



Charity number 1176297 Company number 7934312

Streetbikes

Anti-Bullying & Harassment Policy

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1. Introduction

- 1.1. Streetbikes is committed to having a workplace which is free from harassment and bullying and to ensure that all employees, volunteers, contractors and others who come into contact with us in the course of our work, are treated with dignity and respect regardless of gender, sexual orientation, transgender status, marital or family status, colour, race, nationality, ethnic or national origins, creed, culture, religion or belief, age, or disability.
- 1.2. We strive to ensure that the work environment is free of harassment and bullying and that everyone is treated with dignity and respect is central to ensuring equal opportunities in employment.
- 1.3. This policy and procedure is intended to support this commitment in practice and to provide guidance to staff on how to deal with concerns of bullying or harassment.

2. Scope

- 2.1. This policy applies to all employees, volunteers, contractors and others associated with Streetbikes.

3. Policy

- 3.1. We will not tolerate bullying or harassment in our workplace or at work-related events outside of the workplace, whether the conduct is a one-off act or repeated course of conduct, and whether done purposefully or not.
- 3.2. Neither will we tolerate retaliation against, or victimisation of, any person involved in bringing a complaint of harassment or bullying. Retaliation or victimisation will also constitute a disciplinary offence, which may in appropriate circumstances lead to dismissal. You should also be aware that if a court or tribunal finds that you have bullied or harassed someone, in some circumstances the treatment may amount to a crime punishable by a fine or imprisonment.
- 3.3. We will take appropriate action if any of our employees, volunteers or contractors are bullied or harassed by our stakeholders or suppliers.
- 3.4. Allegations of bullying and harassment will be treated seriously. Investigations will be carried out promptly, sensitively and, as far as possible, confidentially. If, after an investigation, we decide that an employee has harassed or bullied another employee, volunteer or contractor, then the employee may be subject to disciplinary action, up to and including dismissal. In regards to a contractor, this will be reported to the contractors employer with a request suitable action is taken. Volunteers will no longer be permitted to volunteer for Streetbikes.

- 3.5. Employees and others who make allegations of bullying or harassment in good faith will not be treated less favourably as a result. False accusations of harassment or bullying can have a serious effect on innocent individuals. Staff and others have a responsibility not to make false allegations. False allegations made in bad faith will be dealt with under our disciplinary procedure.

What type of treatment amounts to bullying or harassment?

- 3.6. Although no legal definition, bullying is something that has happened that is unwelcome, unwarranted and causes a detrimental effect from a person or group that is either:
- Offensive, intimidating, malicious or insulting
 - An abuse or misuse of power that undermines, humiliates, or causes physical or emotional harm to someone.

Examples of bullying may include:

- Spreading malicious rumours about someone
 - Consistently putting someone down in meetings
 - Deliberately giving someone a heavier workload than others
 - Excluding someone from team social events
 - Someone consistently undermining their managers authority
 - Putting humiliating, offensive or threatening comments or photos on social media
- 3.7. If employees complain they are being bullied or harassed, then they have a grievance which must be dealt with regardless of whether or not their complaint accords with a standard definition. For further information, please refer to [ACAS guidance](#).
- 3.8. It is important to recognise that conduct which one person may find acceptable, another may find totally unacceptable and that the measure as to whether someone has been bullied or harassed is based on how the recipient feels, as opposed to the intention of the person accused of bullying or harassing them. All employees, volunteers and contractors must, therefore, treat their colleagues with respect and appropriate sensitivity.
- 3.9. Bullying does not include appropriate criticism of an employee, volunteer or contractors behaviour or proper performance management.
- 3.10. Harassment is any unwanted conduct that has the effect of creating an intimidating, hostile, degrading, humiliating or offensive environment. It may relate to gender, sexual orientation, marital status, age, race, colour, nationality, ethnic origin, disability, gender reassignment, religion or belief. This can include unwelcome physical, verbal or non-verbal conduct

Examples of harassment are:

- The use of derogatory stereotypes
- Innuendos, offensive or insensitive jokes
- Mockery or lewd comments
- Leering or lewd gestures
- The display or distribution of offensive materials

- Unnecessary body contact
- Unwelcome sexual advances
- Threatened or actual sexual violence

This is not an exhaustive list and is intended as a guide to increase understanding only.

