

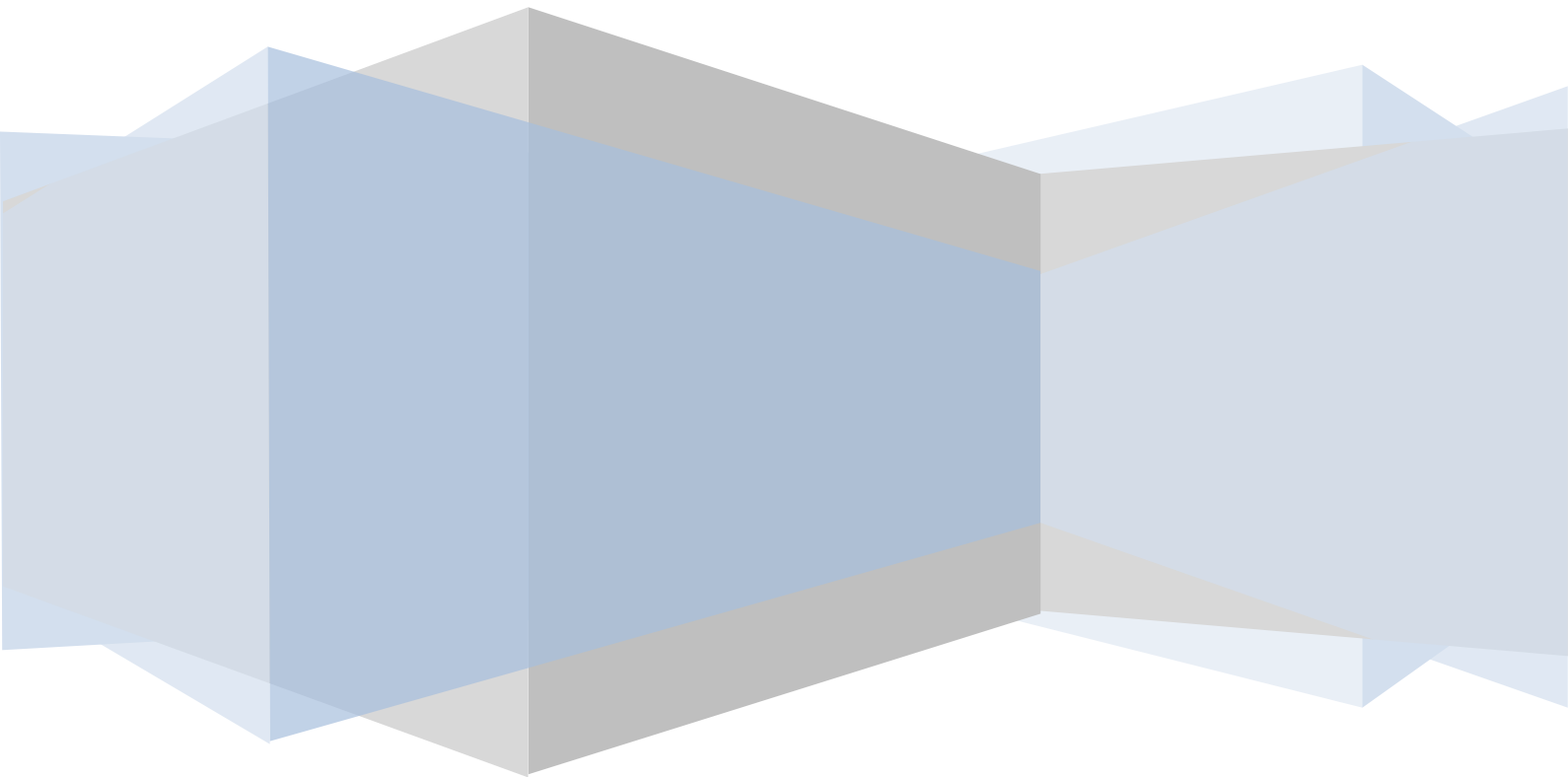


CDHA

Cathcart & District Housing Association

DIGNITY AT WORK POLICY

December 2024



Date of Policy Review: December 2024
 Date of Committee Approval: 17 December 2024
 Date of Next Review: December 2027

