

	Universal Support Services Group Ltd	Document Reference: POL-12 Document Revision No.: 00 Issuance / Review Date: Feb-24
	Anti-Bullying and Harassment Policy	Company Name: USSG Ltd Address: Unit B6(A),The Dresser Centre, Whitworth St, Openshaw, Manchester, M11 2NE Landline: +44 161 791 2791 Web: www.usagl.co.uk Email: info@ussgl.co.uk Company Registration No.: 10289772

Statement

In line with the Equality Act 2010, Universal Support Services Group Ltd ('the company' and/or 'USSG Ltd') is committed to providing all employees a healthy and safe work environment. USSG Ltd will ensure that procedures exist to allow complaints of bullying and/or harassment to be dealt with and resolved within the company, without limiting any person's entitlement to pursue resolution of their complaint with the relevant statutory authority. USSG Ltd is committed to the elimination of all forms of bullying and/or harassment.

This policy applies to all employees at the company, however employed. It applies during normal working hours, at work related or sponsored functions, and while traveling on work related business. There will be no recriminations for anyone who in good faith alleges bullying and/or harassment.

Definitions

Harassment is unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment for that individual.

Bullying is unwelcome or unreasonable behavior that demeans, intimidates, or humiliates people either as individuals or as a group. Bullying behavior is often persistent and part of a pattern, but it can also occur as a single incident. It is usually carried out by an individual but can also be an aspect of group behavior (see "mobbing" below).

Some examples of bullying and/or harassment behavior are:

Verbal communication

- Abusive and offensive language
- Insults & Teasing
- Spreading rumor and innuendo
- Unreasonable criticism
- Trivializing of work and achievements

Manipulating the work environment

- Isolating people from normal work interaction
- Excessive demands and/or Setting impossible deadlines

Psychological manipulation

- Unfairly blaming for mistakes
- Setting people up for failure
- Deliberate exclusion
- Excessive supervision
- Practical jokes
- Belittling or disregarding opinions or suggestions
- Criticising in public

As well as forms of physically offensive and/or abusive behavior and acts.

Bullying and harassment are not necessarily face to face, they may be by written communications, visual images (e.g.; pictures of a sexual nature or embarrassing photographs of colleagues), e-mail (so called 'flame-mail') and the telephone, etc.

Context is important in understanding bullying, particularly verbal communication. There is a difference between friendly insults exchanged by long-time work colleagues and comments that are meant to be, or are taken as, demeaning. While care should be exercised, particularly if a person is reporting alleged bullying as a witness, it is better to be genuinely mistaken than to let actual bullying go unreported.

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Mobbing

Mobbing is a particular type of bullying behavior carried out by a group rather than by an individual. Mobbing is the bullying or social isolation of a person through collective unjustified accusations, humiliation, general harassment, or emotional abuse. Although it is group behavior, specific incidents such as an insult or a practical joke may be carried out by an individual as part of mobbing behavior.

Consequences of Bullying

Bullying is unacceptable behavior because it breaches principles of equality and fairness, and it frequently represents an abuse of power and authority. It also has potential consequences for everyone involved.

For those being bullied

People who have been bullied often suffer from a range of stress-related illness. They can lose confidence and withdraw from contact with people outside the workplace as well as at work. Their work performance can suffer, and they are at increased risk of workplace injury.

For the employer

Besides potential legal liabilities, the employer can also suffer as bullying can lead to:

- Deterioration in the quality of work
- Increased absenteeism
- Lack of communication and teamwork
- Lack of confidence in the employer leading to lack of commitment to the job
- Damage to the company's reputation

For others at the workplace

People who witness bullying behaviors can also have their attitudes and work performance affected. They can suffer from feelings of guilt that they did nothing to stop the bullying, and they can become intimidated and perform less efficiently fearing that they may be the next to be bullied. Or also feel harassed themselves as witnessing bullying and/or harassment behavior can create an offensive work environment.

