

## **Bullying and Harassment Policy**

Lift Specialists Ltd is committed to ensuring equal opportunities and fair treatment for all its staff, customers and third parties. One of the key aims of this policy is to enable the Company to provide a working environment in which everyone is treated with respect and dignity.

This bullying and harassment policy provides a route for members of staff who believe that they have been harassed or bullied to raise a complaint either informally or formally and stop any behaviour which is causing offence or distress.

Lift Specialists Ltd will treat all complaints of harassment seriously and will investigate them promptly, efficiently and in confidence.

### **Right to report harassment/bullying**

Employees have an absolute right to complain if they are treated in a manner that they believe constitutes harassment or bullying. This will include behaviour that has caused offence, humiliation, embarrassment or distress.

Apart from complaints about the behaviour of colleagues, employees have the right to complain if they believe that they have been bullied or harassed by a third party, for example a customer, client or supplier.

Employees who make a genuine complaint under this policy will under no circumstances be subjected to any unfavourable treatment or victimisation as a result of making a complaint.

However, if it is established that an employee has made a deliberately false or malicious complaint against another person about harassment or bullying, disciplinary action will be taken against that employee.

### **How to make a complaint**

Before raising formal complaint, the employee is encouraged, in the first instance, to directly and informally approach the person whom s/he believes is harassing him/her and explain clearly what aspect of the person's behaviour is unacceptable, or is causing offence, and request that it stop. It may be that the person whose conduct is causing offence is genuinely unaware that his/her behaviour is unwelcome or objectionable and that a direct approach can resolve the matter without the need for formal action. Where an employee would like support to make such an approach, s/he should contact the HR Department.

Alternatively, or if an informal attempt at resolution fails, the employee may wish to make a formal complaint. Formal complaints should be raised with the HR Department.

In bringing a complaint of harassment/bullying the employee should be prepared to state:

- The name of the person whose behaviour s/he believes amounts to harassment or bullying
- The type of behaviour that is causing offence, together with specific examples if possible
- Dates and times of when incidents of harassment or bullying occurred, and where they occurred
- The names of any employees who witnessed any incidents, or who themselves may have been the victims of harassment or bullying by the same person; and
- Any action that the employee has already taken to try to deal with the harassment.

It is the responsibility of the HR Department to deal with complaints

The Company has a duty to investigate any complaint of harassment received thoroughly, objectively, and to take corrective action in order to ensure the Company's Equal Opportunities Policy is complied with.

The company reserves the right, at its discretion, to suspend any employee who is under investigation for harassment or bullying for a temporary period whilst investigations are being carried out. Such suspension will be for as short a time as possible and will be on full pay.

Any employee accused of harassment or bullying will be informed of the exact nature of the complaint against him/her and afforded a full opportunity to challenge the allegations and put forward his/her behaviour in a confidential interview, with a companion present if s/he wishes. No employee will be presumed guilty following an allegation of harassment or bullying against him/her.

The Company regards all forms of harassment and bullying as serious misconduct, and any employee who is found to have harassed or bullied a colleague, customer or third party will be liable to disciplinary action up to and including summary dismissal.