



Newquay

Foodbank

Together with Trussell

ANTI-BULLYING AND HARASSMENT POLICY

POLICY CONTROL

Version	Description	Date	Approval
1.0	Bullying and Harassment Policy	Sept 2020	Board
1.1	Update of Safeguarding Officer	Feb 2022	
1.2	Full update	Feb 2024	
2.0	Board Approval	11 June 2024	Board
3.0	Revisions for Worker Protection Act 2023	27 November 2024	
4.0	Revisions for Employment Rights Act 2025	22 March 2026	
Next Review:		March 2029	
Owner: Director – Zoe Nixon			

This policy has been approved for issue

Signed: 

Position: *Chair of Trustees*

Date: *31 March 2026*

LINKED POLICIES

Equality, Diversity and Inclusion Policy

Complaints Policy

Whistleblowing Policy

APPENDICES

A – Examples of Bullying, Harassment and Victimisation

B – Risk Assessment for the prevention of Sexual Harassment

ANTI-BULLYING & HARASSMENT POLICY

1. INTRODUCTION

Newquay Foodbank is committed to ensuring the Foodbank remains a place free from all forms of bullying and harassment and will take all measures necessary to prevent its existence within the Charity.

All people are to be treated with the utmost respect as laid out in our Equality, Diversity & Inclusion Policy. Harassment, bullying and victimisation are unacceptable and will not be tolerated.

It should also be remembered that bullying including violence or assault, theft, repeated harassment or intimidation and hate crimes, is against the law and that anyone found guilty of such could be held accountable for their actions under criminal law.

This policy also incorporates the organisation's Anti-Sexual Harassment policy provisions. The Foodbank will assess the risk of sexual harassment in the course of employment, and take preventative action, monitoring the effectiveness of the steps taken to prevent sexual harassment at work.

This policy does not form part of your contract and may be amended from time to time as appropriate. The Foodbank will review the policy at regular intervals, monitor its effectiveness and implement any changes that may be required. This policy applies to all employees, workers, agency staff, contractors and volunteers of the Foodbank (collectively 'staff members'). The policy will also be made clear to the stakeholders which workers encounter, for example the beneficiaries of the Foodbank ("Foodbank visitors"), suppliers, partner organisations and the general public.

The term "persons" in this policy encompasses both staff members and visitors.

All staff members of Newquay Foodbank should ensure that they understand this policy and act in accordance with its aims and objectives. If you need support in reading or understanding this policy, please speak to the Foodbank Manager in the first instance.

2. DEFINITIONS

Bullying is:

- unwanted behaviour from a person or group that is either:
 - o offensive, intimidating, malicious or insulting
 - o an abuse or misuse of power that undermines, humiliates, or causes physical or emotional harm to someone
- bullying can be a single or series of incidents of behaviour

Bullying may also happen outside the work environment, for example at work events, on messaging apps, social media, via email or via text, audio or video messages.

Harassment related to a protected characteristic is:

- unwanted behaviour that harms a person's dignity
- related to sex, race, religion or belief, disability, sexual orientation, age, or gender reassignment and,
- creates an intimidating, hostile, degrading, humiliating or offensive environment.

Sexual Harassment is:

- when a worker is subjected to unwanted conduct as defined above and which is of a sexual nature. The conduct need not be sexually motivated, only sexual in nature.

Another form of harassment is **less favourable treatment for rejecting or submitting to sexual harassment.**

Harassment (including sexual harassment) is unlawful under the Equality Act 2010 and will not be tolerated. The law requires employers to take reasonable steps to prevent sexual harassment of their workers. Harassment or victimisation may lead to disciplinary action up to and including dismissal. Aggravating factors, such as abuse of power over a more junior colleague, will be taken into account in deciding what disciplinary action to take.

The Worker Protection (Amendment of Equality Act 2010) Act 2023 (effective from 26 October 2024) also requires employers to proactively prevent sexual harassment in the workplace.

The Employment Rights Act 2025 stipulates that reporting of sexual harassment is a protected Whistleblowing disclosure. Please refer to the Whistleblowing Policy for further details of the Whistleblowing procedure and protections.

Harassment, including sexual harassment, can happen outside of the usual working environment including at staff socials and via email, social media and direct messaging.

