



Equal Opportunity Policy.

The purpose of this policy is to make all of our staff, volunteers and trustees aware that the Charity is committed to the principle of equal opportunity in employment and volunteering.

Accordingly, the Charity will ensure that recruitment, selection, training, development and promotion procedures result in no job applicant or employee receiving less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, disability, trade union membership or non-membership, sex, sexual orientation, marital status, age, being a part time or fixed term worker.

The Charity's objective is to ensure that individuals are selected, promoted and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities.

The Charity has the primary responsibility for successfully meeting these objectives by:

- not discriminating in the course of employment against employees or job applicants
- not inducing or attempting to induce others to practise unlawful discrimination; and
- bringing to the attention of employees that they will be subject to action under the Disciplinary Procedure for discrimination of any kind

You can contribute by:

- not discriminating against fellow employees, guests, volunteers, visitors, suppliers or members of the public with whom you come into contact during the course of your duties
- not inducing or attempting to induce others to practise unlawful discrimination
- reporting any discriminatory action to your Line Manager

The successful achievement of these objectives necessitates a contribution from everyone and you have an obligation to report any act of discrimination known to you.

If you consider that you are a victim of unlawful discrimination you may raise the issue through the Grievance Procedure.

Positive Work Environment

The Charity is committed to creating a harmonious working environment, which is free from harassment and bullying and in which every employee is treated with respect and dignity.

It is committed to ensuring that individuals do not feel apprehensive for any reason when working or volunteering with Hospice Hope at a Support Café or at Hope House. Harassment and bullying are unacceptable behaviour at work and will be treated as misconduct, which may include gross misconduct warranting dismissal. All employees must comply with this.

Definition of Harassment

Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them.

Harassment may take many forms. It can range from extreme forms such as violence to less obvious actions such as persistently ignoring someone at work. The following, though not an exhaustive list, may constitute harassment:

- physical contact ranging from touching to serious assault
- verbal and written harassment through jokes, offensive language, gossip and slander, letters
- isolation or non-cooperation at work, exclusion from social activities
- intrusion by pestering, spying, following etc.

Definition of Workplace Bullying

Workplace bullying is repeated inappropriate, offensive behaviour, which is often an abuse of power or position. It can be direct or indirect, either verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work.

The following are only examples which may constitute bullying and is not intended to be a definitive list:

- threats, abuse, teasing, gossip and practical jokes
- humiliation and ridicule either in private, at meetings or in front of guests
- name calling, insults, devaluing with reference to age, physical appearance
- setting impossible deadlines
- imposing excessive workloads
- making unjustified criticisms
- excessive monitoring
- removing responsibilities
- allocating menial and pointless tasks
- withholding information
- refusing requests for leave, holiday or training.

It should be noted that it is the impact of the behaviour which is relevant and not the motive or intent behind it.

Your Responsibilities

All employees have a responsibility to help create and maintain a working environment that respects the dignity of employees. You should be aware of the serious and genuine problems, which harassment and bullying can cause, ensure that your behaviour is beyond question and could not be considered in any way to be harassment or bullying. You should discourage such behaviour by making it clear that you find it unacceptable and by supporting colleagues if they are experiencing harassment or bullying and are considering making a complaint. You should alert a Manager or Trustee to any incidents to enable the Charity to deal with the matter.

Managerial Responsibility

Managers have a responsibility to ensure that harassment or bullying does not occur in work areas for which they are responsible.

Managers also have a responsibility to explain the Charity's policy to their staff and take steps to promote it positively. They will be responsive and supportive to any member of staff who makes a complaint, provide full and clear advice on the procedure to be adopted, maintain confidentiality in all cases and ensure that there is no further problem or any victimisation after a complaint has been resolved.

The Charity will provide training, where necessary, to ensure that all Managers and other staff are fully aware of this policy and the procedures for dealing with harassment and bullying.

Procedure for dealing with Alleged Harassment & Bullying

If you believe that you have been the subject of harassment or bullying, you should, in the first instance, ask the person responsible to stop the behaviour, as it is unacceptable to you. Person to person reproof at an early stage will often be sufficient to stop the behaviour.

You should report the incident to the Care Services Manager or Support Café leader as soon as possible to enable the Charity to deal with the matter.

If you decide to make a formal complaint you should do so through the Grievance Procedure as soon as possible after the incident has occurred. All complaints will be handled in a timely and confidential manner. You will be guaranteed a fair and impartial hearing and the matter will be investigated thoroughly. If the investigation reveals that your complaint is valid, prompt attention and action designed to stop the behaviour immediately and prevent its recurrence will be taken. In such circumstances, if

relocation proves necessary, every effort will be made to relocate the harasser or bully rather than you as the victim; however, the Charity will endeavour to relocate you if this is your preference.

You will be protected from intimidation, victimisation or discrimination for filing a complaint or assisting in an investigation. Retaliating against an employee for complaining about harassment or bullying is a disciplinary offence.

Whilst this procedure is designed to assist genuine victims of harassment or bullying, you should be aware that if you raise complaints, which are proven to be deliberately vexatious, you will become subject to proceedings under the Disciplinary Procedure.

This policy was approved by trustees at a meeting held on 8th January 2019

Signed by Chairman **Stewart Shepherd**

Review date January 2020