4. Responsibilities

- 4.1. All employees, volunteers and stakeholders have a duty to maintain a working environment free from bullying and harassment. Employees and stakeholders must be aware that their actions could be perceived to be bullying or harassment regardless of their intentions. It is therefore very important that everyone involved with Streetbikes conducts themselves in a professional manner and has due regard for the feelings of others.
- 4.2. The Operations Manager and any other employee or stakeholder who is responsible for supervising others has an additional responsibility to inform other employees and stakeholders about this policy and take steps to eliminate any form of bullying and harassment of which they are aware, plus:
 - A responsibility to lead by example
 - To take any complaint of bullying or harassment very seriously and ensure they are adequately investigated.
 - To deal with all matters in confidence and with sensitivity
 - To ensure that no employee or stakeholder suffers any detriment for making a complaint in good faith.

5. Reporting concerns

- 5.1. **What you should do if you witness an incident you believe to be harassment or bullying:**
If you witness such behaviour, you should report the incident in confidence to your manager. Such reports will be taken seriously and will be treated in strict confidence as far as it is possible to do so.
- 5.2. **What you should do if you feel you are being Bullied or Harassed by a Stakeholder or Supplier (as opposed to a colleague):**
If you are being bullied or harassed by someone with whom you come into contact at work, please raise this with your manager in the first instance, or with the Operations Manager. We will then decide how best to deal with the situation, in consultation with you.
- 5.3. **What you should do if you are being Bullied or Harassed by a Colleague:**
If you are being bullied or harassed by another employee or volunteer, there are two possible avenues for you, informal or formal.

6. Procedure

Informal resolution

- 6.1. If you are being bullied or harassed, you may be able to resolve the situation yourself by explaining clearly to the perpetrator(s) that their behaviour is unacceptable, contrary to our policy and must stop. Alternatively, you may wish to ask your manager or a colleague to put this to them on your behalf or to be with you when confronting the perpetrator(s).
- 6.2. If the above approach does not work or if you do not want to try to resolve the situation in this way, or if you are being bullied by your own manager, you should raise the issue with the Operations Manager. The Operations Manager will discuss with you the option of trying to resolve the situation informally by:
 - Telling the alleged perpetrator(s), without prejudging the matter, that there has been a complaint that their behaviour is having an adverse effect on a fellow Streetbikes employee;
 - That such behaviour is contrary to our policy;
 - That the continuation of such behaviour could amount to a serious disciplinary offence.
- 6.3. In certain circumstances we may be able to involve a neutral third party (a mediator) to facilitate a resolution of the problem. The Operations Manager will discuss this with you if it is appropriate.
- 6.4. If your complaint is resolved informally, the alleged perpetrator(s) will not usually be subject to disciplinary sanctions. However, in exceptional circumstances (such as a serious allegation of sexual or racial harassment or in cases where a problem has happened before) we may decide to investigate further and take more formal action notwithstanding that you raised the matter informally. We will consult with you before taking this step.

Raising a formal complaint

- 6.5. If informal resolution is unsuccessful or inappropriate, you can make a formal complaint about the harassment or bullying to your manager or the Operations Manager.
- 6.6. We will first investigate the complaint. You will need to co-operate with the investigation and provide the following details (if not already provided):
 - The name of the alleged perpetrator(s),
 - The nature of the harassment or bullying,
 - The dates and times the harassment or bullying occurred,
 - The names of any witnesses and
 - Any action taken by you to resolve the matter informally.
- 6.7. The alleged perpetrator(s) would need to be told your name and the details of your complaint in order for the issue to be investigated properly. However, we will carry out the investigation as confidentially and sensitively as possible. Where you and the alleged perpetrator(s) work in proximity to each other, we will consider whether it is appropriate to separate you whilst the matter is being investigated.

- 6.8. After the investigation, we will meet with you to consider the complaint and the findings of the investigation. At the meeting, you may be accompanied by a fellow colleague or a trade union official.
- 6.9. After the meeting (and normally within five working days), we will write to you to inform you of the outcome of the investigation and to notify you of your right to appeal if you are dissatisfied with this outcome.
- 6.10. You should put your appeal in writing explaining the reasons why you are dissatisfied with our decision. You should submit your appeal within five working days of receiving written confirmation of our decision to the chair of the Trustees. If you submit an appeal, you will be invited to attend a meeting to consider it. Once again you may be accompanied by a fellow worker or a trade union official. We will write to you afterwards to confirm our final decision.

7. Disclosure and confidentiality

- 7.1. Streetbikes will treat personal data collected during this process in accordance with the data protection policy. Information about how employees' data is used and the basis for processing data is provided in the employee privacy notice.

8. Use of the Disciplinary Procedure

- 8.1. Harassment and bullying constitute serious misconduct. If, at any stage from the point at which a complaint is raised, we believe there is a case to answer and a disciplinary offence might have been committed, we will instigate our disciplinary procedure. Any employee found to have harassed or bullied a colleague will be liable to disciplinary action up to and including summary dismissal.