

<b>NAME OF PROCEDURE</b>	Anti-Harassment and Anti-Bullying Policy
<b>LINKS TO</b>	Grievance Policy, Disciplinary Policy and Procedure, Equal Opportunities and Dignity at Work Policy
<b>OWNER</b>	Barbara Wangrat-Tomko, Senior People Partner
<b>OWNER/RESPONSIBLE</b>	Lorna Evans, VP of People & Organisational Development
<b>INFORMED</b>	All employees

## 1. REVISION HISTORY

1.1 All copies of this procedure must be kept under strict control; all changes must be recorded on the Table of Revision.

1.2 This procedure will be reviewed as per the policy review calendar.

### 1.3 Table of Revision

VERSION	DATE OF REVIEW/REVISION	DATE PUBLISHED	DESCRIPTION OF CHANGE	ADMINISTRATED BY	REVIEWED BY	AUTHORISED BY
1.0	December 2024	May 2025	New policy	B Wangrat-Tomko (Senior People Partner)	N Day (People Partner), Ryha Lightfoot (People Advisor) A Reilly (Senior People Partner) K Cooper (Senior People Partner), L Evans (VP of People and Organisational Development)	L Evans (VP of People and Organisational Development)
2.0	August 2025	26 <sup>th</sup> Aug 2025	Confidential Harassment Reporting Line information added	Laura Ramsden-Hulley (L&D)	Lorna Evans (VP of People and Organisational Development)	Lorna Evans (VP of People and Organisational Development)

## **1. Introduction**

At Inspired, we believe that having a culture that is diverse, equitable and inclusive is core to everything that we strive to achieve and to the organisational environment we wish to protect.

One key to protecting our culture and our people is seeking to eradicate bullying or harassment at work. This policy supports this aim by setting out the steps we will take to investigate and deal with complaints of bullying or harassment, and how we support those affected.

The policy accompanies our Equal Opportunities and Dignity at Work Policy.

This policy does not form part of employees' terms and conditions of employment and may be subject to change at the discretion of the management from time to time.

### **1.1 Scope**

This policy applies to anyone working for Inspired. This includes employees, workers, contractors, volunteers, interns and apprentices. The policy also relates to job applicants and is relevant to all stages of the employment relationship. The policy also applies to bullying or harassment by third parties.

### **1.2 Data protection**

Any records must be kept in accordance with the relevant provisions of the General Data Protection Regulation (GDPR). The GDPR policy can be found [here](#).

## **2. Our commitment to you**

Inspired is committed to taking proactive measures to prevent all forms of bullying and harassment, including sexual harassment, of our employees by:

- ensuring all new starters attend equality, diversity and inclusion training and anti-bullying and anti-harassment training, as part of their onboarding programme;
- requiring all employees to attend regular equality, diversity and inclusion training and anti-bullying and anti-harassment training on at least an annual basis;
- providing additional training for line managers to ensure that they understand how to implement this policy effectively and their role in preventing and stopping bullying and harassment from occurring in the workplace and by third parties that you may have contact with;
- monitoring our workplace culture through anonymous surveys, exit interviews, one-to-one conversations, return-to-work meetings to identify and address any issues;
- undertaking regular risk assessments to determine reasonable measures that can be implemented to minimise the risk of exposure to sexual harassment in the workplace and by third parties that you may have contact with; and
- taking steps to remedy complains and prevent it from happening again; for example in case of the third party provider: warning a customer about their behaviour, banning a customer, reporting any criminal acts to the police or sharing information with other branches of the business;
- ensuring that our zero approach to all forms of discrimination, and bullying and harassment, is communicated to all employees and third parties that you may have contact with including overseas sites (subject to any applicable laws)

We believe that a culture of equality, diversity and inclusion not only benefits Inspired but supports wellbeing and enables our people to work better because they can be themselves and feel that they belong.

We are committed to providing a safe and respectful workplace and promoting a working environment based on dignity and trust, and one that is free from discrimination, harassment, bullying or victimisation.

