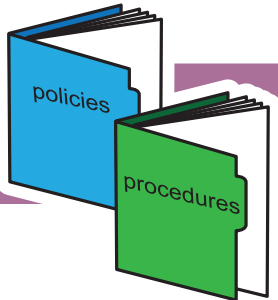


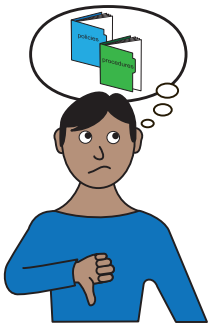


policies and procedures

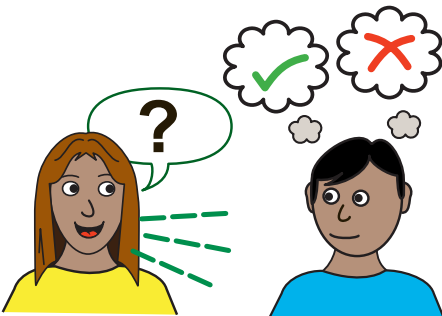


Our 'policies and procedures' are the rules about how we do things at Pyramid.

Following our policies and procedures helps to keep everybody safe.

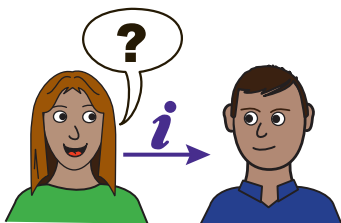


The policies and procedures also tell us what to do if something goes wrong.

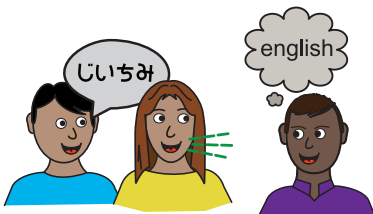


It is important that everybody at Pyramid can access and understand our policies and procedures.

The office team can help with this.



Please contact us if you would like support to read or understand this policy.



We can meet with you to talk about it. Or we can provide information in different format / language to suit your needs.



phone: **0113 234 6040**  
text: **07531 215 999**  
email: **[governance@pyramid.org.uk](mailto:governance@pyramid.org.uk)**

## Dignity and Respect Policy



If you are currently experiencing bullying, harassment or discrimination, please read Section 7 which explains what actions you and Pyramid can take to stop it.

Key terms / words	Please use the <b>glossary of policy terms</b> for definitions of key terms used in our policies and procedures.	
Clarifications	The term 'worker' is used in this policy to refer to anyone doing work for Pyramid, in any capacity, whether paid or voluntary.	
Who does this policy / procedure apply to?	Everyone: Employees, freelance workers, members, volunteers, trustees and external contractors.	
Related policies and procedures	Code of Conduct Equality, Diversity and Inclusion	Complaints Procedure Disciplinary Procedure Grievance Procedure
Who is responsible for this document?	<p>The Operations Manager is responsible for making sure that this document is kept up-to-date with accurate information, and that it is made available to anyone who wants to read it.</p> <p>The Board of Trustees have a legal responsibility to ensure that Pyramid has appropriate policies and procedures in place.</p>	
When was this document last checked?	<p>The Trustees review all Pyramid policies and procedures on a rolling basis, and more often as required (for example, if there is a change in the law, or an incident review).</p> <p>This document was last checked by the Trustees on 09 December 2024.</p>	
Who to contact	<p>If you have a question about this policy, or need support to understand it, please contact the Operations Manager.</p> <p><b>Email</b> governance@pyramid.org.uk</p> <p><b>Phone</b> 0113 234 6040</p>	

# 1. Introduction

Pyramid values and respects its workers and members, and aims to provide a positive environment in which everyone feels safe and fairly treated.

Pyramid will not tolerate unreasonable behaviour such as harassment, discrimination and bullying. Pyramid has procedures in place to respond to unreasonable behaviour (or allegations of unreasonable behaviour), which may lead to dismissal or exclusion from Pyramid activities.

# 2. Purpose

This policy has been developed to make sure that everyone knows and understands:

- The sort of behaviour we expect to see from everyone
- The behaviour that we consider to be inappropriate or unreasonable, and potentially unlawful
- What support is available to anyone who feels bullied, harassed or discriminated against
- What steps you can take if you feel you are not being treated with dignity and respect, including how to make an informal or formal complaint
- What will happen during these processes

# 3. Scope

This policy applies to Pyramid-related activities at any location.

It also applies if unreasonable behaviour occurs outside of Pyramid, but affects Pyramid or people's relationships within Pyramid.

# 4. Definitions

## Positive behaviour

Pyramid expects all workers and members to treat each other with dignity and respect. This means

- Not making assumptions about others
- Behaving in a professional and friendly manner
- Following the Code of Conduct, our policies and procedures and any additional ground-rules set for activities

## Unacceptable behaviour

Unacceptable behaviour can take many forms, including:

- Actions, 'jokes' or comments that cause stress or offence
- Creation or distribution of materials that cause stress or offence
- Physical attacks
- Behaviour that deliberately or inadvertently excludes individuals from an activity
- Harassment\*
- Discrimination\*
- Bullying\*

Appendix 1 gives some examples of unacceptable behaviour.