<p>SCOTTISH HOUSING REGULATOR STANDARDS</p>	<p>STANDARD 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>STANDARD 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users, and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>STANDARD 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p>STANDARD 5: The RSL conducts its affairs with honesty and integrity.</p> <p>STANDARD 6: The governing body and senior officers have the skills and knowledge they need to be effective.</p>
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Introduction

Cathcart & District Housing Association (CDHA) is committed to providing a working environment and culture where all employees have the right to be treated with dignity and respect free from bullying, harassment, sexual harassment, discrimination and victimisation of any nature. Every employee, committee member, agency worker and consultant of CDHA has a responsibility to treat anyone who is associated with the work of CDHA with dignity and respect, regardless of any personal characteristic.

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

Legal Framework

There are a number of legal principles contained in the following legal documents that will apply as follows:

The Equality Act 2010

Protects the rights of individuals and advances equality of opportunity for all.

Worker Protection Act 2023

An amendment of the Equality Act 2010 aims to better protect employees from sexual harassment, prioritising prevention.

Public Interest Disclosure Act 1998

Provides protection to employees who have been victimised at work or they have lost their job due to a disclosure they raised.

Health & Safety at Work Act 1974

Sets out the framework for managing workplace health and safety in the UK.

Definitions

Protected Characteristics: The legal grounds in which discrimination claims can be made. These include age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation.

Harassment: 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. CDHA will extend this definition to include all and will not be restricted to those identified as having a protected characteristic.

Harassment can occur where someone perceives another person to have a protected characteristic. Harassment can also arise by association, where someone is harassed because they are associated with someone with a protected characteristic.

Examples of harassment could include but not limited to:

- "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.
- unwelcome comments about someone's appearance or the way they dress that is or is not related to a protected characteristic.

- revealing someone's sexual orientation against their wishes or threatening to.
- consistently using the wrong names and pronouns following the transition of a person's gender identity.
- displaying images that are offensive.
- excluding or making derogatory comments about someone because of a perceived protected characteristic, or because they are associated with someone with a protected characteristic.

Sexual Harassment: 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

Please refer to Appendix 1 – Sexual Harassment for specific information relation to sexual harassment.

Bullying: Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient. If the bullying relates to a person's protected characteristic, it may also constitute harassment and, therefore, will be unlawful

Examples of bullying could include but not limited to:

- Spreading a false rumour
- Consistently giving heavier workloads to one particular individual in a team
- Unjustly cutting off or preventing someone from reasonably expressing their views in a meeting
- Regularly undermining the authority of any other employees.

Victimisation: Treating someone less favourably and discriminating against them because they have pursued or intend to pursue their rights relating to alleged discrimination, complained about the behaviour of someone harassing them or given evidence in someone else's discrimination complaint.

Unacceptable behaviour: A one-off act, if it is serious, can amount to bullying or harassment. All behaviours will be guided by and in line with CDHA's Code of Conduct.

Examples of unacceptable behaviour could include but not limited to:

- derogatory comments, offensive language, remarks or jokes.
- spreading malicious rumours or insulting someone.
- insulting behaviours or gestures.
- displaying offensive or suggestive literature or remarks.
- intrusion by pestering, spying or stalking.
- embarrassing, threatening, humiliating, patronising or intimidating remarks.
- physical or verbal assault, such as shouting.
- undermining a person's self-esteem, for example by constantly making unfavourable comparisons with others or belittling their status.

Harassment, bullying, victimisation or unacceptable behaviours may be physical, verbal or non-verbal conduct. It is not necessarily face to face and can be done by email, phone calls, online or on social media. These may occur at work or outside work.

