

## **Resident Third Party Anti-Harassment, Bullying & Dignity at Work Policy**

### **Policy Statement**

Resident take the wellbeing of our employees seriously. The purpose of this statement is to make it clear that all Resident members of staff should be treated with dignity and respect, and not be subject to harassment and bullying.

### **Who is covered by the policy?**

All staff members including Directors, full time, part time and temporary employees, apprentices, and contractors. Any harassment or bullying either at work, outside of the workplace at work related appointments, meetings, visits, social functions or other. During work hours and outside work hours for work connected matters. It covers the actions by third parties such as clients, tenants, landlords, vendors, applicants, residents, customers, suppliers, contractors or visitors to our premises or properties. Our aim is to ensure our employees feel supported in the event they do experience this type of behaviour.

### **What is harassment?**

We consider harassment to be physical, face-to-face, by phone, verbal, non-verbal conduct, behaviour and language, and in any written form e.g. letter, electronic communication, messaging, social media and internet. It is behaviour, actions, language verbal and written, conduct, intentions which make an employee feel distressed, humiliated or threatened. Where the purpose or effect is to violate a person's dignity, be offensive, create an intimidating, hostile, degrading, humiliating or offensive environment for them in any setting, through any form, on a single or multiple occasion.

### **What is bullying?**

We consider bullying to be offensive, intimidating, malicious or insulting conduct, physical conduct and contact, speech or behaviour which makes someone feel vulnerable, intimidated, upset or threatened, causes them any physical harm. It could take place in any setting and be conducted through any form as outlined in 'what is harassment'.

### **What should a third party expect?**

Should an employee feel that they have suffered any form of harassment or bullying, by any means, at any time, by a third party the employee will report this to their line Manager and/or Group Director. Resident will consider what action may be appropriate to protect and support our staff. We may discuss this with the third party, write to the third party, take appropriate sanctions, restrict any communication between the third party and the employee, report the matter to the police, instruct solicitors, terminate the contractual relationship. All reported incidents will be held on record.

We highly value our Resident team and we appreciate your support in our efforts to support them.