



"To be the most professional, trusted and recommended garage for those we serve."

Anti-Bullying & Anti-Harassment Policy

2024

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Introduction

At CCM, we are committed to fostering a work environment where all employees feel respected, valued, and safe, where anyone can work without fear of victimisation, discrimination, harassment, bullying or abuse of any kind. This includes bullying or harassment by third parties.

We are proud to enjoy a positive and collaborative work environment, but we recognise that this cannot be achieved if anyone is made to feel unwelcome or unsafe.

Harassment or bullying in any form undermines our shared values and will not be tolerated. Together we can ensure that our workplace remains a safe and welcoming space for all.

This policy:

- Explains the concepts of bullying and harassment.
- Sets out our expected standards of behaviour.
- Sets the process you should follow if you have a bullying or harassment complaint.
- Explains how we will deal with any complaints swiftly and confidentially.

Scope

This policy applies to everyone who works for us, including employees, workers, agency workers, consultants, casual workers, volunteers and interns.

This policy does not form part of your Contract of Employment with us, and we reserve the right to amend or remove this policy at any time.

The policy accompanies our disciplinary and grievance procedures.

What is 'Bullying'?

Bullying is unwanted behaviour from a person or group that is one of the following:

- Offensive, intimidating, malicious or insulting.
- An abuse or misuse of power that undermines, humiliates or causes physical or emotional harm.

Bullying can take many different forms and is also not always obvious to others. It can be physical, verbal or non-verbal conduct. It is not necessarily face to face and can be done by email, phone calls, online (cyber bullying) or on social media.

Bullying could involve a pattern of behaviour or a one-off incident and may occur at work or outside work.

Examples of bullying behaviour include but not exclusive to.

- Spreading malicious rumours about someone.
- Consistently putting someone down and undermining them.
- Deliberately giving someone a heavier workload than everyone else.
- Excluding someone from team social events.
- Excessive levels of supervision.
- Inappropriate and derogatory remarks about a person's performance.

Although bullying is often connected to a power imbalance, that does not mean that it always involves a more senior person bullying a more junior person. It can also be directed at someone more senior than the bully. It may take the form of spreading rumours, refusing to follow instructions, undermining authority, making fun of or mocking the more senior person.

Constructive and fair feedback about your behaviour or performance from your manager or colleagues is not bullying. It is part of normal employment and management functions.

What is 'Harassment'?

When bullying or unwanted behaviour is about certain protected characteristics under discrimination law, then we refer to it as 'harassment.' The protected characteristic which applies are

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Harassment is unwanted conduct related to a protected characteristic that has the purpose or effect of

- Violating someone else's dignity.
- Creating an intimidating, hostile, degrading, humiliating or offensive environment in relation to a protected characteristic.

Harassment can occur in many forms and can take place either at work or outside work. While this is not an exhaustive list, examples of harassment include but are not exclusive to.

- Banter, jokes, taunts, lewd comments or insults that are related to a protected characteristic.
- Unwanted physical behaviour (for example, pushing or grabbing).
- Excluding someone from a conversation, a social event or marginalising them from the group.
- Derogatory comments about pregnancy, maternity leave or IVF treatment.
- Mimicking or making fun of someone's disability.
- Derogatory or offensive comments about religion.
- Unwelcome comments about someone's appearance or the way they dress that is related to a protected characteristic.
- 'Outing' (for example, revealing their sexual orientation against their wishes) or threatening to 'out' someone.
- Consistently using the wrong names and pronouns following the transition of a person's gender identity.
- Displaying offensive images.

Harassment can also occur.

- When someone perceives another person to have a protected characteristic even if they do not (for example, a perception that someone is transgender even if they are not).
- By association, where someone is harassed because they are associated with someone with a protected characteristic (for example, having a family member of a particular religion).

Behaviour can still be harassment even if the person being harassed does not complain or ask for it to stop.

Even if you did not intend to harass someone, if your behaviour has this effect on someone else, then you may be found to have harassed them. They may only be a bystander to behaviour you directed at someone else, but they may still have been harassed.

What is 'Sexual Harassment'?

Discrimination law also recognises sexual harassment as something separate to sex (male or female) harassment.

The law defines sexual harassment as

- Conduct of a sexual nature that has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.
- Less favourable treatment that occurs because of a rejection of, or submission to, sexual conduct.

Sexual harassment can occur in many forms. While this is not an exclusive list, examples include:

- Physical conduct of a sexual nature, unwelcome physical contact, or intimidation.
- Persistent suggestions to meet up socially after a person has made clear that they do not welcome such suggestions.
- Showing or sending offensive or pornographic material by any means.
- Unwelcome sexual advances, propositions, suggestive remarks, or gender related insults.
- Leering, whistling, or making sexually suggestive gestures.
- Offensive or lewd comments about someone's appearance.

Third Party Harassment

We want to create a workplace which is free of harassment. This objective extends beyond acts of harassment by those working for us to harassment by third parties (such as customers, visitors, supplier, and training providers).

Harassment or bullying by third parties will be taken just as seriously as harassment within the company.

You are encouraged to report any third-party harassment you are a victim of, or a witness to, in accordance with this policy immediately.

If any third-party harassment of staff occurs, appropriate steps will be taken to address the issue and to prevent it from happening again. Action may include warning the harasser about their behaviour, banning them from our premises and reporting any criminal acts to the police. Our Garage Management System must also be updated where necessary.