It is not the intention of the perpetrator (the person accused of bullying or harassment) that decides whether bullying or harassment has taken place; instead, it depends on whether the behaviour is

unacceptable by reasonable normal standards and is harmful or unwelcome to the person or people on the receiving end.

Policy Principles

This Dignity at Work Policy aims to:

- Set out standards of behaviour expected for employees, committee members, agency workers and consultants of CDHA.
- Ensure that employees, committee members, agency workers and consultants are able to report any unacceptable behaviours, and relevant action is taken to resolve it.
- Promote proactive and preventative measures to support positive and respectful working relationships.
- Ensure integration of diversity into all aspects of CDHA's business
- Ensure that all employees, committee members, agency workers and consultants are treated with respect and dignity from each other.
- Set clear guidelines and standards regarding treatment of employees by third parties.
- Ensure that all employees, committee members, agency workers and consultants respect the differences within the community they serve and treat customers and members of the public accordingly
- Provide a working environment where all backgrounds, cultures, values and lifestyles are respected and treated with dignity at all times.
- Provide a process for complaints to be properly managed.

Implementation of Policy

The Director is responsible for the implementation and review of this policy.

CDHA will ensure that all employees, committee members, agency workers and consultants will receive an induction on this policy. The policy will be integrated into all policies and procedures within CDHA. Copies of this policy will be issued to all employees, agency workers and consultants and will be available to all who request it.

This policy applies to all employees, committee members, agency workers and consultants of CDHA and therefore all mentioned parties, have a responsibility to abide by the principles outlined above and also to alert their line manager or the Director should any behaviours be witnessed which breach this policy.

Unacceptable behaviour and practices will not be tolerated. However, if or when a situation arises it will be dealt with immediately, as inaction is not an option. Behaviours found to be breaching this policy will be regarded as misconduct and will be dealt with appropriately and in accordance with the relevant policies, including code of conduct and disciplinary. Serious cases may be regarded as gross misconduct and may result in dismissal.

Roles & Responsibilities

Organisational

CDHA 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. We therefore adopt a zero-tolerance approach to instances of bullying or harassment.

We are committed to taking proactive measures to prevent all forms of bullying and harassment, including sexual harassment, of our employees, committee members, agency workers and consultants.

Employees, Committee Members, Agency Workers and Consultants

All employees, committee members, agency workers and consultants have a personal responsibility to act in line, observe and uphold this policy and follow CDHA's Code of Conduct. All employees, committee members, agency workers and consultants also have the responsibility to participate in any relevant mandatory training course.

Managers

Anyone responsible for leading, managing or supervising people have additional responsibilities to ensure:

- They understand their own and the organisational responsibilities.
- They are familiar with content of the Dignity at Work Policy and communicate to the relevant people.
- Role model behaviours expected and encourage a positive workplace culture
- Challenge unacceptable or questionable behaviour they become aware of.
- Ensure any breaches or complaints relating to this policy are responded to quickly, sensitively, confidentially and investigated in line with policy.

Procedure in Dealing with breaches of Dignity & Respect

This procedure is complemented by CDHA's Equality & Diversity and Discipline & Grievance policies.

Where an employee feels that they have been discriminated against, victimised or harassed by another employee, not been treated with dignity & respect at work, there are a number of ways in which this can be addressed.

Informal stage

Where possible, breaches of this policy should be dealt with informally in the first instance. In many cases inappropriate behaviours are unintentional and can easily be resolved once the behaviour has been highlighted. This is often the most efficient way to maintain positive working relations.

In managing the issue informally employees should:

1. In the first instance alert their line manager to the behaviour.
2. Thereafter the employee should be encouraged by the line manager and with their support approach the individual and highlight what behaviour has been offensive. Should the employee be uncomfortable with this then the line manager should approach the individual and have the same discussion.
3. A note should then be put on file of the person who has displayed the inappropriate behaviour and the individual that raised the issue.

