



Contents

What is Bullying?	1
What is Harassment	1
Policy Breaches	1
Responsibility of Staff	2
Responsibility of Directors	2

First and Last Mile CIC (FLM) is committed to providing a working environment free from bullying and harassment. We aim to ensure that both volunteers and paid employees 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.

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. It 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.

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

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.

Policy Breaches

Breaches will be dealt with in accordance with our disciplinary procedure. Serious cases of bullying or harassment may result in the person being asked to relinquish their services. Volunteers and staff 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 also 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.

Responsibility of Staff

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.



Flm - Policies

Anti-Bullying & Harassment Policy

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

Responsibility of 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.

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