\*These terms are explained in more detail below

## Harassment

A law called the Equality Act 2010 includes a list of personal characteristics that are protected by the law. These are known as **protected characteristics**, and they are:

- Age
- Gender reassignment
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- Race, including colour, nationality, ethnic or national origin
- Religion or belief
- Sex
- Sexual orientation

Harassment means treating someone badly or unfairly because of a protected characteristic.

In the Equality Act 2010, harassment is defined as, “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.”

## Discrimination

Discrimination is also defined in the Equality Act 2010:

**Direct discrimination** – treating someone less favourably than someone else because of a protected characteristic.

**Indirect discrimination** – putting rules or arrangements in place that apply to everyone, but that put someone with a particular protected characteristic at an unfair disadvantage.

**Harassment and discrimination are against the law.**

## **Victimisation**

Victimisation is being treated unfairly because you made or supported a complaint to do with a protected characteristic, or someone thinks you did.

## **Bullying**

Bullying is behaviour from a person or group that is unwanted, and makes the recipient feel uncomfortable or upset.

This might include feeling frightened, intimidated, disrespected, degraded, humiliated, insulted or offended. It might undermine the person's self-confidence, and cause them suffering or stress.

Bullying might take place in person, or online. When it happens online, it is known as 'cyber-bullying'.

## **5. What Pyramid can do**

Pyramid aims to provide a safe and pleasant environment where all workers and members are treated with dignity and respect.

Pyramid is committed to

- Ensuring the dignity of all workers and members at Pyramid
- Respecting and valuing differences and diversity
- Ensuring that workers and members know the types of behaviour that are unacceptable, and that such behaviour will not be tolerated
- Providing policies and procedures which enable complaints and grievances to be investigated promptly, and meaningful action to be taken in response
- Providing an environment where workers and members can feel confident that a complaint or grievance will be handled properly and with sensitivity
- Providing appropriate training to those responsible for handling complaints and grievances

## 6. Duties, roles and responsibilities

### Pyramid

- Pyramid accepts its legal responsibility to deal with harassment and provide a safe environment for everyone involved.
- Pyramid will ensure that workers and members have appropriate information to understand what unacceptable behaviour is, and how to respond to any incident or issue involving unacceptable behaviour.
- Pyramid will ensure those who have responsibility for handling complaints and grievances have appropriate training and guidance.
- Pyramid will include information from this policy in its internal training and induction processes.

### Trustees, managers and supervisors

Trustees, Managers and Supervisors make sure that the above responsibilities are met.

They must lead by example, ensuring that their own actions or inactions, remarks or other behaviour could not reasonably be perceived by others as bullying or harassment.

### Workers

All workers are required to

- Treat others with dignity and respect and take responsibility for their own behaviour, in accordance with this policy and the law
- Challenge or report unacceptable behaviour if witnessed
- Avoid colluding in unacceptable behaviour by ignoring or not reporting it
- Cooperate fully with any investigation

### Members

All members are required to

- Follow the Code of Conduct, and any ground-rules that have been set for the activity they attend

## 7. Procedure for dealing with unacceptable behaviour

### Coming forward

Pyramid recognises that someone experiencing bullying, harassment or discrimination may feel intimidated, embarrassed or concerned that they won't be believed.

Pyramid strongly encourages anyone experiencing any form of unacceptable behaviour to speak up, and to feel confident that the issue they raise will be treated seriously, kept private, and investigated thoroughly and fairly.

Allegations of harassment and bullying need to be dealt with in a sensitive and timely manner, ensuring minimal stress for both the complainant and the alleged perpetrator, and also allowing a degree of flexibility appropriate to the individual circumstances of each case.

An individual who believes they have suffered from harassment or bullying is advised to keep a personal record of the event(s). Such records should include details of the date, time and place of the event, the name of the alleged harasser, details of the incident, names of witnesses, if any, and any action taken to attempt to remedy the problem. These records should be made as soon as practicable after the event(s) occurred; this may include screen shots of social media posts. (Legally, audio or video recordings should not be taken without the consent of the other party.)

### Informal Action

Informal methods of dealing with unacceptable behaviour are often the quickest and most effective. If you think that someone is bullying you or behaving in another way which is not acceptable and you feel that you can talk to them about it, explain to them how they are making you feel and ask them to stop. (Sometimes individuals don't realise the effect their behaviour is having on other people, so this direct approach might make them stop and think.)

If this does not work, or you feel that you cannot approach the individual directly, please ask for help. In groups, speak to the Core Worker. Otherwise, speak to your line manager, or the line manager of the individual you need to talk about.

The initial, informal approach should be made as soon as possible after the event(s) have occurred. Formal action will not be considered if the incident is not raised within a timely manner: within 3 months of the incident(s) occurring.

Most usually, a meeting will be arranged to discuss the issue and, if possible, reach a resolution. An external mediator may be asked to support this process.

Where informal action has been taken to resolve the complaint, any records maintained should merely record the action taken and should not contain any implied decision that harassment had or had not taken place.

