



# People Policies and Procedures

## Dignity at Work Policy

We recognise that, both as an employer and service provider, we have a duty to ensure there is an open and honest working environment where everyone is treated with dignity and respect.

### 1. Purpose

The purpose of this policy is to ensure our people and beneficiaries are always treated with dignity and respect. It aims to assist in the development and maintenance of a safe and healthy working environment in which any form of disrespect, favouritism, harassment, bullying, discrimination, and victimisation are not tolerated. The purpose of this policy is not merely to prevent unacceptable behaviours but to empower our people to strive for excellence and take responsibility in creating an open and positive environment. The policy clarifies an individual's responsibilities and expected standards of behaviour, while providing a clear framework which will ensure that complaints of unacceptable behaviour are dealt with promptly and fairly.

For further information, please refer to the [Dignity at Work Procedure](#).

### 2. Scope

This policy applies to all British Red Cross employees, volunteers and delegates. This policy does not cover staff grievances. If you have a concern about your employment or working practices, please follow the [Grievance Resolution Policy & Procedure](#).

If you experience unacceptable behaviour from an external partner organisation this should be reported to your manager and raised as a Datix. We strive for the same standards of behaviour and respect with those we work with collaboratively.

### 3. Principles

The following principles apply:

- a. Everyone has a duty and responsibility to promote a positive working environment, which incorporates our organisational values, promotes openness, trust, and respect, thereby developing a culture where inclusion and diversity is valued. This includes acting when we see or hear something inappropriate, even if it is not aimed at us.
- b. Everyone must act with respect of others regardless of our differences including our role or relationship. We should be always polite and

responsive and not cause embarrassment, alarm or distress to others. We should respect differences of opinion, remain professional and recognise the value everyone contributes, regardless of their position in the organisation.

- c. Individuals are expected to take appropriate action if they become aware of any act of unacceptable behaviours such as inappropriate and offensive jokes, favouritism, harassment, bullying, discrimination, or victimisation. They should bring the incident to the attention of management, relevant Advice & Casework Team member or a Staff Association Representative. However, if an individual wishes to make a formal complaint in terms of this policy, this must be intimated personally, using the formal procedure outlined in the Dignity at Work Procedure.
- d. When an individual makes a complaint regarding another individual's conduct, the complaint should be specific and not based on general accusations.
- e. All complaints will be dealt with in a confidential, sensitive, and objective manner and all parties involved will be treated with due respect and protected from victimisation and have the right to an impartial investigation.
- f. If a complaint is upheld or upheld in part, appropriate remedial action will be taken. Depending on the nature of the allegations, this may include disciplinary action up being taken up to and including dismissal.
- g. It will be considered a disciplinary offence for any employee to victimise or retaliate against an employee for bringing a complaint of harassment, bullying, discrimination or victimisation.
- h. Any individual who reports bullying or harassment in good faith will not suffer any detrimental treatment for raising their concerns, even if the allegation is not substantiated.
- i. We believe that in most circumstances, the complaints are made in good faith and with positive intentions. However, in the event, following investigation, a complaint is found to be malicious, the case will be investigated and dealt with fairly and objectively under the Disciplinary Policy.

#### 4. Support available

It is important that all parties are fully supported throughout what can be a very difficult process for all those involved. Please speak to the [Advice and Casework Team](#) if you have any questions about the policy or procedure or feel there are adjustments that could be made to support you and ensure a fair process.

The [Employee Assistance Programme](#) provides a free 24/7 helpline for both counselling and advice on employment situations. Managers can get support and guidance from the [Advice and Casework Team](#).

**\*SafeCall** – If you do not wish to use the existing procedure of reporting, you can report it externally to SafeCall. Safecall is an impartial, external service that allows staff, delegates and volunteers to report issues related to their working environment in a safe and secure manner. The Safecall service is available 24/7/365 days by contacting

0800 915 1571 (for UK based calls). Further information on SafeCall and additional contract details can be found [here](#).

This policy and associated procedure do not form part of any contract of employment, and we may amend it at any time.