

DIGNITY AT WORK POLICY

Everyone has the right to be treated with dignity and respect at work. Tenkay is committed to providing a safe environment for its employees and a culture in which respect for each other is fundamental. The dignity of individuals is paramount and we do not tolerate bullying and harassment in any form.

This policy applies to all employees, agency workers, contractors, associates and anyone engaged to work for Tenkay in whatever capacity. It covers bullying and harassment in the workplace and any other work-related event such as work-related social events. It also covers your behaviour towards our clients and our suppliers and also any visitors to Tenkay.

What is our expectation of you?

Everyone is responsible for their own behaviour. You should:

- Treat everyone with dignity and respect
- Not bully or harass anyone
- Not victimise or discriminate against anyone whose beliefs or abilities may be different to you
- Report to your manager or any member of the Management team any incidents, of which you are subject or which you observe and which may be inappropriate

You may be genuinely unaware that your behaviour is causing offence and it is therefore your duty to be sensitive to the impact you may have on others.

Managers must make sure that their staff are aware of this policy and that the principles of Tenkay in relation to bullying and harassment are upheld. If you are a manager, you must deal immediately with any incidents of bullying or harassment of which you become aware. Bullying is not an acceptable style of management.

What is bullying or harassment?

Harassment is any unwanted attention or behaviour that someone finds objectionable or offensive and which makes them feel threatened or vulnerable and creates an intimidating work environment.

Harassment may take many forms and may include any of the following:

- **SEX** - Unwanted sexual advances, whether verbal or physical; derogatory comments about someone's appearance; displaying offensive material or offensive communications
- **RACE** - Offensive behaviour in relation to someone's race, colour, nationality or ethnic origin including racist jokes, banter, gestures or insults
- **DISABILITY** - Offensive behaviour on the grounds of someone's disability including inappropriate jokes; excluding someone because of their disability
- **RELIGION** - Offensive behaviour in relation to someone's religion or beliefs; excluding someone from work-related events; making unwanted comments about how someone dresses in accordance with their beliefs
- **SEXUAL ORIENTATION** - Inappropriate homophobic comments or jokes; outing a person's sexuality without their consent; spreading rumours; intrusive questioning about someone's personal life
- **GENDER REASSIGNMENT** - Inappropriate transphobic comments or jokes; refusing to treat someone respectfully in their new gender; outing someone as a transgender without their consent, spreading rumours; intrusive questioning about someone's personal life
- **AGE** - Offensive behaviour in relation to someone's age, including jokes or banter

This list is for example only – any unwanted attention may be termed as harassment.

Bullying is a more general form of harassment and is offensive, intimidating, malicious or insulting behaviour which makes someone feel upset, vulnerable, humiliated or threatened.

Bullying can be physical, verbal or non-verbal behaviour. Examples of bullying are:

- Persistent, unfair criticism of someone's performance
- Shouting at colleagues, either publicly or privately
- Deliberately excluding someone or spreading malicious rumours
- Undermining someone's self-respect by treatment that ridicules, intimidates or demeans
- Physical abuse

This list is for example only – any intimidating behaviour may be termed as bullying.

The terms “bullying” and “harassment” are interchangeable but are determined by their effect on the recipient – what may be acceptable to one person may not be acceptable to another. Bullying may therefore also be a form of harassment.

What is the impact of bullying or harassment?

The impact of bullying or harassment may affect individuals differently, but may include:

- Someone may feel anxious or humiliated, frightened or demotivated
- Stress, loss of confidence or self-esteem, job security, sickness, absence from work or resignation
- Anger or frustration because they cannot cope and may retaliate in some way
- In almost all instances, job performance suffers

What should you do if you believe you are being bullied or harassed?

Managers have a duty to protect their employees from bullying or harassment and must therefore create an environment where someone can raise their concerns in confidence.

If you feel you are being subject to bullying or harassment you should discuss your concerns with your manager or any member of the Management team and every effort should be made to resolve the situation informally. It may also be possible to resolve the issue by speaking informally with the person responsible for the unwanted behaviour.

If the matter cannot be resolved informally, you should raise the issue formally under Tenkay’s Grievance procedure. Where bullying or harassment is considered to have taken place we will deal with the matter under our Disciplinary procedure and may constitute gross misconduct leading to dismissal.

Whether or not the complaint is upheld, we will consider how best to manage the ongoing relationship between you and the person concerned.

Whilst Tenkay is not responsible for the behaviour of its clients and suppliers or visitors to Tenkay, we will not tolerate any abusive behaviour by any external individuals towards our employees. If you believe that you have been subjected to unacceptable behaviour by a client, supplier or visitor to Tenkay, you must raise this with your manager or any member of the Management team and the matter will be investigated as a matter of urgency.

It is implicit in this policy that you should not suffer any detrimental treatment by raising a concern, whether upheld or not. Whilst we will make every attempt to deal with any issues raised under this policy in a sensitive and confidential manner, we cannot guarantee to maintain a complainant’s confidentiality.