Victimisation is:

- when someone is treated badly or put at a disadvantage because they have made (or intend to make) a complaint about discrimination or harassment, or they have supported someone making a complaint.

Examples of these behaviours are given in **Appendix A**.

Harassment, sexual harassment or victimisation may lead to disciplinary action up to and including dismissal if it is committed:

- in a work situation
- during any situation related to work such as at a social event with colleagues
- against a colleague or other person connected to the employer outside of a work situation, including on social media, or
- against anyone outside of a work situation where the incident is relevant to their suitability to carry out the role.

3. ROLES AND RESPONSIBILITIES

Newquay Foodbank Trustees will:

- Fulfil their legal and moral responsibility to deal effectively with harassment and bullying within the Foodbank using this policy and other associated documents.
- Ensure all actions are taken where required and follow best practice guidelines for investigators and the complaints procedure;
- Ensure that all staff members are aware of this Bullying and Harassment Policy and understand their rights and responsibilities; fully understanding where to get information and support with any concerns;
- Monitor and review the effectiveness of this policy and procedures in line with best practice.

Staff members must:

- Behave in a way that does not cause discomfort or offence to other people.
- Not to take part in, encourage or accept the bullying, harassment or victimisation of others.
- Make it clear that you find such behaviour unacceptable.
- Report any concerns to your manager. If the concerns are about your manager, report to their manager.
- Encourage colleagues to use this policy.

Managers must:

- Lead by example, consistently role-modelling appropriate behaviours, language and actions.

- Create an environment where treating people with dignity at work is always practised.
- Encourage your team members to report any concerns about bullying, harassment and victimisation.
- Take prompt action to stop any bullying, harassment and victimisation that you become aware of (without waiting for a formal complaint).
- Manage any incidents promptly, fairly, confidentially and in line with this policy.
- Make sure any concerns about a team member's behaviour, attendance, or performance are managed reasonably and fairly, and using our policies.
- Ensure that appropriate protection is given to employees who report sexual harassment, under the Whistleblowing Policy.
- Anticipate scenarios when employees, workers, contractors or volunteers may be subject to sexual harassment in the course of their employment, and undertake a risk assessment, with mitigating actions put in place to prevent the risk of sexual harassment. See Risk Assessment template at **Appendix B**.

The Foodbank will:

- Provide mandatory training to managers and supervisors in how to conduct their duties under this policy, including taking reasonable steps to prevent workers from being subjected to bullying and harassment at work (including sexual harassment), and how to respond when bullying or harassment is reported to them.
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Have regular mandatory training for all staff members, tailored to the workplace and audience, repeated at interim periods

4. PROCEDURE

4.1 What Should I Do If I think I Am Being Bullied or Harassed (including sexual harassment)?

1. Make a written record of any incidents you are concerned about.

2. Approach the other person directly if possible and appropriate.

In some circumstances, it may be possible in the first instance to ask the person to stop the behaviour. You could make it clear what behaviour was offensive and unacceptable and the effect it is having on you. You could also say that you may make a complaint if the behaviour doesn't stop. This approach, either verbally or in writing, would be on an informal and confidential basis.

In some situations, the above action will be sufficient to stop the behaviour complained of and resolve the situation.

3. Report your concerns informally.

If you wish to resolve the situation informally but feel unable or do not wish to use the above approach, you should report your concerns to any of the following, seeking their advice and help to resolve the situation:

- a) Your manager
- b) Your manager's line manager
- c) The HR Consultant – Natalie Swift on 07918 015846, or email natalie@swifthr.co.uk
- d) Your Trade Union Representative (if you are a TU member)
- e) All concerns raised informally will be fairly and thoroughly investigated and appropriate action taken.

The Foodbank will treat complaints of bullying, harassment or victimisation sensitively and confidentially. Informal investigation of allegations will normally require limited disclosure on a "need to know" basis. For example, your identity and the nature of the allegations must be revealed to the person you are complaining about, so they are able to respond to the allegations. Some details may also have to be given to potential witnesses, but the importance of confidentiality will be emphasised to them.

Support will be offered for those dealing with disclosures of bullying, harassment (including sexual harassment) or victimisation, and those leading this work within the organisation. This will include access to counselling or setting up specific access to trauma-informed support.

4.2 Informal resolution

We will seek to resolve issues informally unless the conduct complained of is serious or informal action does not resolve the problem.

