

Dignity at Work Policy

Version Number	3
Revision Date	14 November 2022
Department	Business Support & Transformation
Author	HR Business Partner
Reason for Policy Creation/Revision	Legislation updates and policy review
Data Protection	This policy complies with our Data Protection Policy & Procedures.
Equalities	This policy ensures that we have equal protection in place for employees
Sustainability	N/A
Proof Read By	Head of Human Resources
Date Approved	29 November 2022
Approved By	People Committee/SMT
Next Review Due	3 years after approval or legislation changes
Audience – Training and Awareness Approach	Manager training and awareness will be required
Effective Date	6 December 2022
Internal References – Policies & Procedures (Located on The Hub)	<ul style="list-style-type: none"> • Dignity at Work Procedure • Grievance Procedure • Grievance Management Guidance • Disciplinary policy and procedure • Unacceptable Actions Policy • Anti-social behaviour Policy • Complaints Policy • Whistleblowing Policy • Equality, Diversity & Inclusion Policy • Code of Conduct • Values behaviour framework
External References	ACAS Code of Practice

1. Policy Purpose

- 1.1 Hanover (Scotland) Housing Association – known as Hanover, strives to ensure it is a great employer, that we have an engaged workforce, and that we treat all people, regardless of their background, with dignity and respect. Our commitment is that everyone has a right to work in an environment which is free of bullying, harassment, discrimination, or unacceptable behaviour and where everyone is treated with dignity and respect.
- 1.2 Hanover is committed to providing a safe and healthy workplace and will treat any instances of bullying and harassment with a 'zero tolerance' response.
- 1.3 Our culture at Hanover, as demonstrated through our values is:
 - show RESPECT
 - be ACCOUNTABLE
 - support COLLABORATION
 - promote INCLUSION
- 1.4 We will achieve this by:
 - Living our values on a daily basis
 - Respecting each other and valuing equality and diversity
 - Ensuring that survey results are actioned and responded to
 - Dealing with any instances in a timely manner

2. Policy Scope

- 2.1 This policy covers how we treat bullying and harassment of and by employees and anyone else engaged to work at Hanover, whether by direct contact with Hanover or otherwise.
- 2.2 Where there is conflict, we encourage employees to seek an informal resolution where possible and will also consider approaches such as facilitated conversations and mediation prior to moving to the formal procedure. However, we also understand that mutually accepted resolutions are not always possible and as such, the Dignity at Work procedure outlines how one can escalate their concerns formally.

3. Definitions

- 3.1 **Bullying**- offensive, intimidating, malicious or insulting behaviour, and/ or an abuse or misuse of power that undermines humiliates or injures the person on the receiving end.
- 3.2 **Harassment**- unwanted conduct related to the Equality Act 2010's protected characteristics that:
 - has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or

DIGNITY AT WORK POLICY

- is reasonably considered by that person to have the effect of violating their dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for them, even if this effect was not intended by the person responsible for the conduct.

3.3 **Discrimination-** when someone is treated unfairly under the Equality Act 2010's protected characteristics.

3.4 **Equality Act 2010's protected characteristics are:**

- age
- disability
- gender reassignment
- marriage or civil partnership
- pregnancy and maternity
- race (including colour, nationality, and ethnic or national origin)
- religion or belief
- sex
- sexual orientation

3.5 **Unacceptable behaviour-** Hanover expects all its employees to treat others with dignity and respect. Examples of unacceptable behaviours in the workplace can include, but are not limited to:

- Unwelcome physical contact ranging from unnecessary touching to serious assault
- Intimidating or threatening behaviour, or language
- Unwelcome attention or advances of a sexual nature
- Ridiculing or insulting behaviour, language or gestures.
- Inappropriate communication including any visual display of offensive material
- Deliberate exclusion of an individual from a work situation (including work-related social events)
- Undermining of an individual through unfair work allocation or persistent unjustified criticism.

3.6 **Unacceptable behaviour (Customers)-** Hanover's Unacceptable Actions Policy sets out Hanover's approach to the relatively few customers whose actions or behaviour are considered unacceptable. The Unacceptable Actions Policy is in line with the model complaints handling procedures as set out by the Scottish Public Services Ombudsman (SPSO).

4. Responsibilities

4.1 In line with our Employee Code of Conduct, we expect all employees to

- Demonstrate respect in their interactions with colleagues and customers.
- Address and resolve matters themselves, where reasonably possible, in a positive and constructive way.

DIGNITY AT WORK POLICY

- Recognise their own behaviours and how they can impact others
- Identify and challenge unacceptable behaviour when it occurs, even if it is directed at others.

Raise more serious concerns with relevant Hanover managers and participate positively to resolve them.

4.2 In line with our Employee Code of Conduct, we expect all managers to-

- Take responsibility to lead in promoting a culture of dignity and respect, and
- Have a duty to take timely action to resolve serious concerns.
- Encourage open and honest discussions where there are problems and seek solutions

5. Monitoring & Evaluation

5.1 Through Human Resources and Organisational Development monthly analytical reports, any learning trends or issues arising from the outcomes of Dignity at Work concerns will be identified and reported to Hanover's senior management team (SMT).

6. Review

6.1 The policy will be reviewed every three years or earlier as required.