

Dignity at Work

1. *Purpose:*

- 1.1. Restitute is committed to creating a work environment free of bullying, intimidation, harassment and victimisation.

2. *Persons Affected:*

- 2.1. This policy applies to all employees and anyone else engaged to work at the organisation whether by direct contact with the organisation or otherwise.
- 2.2. The policy also covers bullying and harassment in the workplace and in any work-related setting outside the workplace, e.g., business trips and work-related social events.
- 2.3. Please note: if either party is not employed by Restitute, e.g., if the worker's contract is with an agency, this policy will apply with any necessary modifications.

3. *Policy:*

- 3.1. Restitute will not tolerate bullying and harassment of any kind. Employees are expected to:
 - 3.1.1. treat everyone with dignity and respect;
 - 3.1.2. conduct themselves professionally;
 - 3.1.3. not behave in a manner that will be offensive to others;
 - 3.1.4. be proactive in developing and maintaining relationships;
 - 3.1.5. take appropriate action where there are difficulties in working relationships.
- 3.2. Restitute will also not tolerate victimisation of a person for making allegations of bullying or harassment in good faith or supporting someone to make such a complaint.

4. *Definitions:*

- 4.1. **Bullying** is offensive, intimidating, malicious or insulting behaviour, and/or an abuse or misuse of power that is meant to undermine, humiliate or injure the person on the receiving end.
- 4.2. **Harassment** is unwanted conduct that has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or is reasonably considered by that person to have the effect of violating his/her dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for him/her, even if this effect was not intended by the person responsible for the conduct.
- 4.3. **Victimisation** is subjecting a person to a detriment because he/she has, in good faith, complained (whether formally or otherwise) that someone has been bullying or harassing him/her or someone else, or supported someone to make a complaint or given evidence in relation to a complaint. This would include isolating someone because he/she has made a complaint or giving him/her a heavier or more difficult workload.
- 4.4. Examples of **inappropriate behaviour**:

- 4.4.1. bullying and harassment may be misconduct that is physical, verbal or non-verbal, e.g., by letter, email or social media.
- 4.5. Examples of **unacceptable behaviour** that are covered by this policy include (but are not limited to):
 - 4.5.1. physical conduct ranging from unwelcome touching to serious assault;
 - 4.5.2. unwelcome sexual advances;
 - 4.5.3. the offer of rewards for going along with sexual advances, e.g., promotion, access to training;
 - 4.5.4. threats for rejecting sexual advances, e.g., suggestions that refusing advances will adversely affect the employee's employment, evaluation, pay, advancement, assigned work, or any other condition of employment or career development;
 - 4.5.5. demeaning comments about a person's appearance;
 - 4.5.6. unwelcome jokes or comments of a sexual or racial nature or about an individual's age, disability, sexual orientation or religion;
 - 4.5.7. questions about a person's sex life;
 - 4.5.8. unwanted nicknames related to a person's age, race or disability;
 - 4.5.9. the use of obscene gestures;
 - 4.5.10. excluding an individual because he/she is associated or connected with someone with a protected characteristic;
 - 4.5.11. ignoring an individual because he/she is perceived to have a protected characteristic when he/she does not, in fact, have the protected characteristic;
 - 4.5.12. the open display of pictures or objects with sexual or racial overtones, even if not directed at any particular person, e.g., magazines, calendars or pin-ups;
 - 4.5.13. spreading malicious rumours or insulting someone;
 - 4.5.14. picking on someone or setting him/her up to fail;
 - 4.5.15. making threats or comments about someone's job security without good reason;
 - 4.5.16. ridiculing someone;
 - 4.5.17. isolation or non-cooperation at work; and
 - 4.5.18. excluding someone from social activities.
- 4.6. An individual's conduct may be harassment whether or not the person behaving in that way intends to offend. Something intended as a "joke" may offend another person.
- 4.7. Different people find different things acceptable. Everyone has the right to decide what behaviour is acceptable to them and to have their feelings respected by others.
- 4.8. A single incident can be harassment if it is sufficiently serious.

5. Responsibilities:

- 5.1. We all have a responsibility to help create and maintain a work environment free of bullying, intimidation, harassment and victimisation.
- 5.2. Employees and managers can help to do this by:
 - 5.2.1. being aware of how your own behaviour may affect others and changing it, if necessary - you can still cause offence even if you are "only joking";
 - 5.2.2. treating your colleagues with dignity and respect;
 - 5.2.3. taking a stand if you think inappropriate jokes or comments are being made;
 - 5.2.4. making it clear to others when you find their behaviour unacceptable, unless it should be obvious in advance that this would be the case;
 - 5.2.5. intervening, if possible, to stop harassment or bullying and giving support to recipients;
 - 5.2.6. making it clear that you find harassment and bullying unacceptable;
 - 5.2.7. reporting harassment or bullying to your manager or human resources and supporting the organisation in the investigation of complaints; and
 - 5.2.8. if a complaint of harassment or bullying is made, not prejudging or victimising the complainant or alleged harasser.
- 5.3. Managers have a responsibility to:
 - 5.3.1. set a good example in how to behave within the workplace;
 - 5.3.2. ensure that there is a supportive working environment;
 - 5.3.3. make sure that staff know what standards of behaviour are expected of them;
 - 5.3.4. intervene to stop bullying or harassment; and
 - 5.3.5. report promptly to Human Resources any complaint of bullying or harassment, or any incident of bullying or harassment witnessed by them.

6. Procedure:

- 6.1. **Informal approach** to tackling unacceptable behaviour:
 - 6.1.1. every effort should be made to use informal means to stop the perceived offensive behaviour.
 - 6.1.1.1. Individuals may not be aware that their behaviour is unacceptable and if this is clearly pointed out to them, the problem can often be resolved.
 - 6.1.1.2. It is important to raise issues as soon as possible after the event so that the details are still clear in people's minds.
 - 6.1.2. an informal face to face discussion may help the individual to politely communicate which aspect of their behaviour is considered unacceptable and ask them to stop. It could be added that, if the behaviour continues, a formal complaint may be made.
 - 6.1.3. if you find it difficult to approach the person please contact an HR Manager for support and advice on how to deal with the situation.
- 6.2. **Formal approach** to tackling unacceptable behaviour:

- 6.2.1. for employees the grievance policy and procedure provide the framework to raise any concerns.
- 6.2.2. the grievance policy and problem-solving procedure is available to download from the intranet or the Human Resources Team.

6.3. Sanctions:

- 6.3.1. all allegations of bullying and harassment will be investigated.
- 6.3.2. employees found guilty of bullying or harassment may face disciplinary penalties, up to and including summary dismissal and could be personally liable to pay compensation in legal claims. Serious harassment may be a criminal offence.
- 6.3.3. victimisation is also a disciplinary offence.

6.4. Confidentiality:

- 6.4.1. confidentiality is very important in dealing with cases of alleged unacceptable behaviour and information should only be divulged to relevant people on a 'need to know' basis.

7. Monitoring and Policy Review

- 7.1 Compliance with the policy will be monitored by the HR department.
- 7.2 This policy will be reviewed by the HR Manager on an annual basis and will be updated where necessary.

Last Review Date: August 2024

Next Review Date: August 2025