Informal management action would include an informal investigation to establish what has happened, and a discussion with the person whose behaviour complained of to seek to resolve the situation.

If this is not successful and the manager considers that a meeting between the parties might resolve the situation, then this should be arranged. The manager should encourage both parties to attend. Other appropriate informal management actions such as mediation, training and support will be considered.

A record of any informal actions will be kept by the Foodbank, including measures taken to ensure that the bullying or harassing behaviours are prevented in the future.

4.3 Formal procedures

The Foodbank will carry out a formal investigation of the complaint if:

- the behaviour complained of is sufficiently serious, or informal action has not resulted in the behaviour complained of ceasing. This will be formally investigated as a disciplinary matter.
- you submit a formal Grievance. This will be investigated under the Grievance Policy. You have a right to be accompanied to grievance meetings by a colleague or trade union representative.

We recognise that investigations into bullying and harassment allegations are stressful, for both the complainant and the person complained of. Individuals will be offered welfare support by a nominated manager, signposting and/or referrals to sources of additional support. All parties will be kept informed about progress of the investigation.

In some situations, the Foodbank may wish to temporarily change working arrangements during the investigation. This could involve separation of the parties on a “no blame basis”. If the investigation finds evidence of bullying, harassment or victimisation, disciplinary action may follow for those responsible.

You have a right not to be victimised for making a complaint in good faith, even if the complaint is not upheld. However, making a complaint that you know to be untrue may lead to disciplinary action being taken against you.

5. ONGOING MANAGEMENT

A manager will monitor the situation, to make sure there is no repeat of the unacceptable behaviour. This may include checking with you that the situation has remained satisfactory.

6. THIRD PARTY HARASSMENT

The Foodbank operates a zero-tolerance policy in relation to harassment perpetrated against one of its employees by a third party, such as a customer, service user, supplier

or visitor to the Foodbank. The law requires employers to take reasonable steps to prevent sexual harassment by third parties.

All employees are encouraged to report any and all instances of harassment that involve a third party in line with our reporting procedure.

If we find that the allegation is well-founded, we will take steps we deem necessary in order to remedy this complaint and prevent it from happening again. This can include, but is not limited to:

- warning the individual about the inappropriate nature of their behaviour
- banning the individual from Foodbank premises
- reporting the individual's actions to the police where a criminal offence may have been committed
- Sharing information with other sections of the Foodbank

In addition to this, the Foodbank will endeavour to take reasonable steps to deter and prevent any form of harassment from third parties taking place. Resolving problems

If you have any concerns about this policy or the application of it, please speak to your manager in the first instance, who will work with you to resolve any issues. If you are unsatisfied with informal resolutions to your concerns, please refer to the Grievance Procedure for further details about how to raise a grievance.

If you need this information in another format, please contact your manager.

7. REVIEW

This policy will be reviewed at least every three years or where legislative changes occur.

Appendix A – Examples of Bullying, Harassment and Victimisation

The following are examples of unacceptable behaviour covered by this policy. This list is not exhaustive or exclusive.

Bullying

- Verbal abuse (including shouting or swearing) intimidation, humiliation or ridicule.
- Excluding individuals from group activities.
- Persistent criticism of personal conduct or job performance.
- Deliberately engineering situations to discredit or undermine job performance.
- Withholding information with the intent of deliberately affecting job performance.
- Persistently setting unreasonable objectives / deadlines or unachievable tasks.
- Continually refusing or ignoring reasonable requests without good reason.
- Demeaning comments about a person's appearance.
- Spreading malicious rumours

Harassment related to a protected characteristic

- Unwelcome banter, jokes, comments or other behaviours in relation to: sex, race, religion/belief, disability, sexual orientation, age, gender reassignment.
- Isolation or non-cooperation at work. Exclusion from social events because of a protected characteristic.
- Labelling or stereotyping at the expense of an individual's disability or the disabled group to which they belong. Use of names, descriptions, or stereotypes that are offensive or insulting.
- Publication, transmission, duplication or display of written or pictorial material related to a protected characteristic that is likely to cause offence.
- Other behaviour related to an individual's protected characteristic that interferes with job performance, undermines job security or creates a threatening or intimidating workplace environment.

