

CONSTANT SECURITY SERVICES

BULLYING & HARASSMENT POLICY

Policy

Constant recognises its responsibility to provide a safe and healthy environment and upholds the rights of employees to be treated with dignity and respect. Positive behaviour can help to foster an inclusive environment where everyone feels valued.

Principals

Constant is committed to ensuring that their employees are aware of what Bullying & Harassment entails. There are many definitions of bullying and harassment. Bullying may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or mistrust of power through means intended to undermine, humiliate, denigrate or injure the recipient.

Bullying and harassment is harmful, it causes distress and can lead to illness and poor performance. No form of bullying or harassment will be condoned at work or outside work if it has a bearing on the working relationship. This would include harassment on the grounds of age, colour, race, nationality, ethnic or national origin, gender, disability, religion or religious belief and sexual orientation.

Examples of positive behaviour:

- Praising colleagues when you think they have done well at something at work.
- Respecting an individual's personal space.
- Considering appropriate language in written and oral communications.
- Not indulging in banter, gossip, or stereotypical views
- Making a point of talking to people with whom you do not usually have much contact and introducing colleagues you know but who do not know each other.
- Finding out about different cultures, religions, disabilities etc.
- Considering the diverse needs of individuals when planning events and meetings.

Examples of unacceptable behaviour:

- Derogatory remarks and lewd comments about appearance.
- Insensitive jokes or pranks.
- Abusive insulting, threatening words or behaviour.
- Unnecessary body contact and/or requests for sexual favours.
- Displaying abusive writing and pictures.
- Ignoring or excluding an individual.
- Setting unrealistic deadlines.
- Public criticism.
- Substituting responsible tasks with menial or trivial ones.
- Withholding necessary information.
- Constantly undervaluing effort.

This list is not exhaustive. The actions above must be viewed in terms of the distress they could cause the individual.

Procedure

The aim of this procedure is to protect Constant employees from bullying and harassment and to enable them, if necessary, to make a complaint, confident that it will be taken seriously and dealt with in confidence.

All Managers have a duty to establish and maintain an environment free from bullying and harassment. Any Manager who receives a complaint of or is witness to such behaviour must deal with the situation sensitively, listen to the complainant and investigate the complaint or incident, ensuring that the problem is resolved as quickly as possible. Anyone who receives a complaint of bullying or harassment must respect confidentiality and should encourage the person being bullied to consider using the complaints procedure. Under no circumstances must any such complaint be ignored.

Depending on the severity of the complaint, the alleged action could be regarded as gross misconduct and disciplinary action, including dismissal, will be taken against those failing to fulfil their responsibilities under this policy.

When appropriate, individuals will be encouraged to resolve the situation informally. Some incidents, however, by virtue of their serious nature will need to be dealt with immediately under the formal procedure.

Informal Procedure

- Individuals who feel they have been bullied or harassed should keep a written record of any incidents, including the date, time, and nature of incident, names of those involved and those of any witnesses.
- Whenever possible, any complaint of bullying or harassment should be made in the first instance to the immediate Line Manager. In circumstances where the subject of the complaint is the Line Manager, the complaint should be made to that person's Manager.
- If possible, the alleged harasser should be told by the alleged victim of harassment that the behaviour is offensive and unwanted and must stop. A colleague or an appropriate Manager can act as a witness when this statement is made. Alternatively an appropriate Line Manager can speak to the alleged bully or alleged harasser. If the victim is unable to do this verbally, then a written request may be appropriate.

Formal Procedure

Where informal methods fail, or the alleged victim chooses not to use them or considers that the problem is sufficiently serious, a formal complaint should be made in writing to a senior manager and, where possible, state:

1. The name of the alleged harasser.
 2. The nature of the alleged harassment.
 3. Dates and times when the alleged harassment occurred.
 4. Names of witnesses to any incidents of alleged harassment.
 5. Any action already taken by the complainant to stop the alleged harassment.
- A member of Constant management will investigate the complaint and will interview the person making the complaint, the subject of the complaint and any relevant witnesses. All individuals in the investigation will be expected to respect the need for confidentiality. All parties to these proceedings will be advised of their right to be accompanied by a work colleague or trade union representative of their choice.
 - The investigation will be concluded within ten working days of the complaint being received. If it is not possible to complete the investigation within the specified time, the complainant will be given an explanation for the delay and given a date when it is expected to be completed.
 - The member of Constant management will keep a detailed written record of the Investigation and its findings. The complainant and the person against whom the allegation has been made will be told of the findings and confirm the position in writing.

- If the complainant is dissatisfied with the outcome, or with the way in which the complaint was handled, an appeal may be made to one of the Directors of Constant within seven days of receiving the decision. Where possible, the Director will respond within ten working days, arranging a time and place to hear the appeal and advising the individual of their right to be accompanied.
- If disciplinary action is justified, a disciplinary hearing will be arranged in accordance with the appropriate company disciplinary procedure within ten working days of either the decision of the investigating manager or, if an appeal was lodged, the decision of the Director hearing the appeal. Any disciplinary action taken will reflect the severity of the offence and may include dismissal.

Representation

An employee making the complaint or against whom a complaint is made, may request that a work colleague or an official of a trade union attend any meetings or discussions with their line manager attending the informal stage. This request will usually be granted unless it would be obstructive to the normal line management of the individual. At any formal stage, the employee has a right to representation by a work colleague or an official of the trade union.

Review

Constant is committed to reviewing its policies and procedures regularly and monitoring the impact of these on staff in accordance with the Equality and Diversity policy.

Signed:



Designation: Director

Date: 2nd March 2021