Responsibilities

Managers and supervisors

- Ensure that all employees are aware of this policy and procedures herein
- Ensure that any incident of bullying is dealt with regardless of whether a complaint of bullying has been received
- Provide leadership and role-modeling in appropriate professional behavior
- Respond promptly, sensitively, and confidentially to all situations where bullying behavior is observed or alleged to have occurred Employees
- Be familiar with and behave according to this policy
- If you are a witness to bullying, report incidents to your Supervisor, Head of Dept or Company Director as appropriate
- Where appropriate, speak to the alleged bully(ies) to object to the behavior

IF YOU THINK YOU HAVE BEEN BULLIED

- Any employee who feels he or she has been victimized by bullying is encouraged to report the matter to his or her Supervisor, or Supervisor, Head of Dept or Company Director as appropriate
- Where appropriate, an investigation will be undertaken, and disciplinary measures will be taken, as necessary.

Aims

The aim of this policy is to prevent all forms of bullying and harassment behaviour, whether physical or mental, and ensure a safe and non-threatening environment.

To provide staff, management committee, volunteers and service users who believe they have been subject to harassment and/or discrimination with a means to have their complaint heard, addressed and to deal with those who are accused of breaching this policy.

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Action to prevent bullying and harassment behaviours

All existing and new staff:

- shall be made aware of this policy as part of their induction training,
- will receive any amendments to the policy,
- may be involved in the review process of this policy
- will receive training surrounding the policy upon request

All team leaders may receive training to raise awareness so that they are informed and understand how bullying and harassment behaviours could take place and what can be done to reduce the risk of this occurring

It is the responsibility of all staff, management committee member, volunteer, and service users not to practice or encourage any form of behaviour which may be viewed as harassment.

Action will be taken seriously.

All complaints will be dealt with in a fair, confidential, and sympathetic manner. All allegations of harassment be taken seriously.

If an employee wants to report an incident, they should follow the company's Grievance Procedure (USSG Employee Handbook).

Policy and Procedure.

- All incidents of harassment must be reported to the Line Manager, HR Dept &/or Company Directors. If the alleged perpetrator is either of the above people, then incidents should be reported to a USSG Management not involved in the case, or the complainant should make the complaint known to pertinent USSG Management staff by other means.
- Any person reporting incidents of harassment has the right to have another person present, as does any person accused of harassment. This could be a friend, relative, work colleague or trade union representative.
- The person being harassed must keep a diary of incidents so that these can be recalled accurately at any enquiry or tribunal. Violent incidents or near incidents should be noted on the electronic timesheets and noted on covering email, to be followed up by the Line Manager. Physically violent incidents should be recorded in the company's Accident Book.
- Where the perpetrator is a member of the public and a member of staff is being harassed, staff will be offered support through supervision in reporting the incident to the police.
- Where the perpetrator is a staff member, the incident may be treated as a disciplinary offence; the disciplinary panel of Company Directors &/or Management may decide to suspend her/him with pay whilst investigations are carried out. Please refer to the Disciplinary Policy and Procedure in the company's Employee Handbook.
- A panel of Company Directors &/or Management will be formed to deal with all allegations and/or incidents of harassment. This group must meet within 10 workdays of the incident being reported. If the perpetrator is a staff member the company's disciplinary process must be initiated if the allegations are confirmed. The company must keep all people involved informed of their actions.

The Company must:

- investigate the allegation of harassment
- offer the victim of harassment support
- advise the alleged perpetrator that the allegation has been made within 5 days
- agree a course of action to establish the facts
- decide on the action to be taken if the allegation is proven, this may involve invoking the disciplinary process
- decide on the action to be taken if the allegation is not proven, this may involve invoking the disciplinary process

The Managing Director shall review this policy annually and/or following significant changes.

This Policy document has been approved by the USSG Managing Director

Mr Ali Naveed ul Zafar Arain

Mr Ali Arain - Managing Director

This policy is reviewed as per the Header