Formal Stage

If the behaviour is of a more serious nature or it continues after the informal approach has been taken, then the issue should be dealt with by mirroring CDHA's grievance procedure.

1. The employee must put their concerns in writing and give this to their line manager.
2. The line manager should then arrange a meeting with the employee who has highlighted the concerns. At this meeting the manager should establish what the concerns are, and how the employee would like things resolved.

3. The manager should then conduct any necessary investigations. No investigation should take place prior to there being a meeting with the employee.
4. Once the investigation has been concluded, there could be a variety of outcomes including:
 - There is no evidence to uphold the complaint
 - There is evidence that may involve action against another employee which will be managed through CDHA's disciplinary policy.
 - Learning is identified on an organisational basis

Where action is taken regarding an employee, committee member, agency worker and consultant other than the person who raised the complaint, the complainant will not be informed of any action taken against other individuals.

Support for those affected or involved

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

All employees have access to the Employee Counselling Service. The details are as follows:

- Rowan Consultancy
- Website information: www.rowan-consultancy.co.uk
- 01738 562005

You can have of face to face counselling through a management referral. This referral is arranged confidentially via line manager. If you require this referral, please speak to the line Manager in the first instance.

Malicious Allegations

Any person found to be making fictitious or malicious allegations will be dealt with through CDHA's disciplinary procedure which may result in dismissal.

Data Protection

The organisation will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in CDHA's employee privacy notice.

Review of Policy

Responsibility for review and monitoring the application of this policy will rest with the Corporate Services Officer. The policy will be reviewed every 3 years and if necessary, in line with legislative updates.

Appendix 1

Sexual Harassment

Introduction

CDHA is committed to providing a positive experience whilst at work for all our employees, committee members, agency workers and consultants which includes a zero-tolerance approach to sexual harassment.

This appendix sets out CDHA's expectations of behaviour by employees, committee members, agency workers and consultants and provides information on how we will deal with complaints of sexual harassment.

Definitions

The Equality Act 2010 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'. Sexual Harassment is unlawful under the Equality Act 2010. It is also unlawful to treat someone less favourably because they have submitted a complaint of sexual harassment or have rejected such a behaviour.

Sexual harassment includes a wide range of behaviours including but not limited to:

- Making sexual remarks about a colleague's body, clothing or appearance
- Suggestive looks, staring, or leering.
- Propositions and sexual advances
- Sexual gestures
- Emailing, texting or messaging sexual content.
- Unwelcome touching, hugging, massaging or kissing
- Sexual comments or offensive jokes
- Making sexual comments or jokes about someone's sexual orientation or gender reassignment
- Displaying or sharing sexually graphic images, or other sexual content
- Criminal behaviour, including sexual assault, stalking, grooming, indecent exposure and sending offensive communications

Sexual harassment can be a singular event or something that is an ongoing pattern of behaviour. Sexual harassment may be physical, verbal or non-verbal conduct. It can occur face to face or can be done by email, phone calls, online and on social media.

Sexual harassment may occur at work or outside work.

Sexual conduct that has been welcomed previously can become unwanted, the person in receipt of the behaviour decides whether it is unwanted. An individual can experience sexual harassment from someone of the same or different sex.

Sexual interactions that are invited, mutual and consensual are not considered as sexual harassment.

Behaviour expectations

CDHA expects you to follow the expectations as set out within the Code of Conduct. Any Sexual Harassment by employees towards others in connection with work will be considered under the Disciplinary/Grievance policy and action taken under this policy can include up to and including dismissal.

Sexual harassment may constitute gross misconduct and may result in dismissal.