Sexual Harassment

- Sexual jokes, gestures and comments. Casual sexism and banter. Including via messaging apps, social media, and at social events, training & conferences.
- Assault, or physical contact, e.g. unwelcome touching, hugging, massaging or kissing.
- Displaying or sending sexually graphic pictures, photographs or text messages.
- Suggestive looks, staring or leering. Propositions and sexual advances. Making promises in return for sexual favours.
- Intrusive questions about a person's private or sex life or a person discussing their own sex life. Spreading sexual rumours about a person.

Less favourable treatment for rejecting or submitting to sexual harassment

- Being excluded from training, promotions, work activities or social events after rejecting or submitting to sexual harassment

- Being bullied, as defined above.

Victimisation

- Isolating or ignoring someone because they made a complaint about discrimination or harassment.
- Bullying behaviour towards someone who has supported a colleague to make a complaint about discrimination or harassment.
- Making threats towards someone who provided witness evidence to an investigation into harassment or discrimination.

Appendix B: Risk Assessment for the prevention of Sexual Harassment

1. Gain an understanding of scenarios and situations when workers may be subject to sexual harassment in the course of their employment.

To assist managers to identify possible risks and factors in the workplace which could increase the likelihood of an employee or other worker experiencing sexual harassment at work, please review the following risk factors:

Risk Factor	Risk details	Why This is a Risk Factor for Harassment	Risk Factor-Specific Strategies to Reduce Harassment*
Institutional climate or culture which tolerates sexual harassment	Sexual harassment is tolerated or seen as inevitable in the workplace and becomes the norm.	Sexual harassment goes unchallenged and is perpetuated by the ongoing acceptance of it.	Cultural change through policy updates, training, regular reinforcement of standards, senior leadership on the issue and rigorous application of the policies in addressing incidences of sexual harassment.
Homogenous workforce	Historic lack of diversity in the workplace Currently only one minority in a work group (e.g., team, department, location)	Employees in the minority can feel isolated and may actually be, or at least appear to be, vulnerable to pressure from others. Employees in the majority might feel threatened by those they perceive as "different" or "other," or might simply be uncomfortable around others who are not like them.	Increase diversity at all levels of the workforce, with particular attention to work groups with low diversity. Pay attention to relations among and within work groups.
Workplaces where some employees do not conform to workplace norms	"Rough and tumble" or single-sex-dominated workplace cultures Remarks, jokes, or banter that are crude, "raunchy," or demeaning	Employees may be viewed as weak or susceptible to abuse. Abusive remarks or humour may promote workplace norms that devalue certain types of individuals.	Proactively and intentionally create a culture of civility and respect with the involvement of the highest levels of leadership. Pay attention to relations among and within work groups.
Cultural and language differences in the workplace	Arrival of new employees with different cultures or nationalities	Different cultural backgrounds may make employees less aware of laws and workplace norms.	Ensure that culturally diverse employees understand laws, workplace norms, and policies.

	Segregation of employees with different cultures or nationalities	<p>Employees who do not speak English may not know their rights and may be more subject to exploitation.</p> <p>Language and linguistic characteristics can play a role in harassment.</p>	<p>Increase diversity in culturally segregated workforces.</p> <p>Pay attention to relations among and within work groups.</p>
Coarsened Social Discourse Outside the Workplace	Increasingly heated discussion of current events occurring outside the workplace	Coarsened social discourse that is happening outside a workplace may make harassment inside the workplace more likely or perceived as more acceptable.	<p>Proactively identify current events-national and local-that are likely to be discussed in the workplace.</p> <p>Remind the workforce of the types of conduct that are unacceptable in the workplace.</p>
Inexperienced workforces	Significant number of inexperienced employees in their first or second job.	<p>Employees in their first or second jobs may be less aware of laws and workplace norms.</p> <p>Inexperienced employees may lack the self-confidence to resist unwelcome overtures or challenge conduct that makes them uncomfortable.</p> <p>Inexperienced employees may be more susceptible to being taken advantage of by coworkers or superiors, particularly those who may be more senior and more established in their positions.</p> <p>Inexperienced employees may be more likely to engage in harassment because they may not understand or care about consequences.</p>	<p>Provide orientation to all new employees with emphasis on the employer's desire to hear about all complaints of unwelcome conduct.</p> <p>Provide training on how to be a good supervisor when employees are promoted to supervisory positions.</p>