A toxic workplace culture, where bullying or harassment is tolerated, is harmful to the wellbeing of the workforce as well as the wider organisation.

We therefore adopt a zero-tolerance approach to instances of bullying or harassment. This includes all forms of sexual harassment.

## **2.1 What we expect from you**

We expect you, and every one of our people, to take personal responsibility for observing, upholding, promoting and applying this policy. Whatever your job is, this is part of your role.

Any dealings you have with third parties, including customers, suppliers, contractors, agency staff and consultants, must be free from discrimination, harassment, victimisation or bullying.

If any of our people is found to have committed, authorised or condoned an act of bullying or harassment, it will be dealt with under our Disciplinary procedure, up to and including dismissal.

There is no justifiable reason to bully or harass someone else. For example, observing a particular religion is not a legitimate reason for bullying or harassing a colleague because of their sexual orientation. Even if you do not intend to bully or harass someone else, this does not legitimise your behaviour as it is the impact on the recipient that is important.

You should be aware that you can be personally liable (e.g. face serious legal or professional consequences) for harassment.

If you experience bullying or harassment, we encourage you to speak up without delay and to ask for appropriate support. Please refer to point 6 of this policy.

## **3. Who is protected from harassment**

The Equality Act 2010 prohibits discrimination because of certain protected characteristics. These are:

- disability;
- sex;
- gender reassignment;
- marital or civil partnership status;
- race;
- religion or belief;
- sexual orientation; and
- age.

Although pregnancy and maternity are not specifically protected under the legal provisions on harassment, we consider harassment on any ground to be unacceptable.

### **3.1 Meaning of harassment**

Harassment is unwanted conduct related to a protected characteristic that has the purpose or effect of:

- violating someone else's dignity; or
- creating an intimidating, hostile, degrading, humiliating or offensive environment for someone else.

Harassment can occur where someone perceives another person to have a protected characteristic, for example a perception that someone is transgender even if they are not.

Harassment can also arise by association, where someone is harassed because they are associated with someone with a protected characteristic, for example having a family member of a particular religion.

### **3.2 Examples of harassment**

Harassment can occur in many forms, and can take place either at work, outside work, in person, or online. While this is not an exhaustive list, examples include:

- "banter", jokes, taunts or insults that are sexist, racist, ageist, transphobic, homophobic or derogatory against any other protected characteristic;
- unwanted physical behaviour, for example, pushing or grabbing;
- excluding someone from a conversation or a social event or marginalising them from the group;
- derogatory comments about pregnancy, maternity leave or IVF treatment;
- mimicking or making fun of someone's disability;
- derogatory or offensive comments about religion;
- unwelcome comments about someone's appearance or the way they dress that is related to a protected characteristic;
- "outing" (i.e. revealing their sexual orientation against their wishes), or threatening to "out", someone;
- consistently using the wrong names and pronouns following the transition of a person's gender identity;
- displaying images that are racially offensive; and
- excluding or making derogatory comments about someone because of a perceived protected characteristic, or because they are associated with someone with a protected characteristic.

#### **3.2.1 Meaning of sexual harassment**

Harassment may be sexual in nature. The law defines sexual harassment as:

- conduct of a sexual nature that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment; and
- less favourable treatment related to sex or gender reassignment that occurs because of a rejection of, or submission to, sexual conduct.

Employers are legally obliged to take reasonable steps to prevent sexual harassment of their workers in the course of their employment and by third parties.

#### **3.2.2 Examples of sexual harassment**

Sexual harassment can occur in many forms, and can take place either at work, outside work, in person, or online. While this is not an exhaustive list, examples include:

- physical conduct of a sexual nature, unwelcome physical contact or intimidation;
- persistent suggestions to meet up socially after a person has made clear that they do not welcome such suggestions;
- showing or sending offensive or pornographic material by any means (e.g. by text, video clip, email or by posting on the internet or social media);
- unwelcome sexual advances, propositions, suggestive remarks, or gender-related insults;
- offensive comments about appearance or dress, innuendo or lewd comments;
- leering, whistling or making sexually suggestive gestures; and
- gossip and speculation about someone's sexual orientation or transgender status, including spreading malicious rumours.