## Formal action

Formal action should be taken when

- The harassment/bullying is too serious to be open to informal resolution
- The harassment/bullying persists after informal attempts at resolution
- The person reporting harassment/bullying prefers to use the formal procedure

**Compliments and Complaints Procedure** - Use this procedure if you don't get paid by Pyramid, for example if you are a member, volunteer, or third-party.

**Grievance Procedure** – Use this procedure if you are paid by Pyramid, for example if you are an employee or freelance worker.

Pyramid's policies and procedures are available in the 'about us' section of our website at [pyramid.org.uk](http://pyramid.org.uk).

You can ask any member of staff for a printed copy of a policy, or for help to understand a policy. Your request will be treated as confidential.

If you don't feel comfortable asking a member of staff, you could ask a friend or carer to find the appropriate policy on our website.

# APPENDIX 1

## Examples of unacceptable behaviour

### Harassment

#### Definition

Where any form of unwanted conduct occurs related to a protected characteristic that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

The key is that the recipient views the actions or comments as demeaning and unacceptable. This includes examples where a worker may be associated with someone who has a protected characteristic or may be wrongly perceived as having a particular protected characteristic.

**Protected characteristics:** Age, Gender reassignment, Being married or in a civil partnership, Being pregnant or on maternity leave, Disability, Race (including colour, nationality, ethnic or national origin), Religion or belief, Sex, Sexual orientation

#### Examples of harassment

- Offensive jokes
- Practical jokes, pranks, initiation ceremonies or birthday rituals
- Derogatory, mimicking, ridiculing or demeaning remarks or actions
- Rifling through, hiding or damaging personal property
- Producing or sharing offensive material that is inflammatory, including pornography, or abusive literature or graffiti
- Leering or staring
- Ostracising or ignoring
- Commenting on dress or appearance
- Not respecting someone's right to privacy (invasive personal questions, or gossiping about personal characteristics)
- Using email, the internet or social media for the purpose of bullying or making abusive or offensive remarks, or to send pornography, inflammatory material or hate mail
- Verbal abuse or threatening behaviour
- Physical abuse such as hitting, pushing or jostling
- Sexual harassment such as unnecessary body contact, including touching or unwanted physical advances, and non-verbal actions such as gesturing

# Bullying

## Definition

Persistent, unwelcome, offensive and intimidating behaviour or misuse of power, which makes the recipient feel upset, threatened, humiliated or vulnerable and undermines their self-confidence.

## Examples of bullying

- Personal insults and name-calling
- Aggressive verbal threats and intimidation
- Intimidation through repeatedly shouting or swearing in public or private
- Public humiliation by constant innuendo, belittling and 'putting down'
- Isolating someone or deliberately ignoring or excluding them from activities
- Persistent/ destructive criticism, especially in front of others
- Belittling someone's opinion
- Undermining professionalism
- Discrediting through making false accusations
- Intimidation through persistent threats about job security
- Inappropriately removing areas of responsibility without discussion or notice
- Blocking promotion or imposing unfair sanctions
- Persistently attacking someone's professional or personal standing
- Setting out to make someone appear incompetent
- Inappropriate and/or unnecessarily intrusive monitoring of work
- Claiming credit for someone else's work
- Aggressive bodily posture, gestures or physical contact
- Talking/shouting directly into someone's face
- Direct physical intimidation, violence or assault
- Deliberate damage to personal property

## APPENDIX 2

### Laws relating to bullying, harassment and discrimination

- Equality Act 2010
- The Employment Rights Act 1996
- Malicious Communications Act 1998
- Management of Health and Safety at Work Act 1999
- Health and Safety at Work Act 1974

### Equality Act 2010

"An Act to make provision to require Ministers of the Crown and others when making strategic decisions about the exercise of their functions to have regard to the desirability of reducing socio-economic inequalities; to reform and harmonise equality law and restate the greater part of the enactments relating to discrimination and harassment related to certain personal characteristics; to enable certain employers to be required to publish information about the differences in pay between male and female employees; to prohibit victimisation in certain circumstances; to require the exercise of certain functions to be with regard to the need to eliminate discrimination and other prohibited conduct; to enable duties to be imposed in relation to the exercise of public procurement functions; to increase equality of opportunity; to amend the law relating to rights and responsibilities in family relationships; and for connected purposes."

### Or in Plain English

"An Act that protects against being discriminated against and treated unfairly because of any characteristics that are protected under this legislation. These characteristics are:

- age
- disability
- gender reassignment - to be protected from gender reassignment discrimination, you do not need to have undergone any specific treatment or surgery to change from your birth sex to your preferred gender. This is because changing your physiological or other gender attributes is a personal process rather than a medical one.
- marriage and civil partnership
- pregnancy and maternity
- race - this includes ethnic or national origins, colour or nationality
- religion or belief - this includes lack of belief
- sex - whether you are a woman or a man (this is different to gender identity which is covered under gender reassignment)
- sexual orientation - whether you are heterosexual, lesbian, gay or bisexual

### Easy-read version of the Equality Act 2010:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/85039/easy-read.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/85039/easy-read.pdf)