



Angard Staffing Bullying and Harassment Policy

Angard Staffing is committed to having a workplace that is free from bullying and harassment. If an employee believes that he or she is being bullied or harassed he/she should raise those concerns in accordance with this policy.

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Please contact the Angard Helpline Number 0333 240 8502 or email angard.employee@reedglobal.com.

For web access go to: www.angardstaffing.co.uk.

Overview

Angard Staffing (**Angard**) is committed to making sure employees can work in an environment that is free from bullying or harassment. This policy covers harassment or bullying which occurs at work and out of the workplace, such as on business trips or at work-related events or social functions. It covers bullying and harassment by employees and also by third parties such as customers, suppliers or visitors to our premises.

This policy does not form part of any employee's contract of employment.

This policy is effective from 1st April 2014.

What is harassment?

Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.

It also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past.

Unlawful harassment may involve conduct of a sexual nature (sexual harassment), or it may be related to age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. Harassment is unacceptable even if it does not fall within any of these categories.

Harassment may include, for example:

- (a) unwanted physical conduct or "horseplay", including touching, pinching, pushing and grabbing;
- (b) unwelcome sexual advances or suggestive behaviour (which the harasser may perceive as harmless);
- (c) offensive e-mails, text messages or social media content;
- (d) mocking, mimicking or belittling a person's disability.

A person may be harassed even if they were not the intended "target". For example, a person may be harassed by racist jokes about a different ethnic group if the jokes create an offensive environment.

What is bullying?

Bullying is offensive, intimidating, malicious or insulting behaviour involving the misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened. Power does not always mean being in a position of authority, but can include both personal strength and the power to coerce through fear or intimidation.

Bullying can take the form of physical, verbal and non-verbal conduct. Bullying may include, by way of example:

- (a) physical or psychological threats;
- (b) overbearing and intimidating levels of supervision;
- (c) inappropriate derogatory remarks about someone's performance;

Legitimate, reasonable and constructive criticism of an employee's performance or behaviour, or reasonable instructions given to employees in the course of their employment, will not amount to bullying on their own.

What to do if you believe you are being harassed or bullied

If you are being harassed or bullied, consider whether you feel able to raise the problem informally with the person responsible. You should explain clearly to them that their behaviour is not welcome or makes you uncomfortable. If this is too difficult or embarrassing, you should report it to Angard via the Angard Helpline Number 0333 240 8502 or email angard.employee@reedglobal.com, who can provide confidential advice and assistance in resolving the issue formally or informally.

If informal steps are not appropriate, or have not been successful, you should raise the matter formally under our Grievance Policy. You should note that, where the bullying or harassment is alleged to have been carried out by an employee of Royal Mail whilst you are placed on an assignment with Royal Mail we will need to inform Royal Mail of your complaint and seek their assistance in resolving it.

Angard will investigate complaints in a timely and confidential manner. The investigation will be conducted by someone with appropriate experience and no prior involvement in the complaint, where possible. Details of the investigation and the names of the person making the complaint and the person accused must only be disclosed on a "need to know" basis. Angard will consider whether any steps are necessary to manage any ongoing relationship between you and the person accused during the investigation.

Once the investigation is complete, Angard will inform you of our decision. If we consider you have been harassed or bullied by an employee of Angard the matter will be dealt with under the Disciplinary Procedure as a case of possible misconduct or gross misconduct. If the harasser or bully is a third party such as a customer or other visitor or an employee of Royal Mail (where it relates to an assignment you are on there), we will consider what action would be appropriate to deal with the problem. However, you need to be aware that there may be little Angard can do in such circumstances. Whether or not your complaint is upheld, Angard will consider how best to manage any ongoing working relationship between you and the person concerned.

Protection and support for those involved in complaints

Employees who make complaints or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way will be subject to disciplinary action under our Disciplinary Procedure.

Review

Angard will keep this policy under review and may need to update it from time-to-time to reflect business needs.