



Policy

Bullying & Harassment

Issue Control Sheet

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Document Authors		
Name	Signature	Date
Katherine Kerr People Business Partner	[Redacted due to external publication]	18/04/2023
Ange Hughes People Policy, Governance & Compliance Manager	[Redacted due to external publication]	18/04/2023

Document Approval		
Name	Signature	Date
Deb Jones People Services Director	[Redacted due to external publication]	18/04/2023
Ellie Armour Chief People Officer	[Redacted due to external publication]	18/04/2023

Purpose

At Speedy, we want to provide a safe and supportive environment for all our colleagues, that is free from bullying and harassment. We adopt a zero-tolerance approach and will take any allegations raised seriously.

We will always follow the principles of this and other associated policies including our Diversity & Equity, Resolving Issues at Work, Domestic Violence and Whistleblowing Policies.

This policy applies to everyone employed by Speedy and anyone working on our behalf including visitors, contractors, and agency workers. It sets out how we expect colleagues to interact and behave and what to do if you have any concerns about the way, you, or anyone else is being treated.

What is Bullying?

Bullying refers to behaviour that is offensive, intimidating, malicious or insulting towards someone else. It could also be the abuse or misuse of power which undermines, humiliates, degrades, or hurts another person.

It can take many different forms, including:

- Physical, verbal and/or mental.
- Aggressive – such as threatening or intimidating someone.
- Passive – such as ignoring someone.
- Behaviour carried out in an obvious and public way, or subtle such as comments or gestures that are done in such a way to draw attention.
- One or more individuals targeting one person.

Bullying in the workplace can take place in different ways, some examples may include:

- Giving someone tasks that aren't achievable, an unmanageable workload or impossible deadlines.
- Singling someone out for trivial tasks or unpleasant jobs, on a repeated basis and not in keeping with the level of their role and normal day to day duties.
- Holding back information deliberately.
- Not passing on messages or giving wrong or unclear information on purpose.
- Making inappropriate comments or threats about someone losing their job.

What is Harassment?

Harassment refers to unwanted behaviour that is directed at you because of a protected characteristic, or there is a connection to a protected characteristic. Such behaviour leaves you feeling offended and is unwanted by you.

Protected characteristics include:

- Age
- Disability
- Gender reassignment
- Marital status
- Pregnancy and maternity
- Race
- Religion or religious belief
- Sex
- Sexual orientation

Harassment is unlawful under the Equality Act 2010. If someone's behaviour is unwanted and causes offence, even if it wasn't done on purpose, it may still be classed as harassment if the unwanted behaviour has the effect of violating your dignity, or creating a degrading, humiliating, hostile or offensive environment for you.

Responsibilities

We all have the responsibility to treat our colleagues with respect and dignity in order to maintain a friendly and inclusive working environment.

Managers are expected to:

- Help to support and maintain an environment free from bullying, harassment or victimisation by setting a good example of professional and respectful behaviour in the treatment of others.
- Promote a supportive working environment whereby colleagues feel comfortable enough to raise any concerns, in a personal or business capacity, and in confidence.
- Intervene and challenge any unwanted behaviour that may be perceived as bullying or harassment.
- Set clear expectations of the behaviour and standards that are expected from colleagues at Speedy or anyone working on our behalf.
- Treat any cases seriously and report promptly to the People Team any complaints of bullying, harassment or victimisation if witnessed or reported to you by a colleague.

Colleagues are expected to:

- Treat other colleagues with dignity and respect.
- Be aware of how your behaviour may affect others and can be perceived in an alternative way to which it was intended.
- Be mindful that jokes and banter can often be misinterpreted.

- Take responsibility if concerns are raised with you and look to change your behaviour if it has caused offense in any way.
- Challenge any unwanted behaviour that you witness that may be perceived as bullying or harassment. Do the right thing even if it means bringing it to the attention of a manager or the People Team.

Raising Concerns Informally

It is always better to try and resolve issues informally first by being open and honest with someone if their behaviour towards you is causing you upset or offense. Sometimes colleagues can be unaware of how their behaviour is impacting another person and by being open and honest with them about it, means they recognise how their words or actions may be offending you.

If you do not feel you are able to speak to the person concerned, you should talk to your manager. If you feel unable to speak to your manager, or the complaint is about them, there may be other people you feel comfortable speaking to, such as a manager from another department or the People Team. If you do not feel speaking informally will help, you can make a formal complaint.

Making a Formal Complaint

If you want to make a formal complaint, you will need to raise a grievance in writing in line with our Resolving Issues at Work Policy.

We understand that speaking up about a concern at work is not easy, so we will investigate any complaint raised as quickly as possible, maintaining confidentiality. We will only speak to colleagues that we need to in order to investigate your concerns.

Social Media

If you put potentially offensive or inappropriate comments or images on social media which are directly or indirectly made towards the company, a fellow colleague, customer or client which breaches the principles of this policy and/or has the potential to bring the company into disrepute, the matter will be investigated in line with our Disciplinary Policy.

Further Support

We offer an Employee Assistance Programme (EAP) through Vita Health Group who are completely impartial to Speedy. They offer free, confidential advice over the telephone, 24 hours a day.

[Contact details redacted due to external publication.]