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First and Last Mile CIC (FLM) is committed to providing a working environment free from bullying and harassment. We aim to ensure that all volunteers are treated, and treat others, with dignity and respect.

This policy covers bullying or harassment which occurs at work and out of the workplace, including on work trips or at work-related events or social functions.

This policy applies to all volunteers and paid employees who may at any time provide services to FLM.

What is Harassment

Harassment is any unwanted 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. A person may be harassed even if they were not the intended "target". Harassment also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past.

It is unlawful under the Equality Act 2010 to harass a person because of their 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. It also includes conduct of a sexual nature (sexual harassment). Harassment is unacceptable even if it does not fall within any of these categories.

Examples of harassment include, but are not limited to:

- unwanted physical conduct including touching, pinching, pushing and grabbing;
- unwelcome sexual advances or suggestive behaviour;
- offensive emails, text messages or social media content or the display of offensive materials;
- unwanted jokes, banter, mocking, mimicking or belittling a person.

What is Bullying?

Bullying is offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate, or injure the recipient. Bullying can include the use of personal strength or the power to coerce through fear or intimidation, not necessarily from someone in a position of authority.

Bullying may be physical, verbal or non-verbal. It can include conduct that is not face-to-face, including via text message, email and social media.

Examples of bullying include:

- physical or psychological threats;
- overbearing and intimidating levels of supervision;
- inappropriate derogatory remarks about a person or their performance;
- shouting at other volunteers;



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- persistently picking on people in front of others or in private;
- regularly and deliberately ignoring or excluding volunteers from work activities or work related social events;
- setting a person up to fail by overloading them with work or setting impossible deadlines;
- regularly making the same person the butt of jokes.

Legitimate and reasonable criticism of a volunteer's performance or behaviour, or reasonable management instructions, does not amount to bullying.

Policy Breaches!

Bullying and harassment are not tolerated in our workplace and all volunteers are required to treat each other, along with our customers, suppliers, and visitors, with dignity and respect.

Breaches of this policy will be dealt with in accordance with our disciplinary procedure. Serious cases of bullying or harassment may result in the volunteer being asked to relinquish their services. Volunteers who make complaints or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. However, making a false allegation deliberately and in bad faith will be dealt with under our disciplinary procedure. Anyone found to have retaliated against or victimised someone in this way will also be dealt with in accordance with our disciplinary procedure.

Are you being Harassed or Bullied?

If you believe you are being harassed or bullied, you may wish to raise the problem informally with the person responsible. Explain the situation and how it has made you feel. It can be helpful to describe the event, so the other person is clear about your concerns. Use the opportunity to ask the person to change or stop their behaviour. Alternatively, you may speak to one of the Directors who can provide confidential advice and assistance in resolving the issue formally or informally.

If you do not feel that informal steps are appropriate, or they have been unsuccessful, you should raise the matter formally with the Directors.

If the Directors consider that there is sufficient evidence to suggest you have been harassed or bullied, they will consider the appropriate action to take. Whether or not your complaint is upheld, they will consider how best to manage any ongoing working relationship between you and the person concerned.



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Document Distribution, Review & Authority

This document is available as a printed copy in each bus, in the driver's Handbook on the FLM Intranet. It will be reviewed, approved and endorsed by the Directors or when legislation changes.

Name Andy Swarbrick

Position Director

Signed

A handwritten signature in blue ink, appearing to read 'A. Swarbrick'.

Dated 13 Apr 2023