## 4. Bullying

There is no legal definition of bullying. However, we regard it as conduct that is offensive, intimidating, malicious, insulting, or an abuse or misuse of power, and usually persistent, that has the effect of undermining, humiliating or injuring the recipient.

Bullying can be physical, verbal or non-verbal conduct. It is not necessarily face to face and can be done by email, phone calls, online (cyber-bullying) or on social media. Bullying may occur at work or outside work.

If the bullying relates to a person's protected characteristic, it may also constitute harassment and, therefore, will be unlawful.

### 4.1 Examples of bullying

While this is not an exhaustive list, bullying may include:

- physical, verbal or psychological threats;
- excessive levels of supervision; and
- inappropriate and derogatory remarks about a person's performance.

It is important to understand that legitimate, reasonable and constructive criticism of a person's performance or behaviour, or reasonable instructions given to people in the course of their employment, will not of themselves amount to bullying.

## 5. Microaggressions

Microaggressions - sometimes called micro-incivilities - are statements, actions, or incidents that are regarded as indirect, subtle, or unintentional discrimination against members of a marginalised group such as a racial or ethnic minority. They are sometimes referred to as "death by a thousand cuts". Microaggressions generally take one of three forms:

- **Micro-assaults:** Conscious and obvious insults made verbally or non-verbally to a marginalised individual or group, for example directing limp-wristed hand gestures towards a gay colleague and saying "It's just a joke".
- **Micro-insults:** Unintentionally insensitive remarks or assumptions based on stereotypes, for example saying to a person with a disability "You don't look disabled to me".
- **Micro-invalidations:** Where a person denies, or seeks to cancel, the feelings and lived experiences of a marginalised individual or group, for example a white person saying "I don't think the UK has a problem with racism - some people are just too sensitive".

Serious microaggressions can amount to unlawful harassment, bullying or discrimination but even less serious microaggressions can negatively impact the health and wellbeing of the person experiencing them.

## **6. What to do if you are being bullied or harassed**

### **6.1 Informal route**

#### *Bully/harasser is a colleague*

If you feel able to, you may decide to raise the issue with the individual themselves, to make clear that their behaviour is not welcome and to ask them to stop. They may not be aware that their behaviour is offending you.

Alternatively, if you do not feel up to speaking directly to the individual, you may consider asking your manager, a colleague, or the People team for support.

You may or may not want them to talk to the individual on your behalf and, where possible, we will respect your wishes. However, if the welfare or safety of you or others is at risk or where your allegations are particularly serious, we may have to approach the individual and instigate a formal investigation. In such a case we will, where possible, discuss this with you first.

We are committed to providing a safe and respectful environment for all. To support this, a confidential harassment reporting line is available, which allows for anonymous reporting. When a message is left, it is securely received and reviewed by a designated person. The report is assessed for urgency and appropriate action is taken based on the information provided. If contact details are included, the reporter may be contacted for further clarification or updates. If the report is anonymous, the organisation will still investigate where possible, while maintaining strict confidentiality throughout the process. If you wish to report an incident, please call;

UK	0808 168 6814
US	+1 855-254-1375
India	+91 80005 04694

If you would prefer not to discuss the issue with anyone at work, help and support is also available through our employee assistance programme (EAP). You can use our EAP to speak to an independent adviser on a confidential basis about any issue that is troubling you. Please visit our [Wellbeing hub](#) for details of how to access our EAP.

#### *Bully/harasser is a third party*

Bullying and harassment by third parties, such as customers, clients, suppliers and/or contractors, will not be tolerated. Whilst an individual cannot bring a claim for third-party harassment alone, it can still result in legal liability when raised in other types of claims.

If you are experiencing bullying or harassment by a third party, we encourage you to report this to your manager or the People team without delay so that they can advise and support you on the best course of action.

