

Dignity at Work Policy

July 2018

1. Our commitment

We are committed to creating and fostering a culture that promotes respect for each other and values individual differences. There is no place for any form of harassment, victimisation or bullying at the NSPCC. Such behaviour is contrary to our [values](#) and our mission and diminishes the dignity and integrity of all affected parties. We believe that everyone should be treated with dignity and respect in their working or volunteering environment (including any work-related setting outside the workplace, for example business trips and work-related social events).

Treating people in a manner which is disrespectful and does not value difference can make people unhappy, may cause them stress, and affect their physical and mental health, and have adverse effects on their family and social relationships.

We are therefore committed to a zero-tolerance policy towards any form of discrimination or unacceptable behaviour.

2. How we do this

We will:

- always treat you on merit, fairly, with respect and dignity
- recognise you as an individual and value you for the contribution you make
- outline the standards and behaviours expected of you
- provide you with access to all applicable policies, procedures and guidelines for your job or volunteering role
- ensure our managers and supervisors promote and implement the inherent principles of this policy at all times.

We all have a personal responsibility to:

- be accountable for the impact of our own behaviour, which must be respectful to others
- act in accordance with NSPCC [values](#) at all times when representing the Society
- familiarise ourselves with and ensure we understand any applicable policies, procedures and guidelines for our job or volunteering role
- ask for clarification if unsure of the standards or behaviours expected of us
- never behave in a manner that could be classed as bullying, harassing or victimising towards somebody else

MAE POB PLENTYNDOD WERTH BRWYDRO DROSTO
EVERY CHILDHOOD IS WORTH FIGHTING FOR

- report incidents to our manager or supervisor if we feel uncomfortable with behaviours we are subject to / or witness whilst carrying out our role.

3. Who this policy applies to

All employees, casual/sessional workers, volunteers, agency staff, contractors and trustees.

4. Definitions

Harassment - can be described as unwanted behaviour, including for example emails, remarks or gestures, which are intended or have the effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. This can be related to gender, sexuality, race, religion or other "protected characteristics" and it includes but is not limited to sexual harassment.

Bullying - can be defined as any persistent behaviour directed against an individual which is intimidating, offensive or malicious and which undermines the confidence and self-esteem of the recipient. This may or may not be related to a "protected characteristic".

Victimisation - broadly refers to derogatory treatment directed towards someone who has made or is believed to have made or supported a colleague's complaint under the Equality Act. It can also include situations where a complaint hasn't yet been made but someone is victimised or treated unfairly because it's suspected they might make one.

Protected characteristics

The following are known as "protected characteristics" and it is unlawful to treat someone unfairly based on any one of these:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex

MAE POB PLENTYNDOD WERTH BRWYDRO DROSTO
EVERY CHILDHOOD IS WORTH FIGHTING FOR

- sexual orientation.

NSPCC values

Our values underpin what we do and what is important to us as an organisation. Our NSPCC values:

- **Putting children first:** we believe in children and we want what's best for them.
- **Taking a stand:** We are brave in our actions and we stand up for what is right, regardless of who is committing the wrong.
- **Making an impact:** We base our decisions and actions on evidence and the difference these will make to ending cruelty to children.
- **Striving for excellence:** We always strive to do and be the best we can, so that we can – directly and indirectly – give every child the start in life they deserve.
- **Working together:** We always achieve more for children through working together.

5. Impact of behaviour that is contrary to this policy

The impact of behaviour that is not in keeping with Dignity at Work may:

- make someone feel anxious and humiliated, angry and frustrated, or as if they are unable to cope
- have a deteriorating effect on mental health and wellbeing including anxiety, stress and depression
- lead to some people exhibiting unacceptable behaviour themselves
- lead to people becoming distressed and demotivated to come into work
- cause stress, loss of self-confidence and low self-esteem leading to illness, absence from work, and even resignation
- impact on job performance and as a consequence relations in the workplace suffer.

6. What to do if you feel you have been subject to unacceptable behaviour

In some circumstances matters may be able to be dealt with informally, without the need for a formal complaint. You might want to raise any matters informally with the person direct, with your manager/supervisor or another manager/supervisor you trust. Informal action can bring about quicker solutions, reduce distress, avoid disruption to work, and prevent a breakdown in working relationships.

If you try to resolve a situation informally and are unhappy with the outcome, or you do not feel informal action is suitable, you can raise your concerns in line with the

**MAE POB PLENTYNDOD WERTH BRWYDRO DROSTO
EVERY CHILDHOOD IS WORTH FIGHTING FOR**

[Volunteer Issue Resolution Policy](#). Again, we will always endeavour to support you through this process as much as we can.

Experiencing harassment and / or bullying is often extremely emotional and distressing; we will take all steps we can to deal with concerns in a timely manner. Managers and supervisors will make sure you are given plenty of time to discuss what has been happening in a private, confidential space. You can also contact the [Employee Assistance Programme \(EAP\)](#) should you wish for additional support.

7. Criminal proceedings

Some types of behaviour and harassment, (including sexual harassment such as sexual assault and other physical threats), are a criminal matter as well as an employment matter.

If you feel a crime has been committed you should report any such instances to the police.

- Call 999 if you or someone else is in immediate danger, or if the crime is in progress.
- Call 101 to contact the police if the crime is not an emergency.

If you report a complaint to the police, or criminal court proceedings are being pursued, we will still investigate the complaint internally as part of your volunteering role with us. If the allegation is proven we will follow our [Volunteer Issue Resolution Policy](#) without awaiting the outcome of criminal proceedings, provided this can be done fairly.

8. Malicious allegations

We take it for granted that allegations made under this policy are made in good faith based on a genuine belief that the behaviour being complained of is unacceptable. Therefore, no one will ever suffer any form of detriment for reporting such an incident. However, any cases of malicious or frivolous allegations will be taken very seriously and may result in disciplinary action against the complainant.

9. Further information and related policies

- [Equality and Diversity Policy](#)
- [Whistleblowing Policy](#)
- [Volunteer Issue Resolution Policy](#)

All volunteers can contact the [EAP](#) for confidential advice 24/7. Contact details are as follows:

MAE POB PLENTYNDOD WERTH BRWYDRO DROSTO
EVERY CHILDHOOD IS WORTH FIGHTING FOR

NSPCC

- www.well-online.co.uk
- 0800 085 1376
- Username: nspcc
- Password: wellbeing

ACAS – Sexual Harassment Advice and Guidance
<http://www.acas.org.uk/index.aspx?articleid=6078>

MAE POB PLENTYNDOD WERTH BRWYDRO DROSTO
EVERY CHILDHOOD IS WORTH FIGHTING FOR