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First and Last Mile CIC (FLM) is committed to providing a working environment free from bullying and harassment, aiming to ensure both volunteers and paid staff are treated and treat others with dignity and respect.

Definitions

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.
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.

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.

Responsibilities

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. Perhaps describe the event, so the other person is clear on your concerns. Perhaps 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 the Directors consider that there is sufficient evidence they will consider the appropriate action to take, including how best to manage any ongoing working relationships.