

## **Introduction:**

At Goulden House, we uphold a welcoming environment where respect and inclusion are fundamental values. We are firmly committed to maintaining a workplace free from bullying and harassment. We take a zero-tolerance stance on these behaviours, investigating all reported incidents diligently. Our approach is rooted in our inclusive culture and the Equality Act 2010, which deems acts of harassment, sexual harassment, and victimisation unlawful.

## **1. Defining Bullying**

Bullying encompasses offensive, intimidating, or malicious behaviour, often involving the misuse of power, causing feelings of vulnerability, humiliation, or distress. It can manifest as physical, verbal, or non-verbal conduct. Examples include intimidating or threatening conduct, shouting, character attacks, ridicule, exclusion, cyberbullying, and abuse of power or position. *Legitimate, reasonable, and constructive criticism of a colleague's performance or behaviour is not considered bullying.*

## **2. Defining Harassment:**

Harassment is unwanted physical, verbal, or non-verbal conduct that violates dignity, creating an intimidating, hostile, degrading, humiliating, or offensive environment. A single incident can qualify as harassment, regardless of the intent if it reasonably causes offence. Unlawful harassment includes acts related to protected characteristics like age, disability, gender reassignment, race, religion, belief, sex, sexual orientation, and sexual harassment. Examples comprise insulting gestures or language, physical behaviours, offensive remarks, jokes, or offensive material.

## **3. Defining Sexual Harassment:**

Sexual harassment involves unwanted conduct of a sexual nature, irrespective of sexual motivation. Examples include sexual comments, graphic material, suggestive looks, propositions, promises in return for sexual favours, sexual gestures, intrusive questions about personal lives, spreading sexual rumours, explicit electronic communication, unwanted physical contact, and career decisions tied to accepting or rejecting sexual advances.

## **4. Reporting Harassment:**

### **a. By a resident:**

To report harassment by a resident, including from members of the Goulden House Committee, please contact the estate manager. You may also lodge complaints directly with the Chairperson of Goulden House Co-Op.

We have a zero-tolerance policy for any mistreatment of Estate staff by residents. In such cases, appropriate measures will be implemented, which may include issuing formal warnings to the resident and reporting them to Wandsworth Council under their Anti-Social Behaviour policy for tenants and leaseholders. In instances involving suspected criminal offences, the resident concerned will be referred to the Police.

### **b. By a colleague:**

In less serious situations, resolving issues informally is encouraged. Explain to the other party how their behaviour has affected you. If you believe that an informal resolution is not suitable, escalate the matter to your manager, who will conduct a formal investigation.

### **c. By a third party (contractor, supplier, agency worker):**

We do not tolerate harassment from third parties. You can address the matter informally following the previous steps. In more serious cases or if you find informality inappropriate, report the matter to your manager, who will involve the appropriate channels, like the concerned agency, for investigation.

## **5. Protection from Victimisation:**

Victimisation related to harassment is unacceptable. Those who raise harassment complaints will be safeguarded. Allegations of victimisation will be investigated, and individuals found in breach of this policy may face disciplinary action, including potential dismissal. If the act of victimisation is perpetrated by a resident, appropriate measures will be implemented, which may include issuing formal warnings to the resident and reporting them to Wandsworth Council under their Anti-Social Behaviour policy for tenants and leaseholders. In instances involving suspected criminal offences, the resident concerned will be referred to the Police.

## **6. Reporting Witnessed Harassment:**

Everyone under this policy is responsible for preventing harassment. If you witness someone being harassed, report it to an appropriate manager. Managers are obliged to address harassment complaints, starting with discussions to understand if the affected colleague wishes to file a formal complaint.