We will also take active steps to prevent third party harassment of staff. Action may include asking training providers to sign an agreement to confirm that they agree with this policy and our standards.

We will assess the risk of third-party harassment in the workplace and undertake to keep our risk assessment under regular review. We encourage you to come forward with any areas in which you believe our third-party harassment protection could be improved.

Our Position

We do not tolerate bullying or harassment of any kind.

We expect all our team members to personally uphold and promote this policy as part of their role, regardless of their position.

We expect you to treat people with respect and dignity in all communications you have with them, whether face to face, over the phone or in writing.

We will assess the risk of harassment in the workplace and keep our risk assessment under regular review. We encourage you to come forward with any areas in which you believe harassment protection could be improved. Please let your manager know.

As a business, we are guided by our core values. These values impact the way we view workplace behaviours and our expectations of you. We encourage everyone to speak to a manager about what our values mean and explain how you must live these values in your interactions with others.

We have clear and universal standards of workplace conduct:

- Inappropriate images or other content should not be viewed or shared at work.
- You should always think before making a joke in the workplace. Could you be crossing a line? Could anyone be upset or offended by what you say?
- You should never invade colleagues' personal space.

- You should not exclude colleagues unfairly from discussions or events.
- You should not use crude humour.
- You should not be physically aggressive towards colleagues.
- You should not use an aggressive tone or aggressive language when speaking with colleagues.
- You should not make sexually suggestive comments.
- You should not mock, mimic or belittle colleagues in relation to any protected characteristic or otherwise.
- You should not gossip about your colleagues.

Our standards of workplace conduct and zero-tolerance of harassment in the workplace apply equally:

- At work.
- During any situation related to work, such as at a social event with colleagues.
- Against a colleague or other person connected to the employer outside of a work situation, including on social media.
- Against anyone outside of a work situation where the incident is relevant to your suitability to carry out your role.

Raising a Complaint

We understand that raising concerns about bullying or harassment can be difficult, but we encourage you to report any harassment you are a victim of, or a witness to, in accordance with this policy as soon as possible.

All reports will be taken very seriously and thoroughly investigated. Your concerns will be listened to and supported, and all incidents will be treated confidentially with sensitivity and the utmost care.

If you believe that you are being bullied or harassed, then you should first consider whether it would be appropriate to discuss the matter informally with the person who is bullying or harassing you. Sometimes, people do not realise how their actions are impacting others, and it might be that an informal discussion can resolve the issue and reset behaviours.

If you do not feel comfortable approaching the person yourself, or a direct approach has not worked, then you should refer to our Grievance Policy in our Handbook which sets out a clear process for raising complaints.

We realise that bullying and harassment are sensitive topics. We want to make sure that you have options available so that you feel able to come forward and report any issue you are having in confidence. For this reason, we have set up an anonymous reporting option for cases of bullying and harassment using our outsourced HR company, HR Vitals. These systems will be communicated with all employees privately. If you wish to use this service, please scan the QR code which will take you directly to a HR Vitals submission form.



We may, if we think it necessary, separate you from the person you are complaining about while we investigate. This is not a prejudgement of your complaint. It is simply a way to stop things from escalating during the investigation.

If you notice any behaviour of others that may be in breach of this policy, then you should first consider whether it is appropriate to challenge the behaviour yourself. Only do so if you feel comfortable. If you do not feel comfortable or a direct approach has not worked, then please report the matter to your manager, who will investigate. You also have the anonymous reporting channels available to you in sensitive cases. (see above)

If we decide that your complaint is not upheld, we will always tell you why in accordance with our Grievance Policy. Regardless of the formal outcome, if your complaint is related to a colleague, we will consider ways of improving your relationship with your colleague(s) and may, for example, suggest mediation or offer training.

Anyone who raises an allegation of bullying or harassment with us in good faith will not be subjected to any detriment as a result.

We will monitor the treatment and outcomes of any complaints of harassment or victimisation we receive to make sure that they are properly investigated and resolved, those who report or act as witnesses are not victimised, repeat offenders are dealt with appropriately, cultural clashes are identified and workforce training is targeted where needed.

Support for those Affected or Involved

We understand that anyone affected by or involved in a complaint of bullying or harassment may feel anxious or upset and we are here to support you in every way possible.

If you feel unable to work closely with the alleged bully or harasser, we will carefully consider any requested changes to your work arrangements while we investigate the matter.

Anyone who raises a complaint or participates in good faith in an investigation of bullying or harassment will not face any form of mistreatment or retaliation. If you believe you have experienced such treatment, please inform your manager.

Regardless of the outcome of your complaint, we will thoughtfully consider how to manage any ongoing working relationship with the individual involved. In some cases, this might include adjusting job responsibilities, work location or reporting lines for either party.

Confidentiality

To protect the interests of the person complained about, the person who has raised the complaint and any others who may be involved as witnesses or otherwise, confidentiality will be maintained during any investigation process as far as possible.

There are anonymous reporting channels available to you if you feel uncomfortable raising an issue openly.

If you fail to maintain confidentiality when you are involved in some way in a bullying or harassment complaint, then you may face action under our Disciplinary Policy.

We may place information and documents about a complaint raised by or about you on your personnel file. These will be processed in accordance with our Data Protection Policy.

Breaches of this Policy

Any breaches of this policy will be managed under our Disciplinary Policy and may result in action, including dismissal for gross misconduct or the termination of your contract with us.

Aggravating factors such as abuse of power over a more junior colleague will be considered in deciding what disciplinary action to take.