Preventative Duties

The Worker Protection Act (Amendment Equality Act 2010) requires employers to take reasonable steps to prevent sexual harassment. CDHA has taken preventative steps to ensure a workplace free from any sexual harassment. In addition to this policy, a risk assessment will be completed to assess the risks and introduce preventative steps including:

- **Communication** – sharing the Dignity at Work Policy through email and having a copy on the data drive and website.
- **Engaging with staff members** – through 1:1 meetings, staff meetings, staff surveys and exit interviews
- **Training & Development** – introducing training e.g. sexual harassment training for managers and staff and/or specific groups based on risk and to support managers' capability in dealing with these matters.
- **Complaints** – having a clear process, ensuring manager and staff awareness, and the importance of dealing with matters confidentially and sensitively.
- **Third party complaints** – training managers and induction for third parties, including the Dignity at Work Policy in the contractor application pack.
- **Reporting** – ensuring effective reporting procedures are in place and having an anonymous complaints process.
- **Monitoring and evaluating policy and complaints** – learning from incidents, reviewing the policy regularly, reviewing trends on related complaints and taking action to rectify cultural concerns.

Reporting procedure & dealing with all sexual harassment complaints

Allegations should always be taken seriously, and action taken as quickly as possible to stop any further inappropriate behaviour identified. Where possible, breaches of this policy should be dealt with informally in the first instance. Dependant on the serious nature of some complaints together with the risk to the safety of the complainant and others, we may need to take formal action immediately.

Informal stage

In managing the issue informally employees should:

1. In the first instance alert their line manager to the behaviour.
2. Thereafter the employee should be encouraged by the line manager and with their support approach the individual and highlight what behaviour has been offensive. Should the employee be uncomfortable with this then the line manager should approach the individual and have the same discussion.
3. A note should then be put on file of the person who has displayed the inappropriate behaviour and the individual that raised the issue.

Formal Stage

If the behaviour is of a more serious nature or it continues after the informal approach has been taken, then the issue should be dealt with by mirroring CDHA's grievance procedure.

1. The employee must put their concerns in writing and give this to their line manager.

2. The line manager should then arrange a meeting with the employee who has highlighted the concerns. At this meeting the manager should establish what the concerns are, and how the employee would like things resolved.
3. The manager should then conduct any necessary investigations. No investigation should take place prior to there being a meeting with the employee.
4. Once the investigation has been concluded, there could be a variety of outcomes including:
 - There is no evidence to uphold the complaint
 - There is evidence that may involve action against another employee which will be managed through CDHA's disciplinary policy.
 - Learning is identified on an organisational basis

Where action is required against another employee, committee member, agency worker or consultant this will follow the organisation's disciplinary procedures. Where action is taken regarding a member of staff other than the person who raised the complaint, the complainant will not be informed of any action taken against other individuals.

Anonymous complaint

We may receive anonymous allegations of sexual harassment through the "Whistle-blowing procedure". While we recognise that it can be difficult to investigate such complaints, CDHA will conduct a thorough investigation as possible, given the information available. This will always include informing the accused person that a complaint has been received about them.

Third Party Sexual Harassment

CDHA will also take reasonable steps to prevent any sexual harassment by third parties, as required by the Worker Protection Act 2023. A third party can be a customer (including tenants, owners, landlords and housing applicants), consultant, contractor, supplier, visitor.

Employees, committee members, agency workers and consultants are encouraged to report any sexual harassment, which may involve a third party.

CDHA will follow the process as detailed within 'Procedure for dealing with all Sexual harassment complaints' section.

When a complaint is received, CDHA will ensure that steps are taken to protect the individual raising the complaint. CDHA will take steps to remedy a complaint and action to prevent this from happening again.

Examples of action CDHA may take, but not limited to are:

- Warning a customer about their behaviour
- Banning a customer
- Reporting any criminal acts to the police
- Sharing information with other part of the business.

Support for those affected or involved

We understand that anyone affected by, or involved with, a complaint relating to sexual harassment, or a breach of this policy may feel anxious or upset and we will do what we can to support you during this period.

All employees have access to the Employee Counselling Service. The details are as follows:

Rowan Consultancy

Website information: www.rowan-consultancy.co.uk

01738 562005

You can have of face to face counselling through a management referral. This referral is arranged confidentially via line manager. If you require this referral, please speak to the line Manager in the first instance.