### **6.2 Formal route**

If you are not happy with the outcome of an informal process, or if you feel it is not appropriate to approach the issue informally, you may decide to raise it formally.

To make a formal complaint, you should discuss this first with your line manager. If your complaint is about your line manager, you should raise this with more senior manager. If for any reason you are unable to approach your line manager or a more senior manager, you can speak to the People team.

You should raise a formal complaint of bullying or harassment under our [Grievance Policy](#) point 4.1 **Making the complaint.**

We will investigate fully every formal complaint in an objective and confidential way, while also ensuring that we respect your rights as well as the rights of the alleged bully/harasser.

We will use every effort to complete an investigation into bullying or harassment as quickly as reasonably possible.

Where the alleged bully/harasser is a third party, we may need to adjust the Grievance Policy/ Procedure to ensure we conduct appropriate investigations and we will discuss this with you.

## **7. Appeals**

If you are not satisfied with the outcome of the formal investigation, you have the right to appeal.

Should you wish to appeal, you should write to the People Team ([people@inseinc.com](mailto:people@inseinc.com)) setting out what aspects of the decision you are unhappy with and the reasons why. Appeals should be submitted without unreasonable delay no longer than 7 working days after we inform you of the decision.

The appeal hearing will be conducted by the manager at the next level of seniority, who will consider the grounds that you have put forward and assess whether or not the conclusion reached in the original hearing was appropriate.

You must take all reasonable steps to attend this meeting and you may be accompanied by a colleague or trade union representative.

Following the appeal meeting, you will be informed of the outcome normally within 14 working days, wherever possible. The outcome of this meeting will be final.

## **8. Support for those affected or involved**

We understand that anyone affected by, or involved with, a complaint of bullying or harassment may feel anxious or upset and we will do what we can to support you.

If you feel you cannot continue to work in close contact with the alleged bully/harasser, we will consider seriously any requested changes to your working arrangements during our investigation into the matter.

For emotional support, you can access free, confidential counselling from our EAP. To access the EAP website, go to our [Wellbeing hub](#).

Anyone who complains or takes part in good faith in a bullying or harassment investigation must not suffer any form of detrimental treatment or victimisation. If you feel you have suffered such victimisation, please inform your line manager/the People Team as soon as possible.

Regardless of the outcome of your complaint, we will consider carefully how to best approach any ongoing working relationship between you and the individual concerned, including any third party. For example, depending on the specific circumstances, we may consider amending the job duties, location

or reporting lines of either you or the other person. Alternatively, we may decide workplace mediation or counselling is appropriate.

## **9. Sensitivity and confidentiality**

Anyone involved with an informal or formal complaint about bullying or harassment, including witnesses, must keep the matter strictly confidential and act with appropriate sensitivity to all parties.

If you are found to have breached confidentiality or acted without due care or sensitivity in a case of bullying or harassment, we may take disciplinary action against you up to and including dismissal (or other appropriate action for non-employees).

## **10. Consequences of breaching this policy**

If, following a formal investigation, we find that you have committed, authorised or condoned an act of bullying or harassment, we will deal with the issue as a possible case of misconduct or gross misconduct.

We may take disciplinary action against you, up to and including dismissal (or other appropriate action for non-employees). You should be aware that any aggravating factors, such as abuse of power over a more junior colleague, will be taken into account in deciding what disciplinary action to take.

Anyone who complains or takes part in good faith in a bullying or harassment investigation must not suffer any form of detrimental treatment or victimisation. If we find that you have victimised anyone in this way, we will instigate disciplinary action against you up to and including dismissal (or other appropriate action for non-employees).

If you are an employee, please refer to our [Disciplinary Policy & Procedure](#) for further information.

## **11. Monitoring and review**

This policy is reviewed annually and, if necessary, amended to ensure that it remains effective. We analyse data around allegations of bullying or harassment (in compliance with our data protection obligations) on an ongoing basis to assess the impact of this policy and our wider equality, diversity, and inclusion strategy.

**End of document.**