotely, this includes social media and electronic communication formats.

Bullying is to be distinguished from vigorous debate or the actions of a manager or supervisor making reasonable (but perhaps unpopular) requests of his/her staff.

To clarify the situation the following list, although not exhaustive, gives some examples of unacceptable behaviour:

- \* unwelcome sexual advances - touching, standing to close.
- \* unfair treatment, exclusion or victimisation.
- \* making threats or comments about job security without foundation.
- \* ridiculing or demeaning someone - picking on them or setting them up for a fall.
- \* preventing individuals progressing by intentionally blocking promotion or training opportunities.
- \* display of offensive materials.
- \* spreading malicious rumours or insulating someone.
- \* overbearing supervision or other misuse of power or position.

### **Responsibilities.**

All employees are asked to assist the company by acting in a professional and courteous manner at all times, this applies not only to other employees but to customers, business partners and the general public.

All managers and supervisors are asked to monitor the behaviour and actions of the employees under their direct control and consider their impact upon others.

### **Allegations.**

Any complaint or allegation will be treated in a sensitive and confidential manner.

Where possible any allegations will be dealt with in an informal way to seek a satisfactory resolution of the problem.

Given the small size of the organisation any informal complaint or allegation will be dealt with by the Operations Director or Managing Director.

Formal action may be considered where informal action has proved ineffective or where an informal approach is not appropriate.

If this is the case the complaint should be registered in writing and submitted as soon after the incident as practicable.

A formal complaint should include the nature of the incident, with reference to dates, times and places in relation to a specific incident.

The names of any witness to the incident should also be included.

Formal complaints will be considered in a timely manner by both the Operations Director and Managing Director, and any other persons they consider will assist in the investigation process.

### **Monitoring the Policy.**

This policy and its effects on the organisation will be kept under review and any changes required will be made within a reasonable time scale.

### **Reference Documentation.**

This policy should be read in conjunction with our Equal Opportunities Policy EO-001

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