Witness to unwanted conduct of sexual nature

Tackling sexual harassment is everybody's responsibility. You do not have to be the recipient or target of sexual harassment to raise a concern or make a complaint. If you see it happening or become aware of it, you should report it in line with '*Reporting procedure & dealing with all Sexual harassment complaints*' if you feel able to do so.

Your actions can be important in helping create a culture free from sexual harassment.

Individuals found to be in breach of the principles of this policy

Where individuals are found to be in breach of this policy whether that be employees, committee members, agency workers, committee members and consultants this will be dealt with in accordance with CDHA's Code of Conduct Policy, Disciplinary Policy, Grievance Policy and other relevant policies. This may result in disciplinary action up to and including dismissal.

Data Protection

The organisation will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in CDHA's employee privacy notice.

**Cathcart & District Housing Association
Appendix 2: Equality Impact Assessment**

Name of policy to be assessed	Dignity at Work Policy	Is this a new policy or a review?	New policy template provided by EVH
Person completing the assessment	Emma Connelly, Corporate Services Officer	Date of Assessment	18/11/24

<p>1. Briefly describe the aims, objectives and purpose of the policy</p>	<p>The purpose of this policy is to ensure that behaviour that could be construed as harassment, sexual harassment, or bullying in the workplace is prevented. Where this does occur, the policy aims to ensure that appropriate and effective action is taken to prevent any recurrence.</p> <p>Appendix 1 sets out CDHA's expectations of behaviour by employees, committee members, agency workers, and consultants and provides information on how we will deal with complaints of sexual harassment.</p> <p>The policy aims to:</p> <ul style="list-style-type: none"> • Set out standards of behaviour expected for employees, committee members, agency workers and consultants of CDHA. • Ensure that employees, committee members, agency workers and consultants are able to report any unacceptable behaviours, and relevant action is taken to resolve it. • Promote proactive and preventative measures to support positive and respectful working relationships.
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	<ul style="list-style-type: none"> • Ensure integration of diversity into all aspects of CDHA's business • Ensure that all employees, committee members, agency workers and consultants are treated with respect and dignity from each other. • Set clear guidelines and standards regarding treatment of employees by third parties. • Ensure that all employees, committee members, agency workers and consultants respect the differences within the community they serve and treat customers and members of the public accordingly • Provide a working environment where all backgrounds, cultures, values and lifestyles are respected and treated with dignity at all times. • Provide a process for complaints to be properly managed.
<p>2. Who is intended to benefit from the policy? (e.g. staff, applicants, tenants, staff, contractors)</p>	<p>Committee members, employees, contractors, agency workers, and prospective employees</p>
<p>3. What outcomes are wanted from this policy? (e.g. benefits to customers)</p>	<ul style="list-style-type: none"> • To create a work environment free from unlawful discrimination, harassment, sexual harassment and bullying. • To ensure everyone is treated with dignity and respect • To promote dignity at work for everyone • To promote and advance equality of opportunity • To foster good relations between different groups of employees

4. Which protected characteristics could be affected by the policy (tick all that apply)		
Minority Ethnic: X	Age: X	
Gender: X	Religion/belief: X	
Disability: X	Transgender: X	
Sexual Orientation: X	Maternity/Pregnancy: X	
Marriage/civil partnership: X	Socio-economic status: X	
5. If the policy is not relevant to any of the protected characteristics listed in part 4. State why and end the process here.		
This policy is equally applicable to all and has no detrimental impact on protected characteristic groups as specified within the Equality Act 2010.		
6. Describe the likely positive or negative impacts the policy could have on the groups identified in part 4.	Positive Impacts	Negative Impacts
	There is likely to be a positive impact as the policy is based on the principles of eliminating discrimination.	
7. What actions are required to address the impacts arising from this assessment?	N/A	

Signed: Emma Connelly

Date: 18/11/24