Anti-Bullying and Harassment Policy
Policy Statement

WEINSULATE.CO.UK LIMITED is committed to providing a working environment where everyone is treated with dignity, courtesy and respect.

We believe that all employees, subcontractors, agency workers, customers, suppliers and visitors have the right to work in an environment free from bullying, harassment, discrimination and victimisation.

Bullying and harassment will not be tolerated under any circumstances and any complaint will be taken seriously, investigated promptly and dealt with fairly and confidentially.

This policy applies to behaviour in the workplace, on customer sites, whilst travelling on Company business, during training, work-related social events and in any work-related communication, including email, telephone, messaging services and social media.

Purpose
The purpose of this policy is to:

- Promote a positive, respectful and inclusive working environment.
- Prevent bullying, harassment and victimisation.
- Provide a clear procedure for reporting concerns.
- Ensure complaints are investigated fairly and consistently.
- Protect employees from retaliation when raising genuine concerns.
- Comply with the Equality Act 2010 and other relevant employment legislation.

Scope
This policy applies to everyone working for or on behalf of WEINSULATE.CO.UK LIMITED, including:

- Employees.
- Directors.
- Managers.
- Agency workers.
- Contractors and subcontractors.
- Consultants.
- Apprentices and trainees.
- Temporary staff.

- Volunteers.

It also applies to customers, suppliers, visitors and anyone interacting with our employees.

Legal Responsibilities
This policy supports compliance with:

- Equality Act 2010.
- Protection from Harassment Act 1997.
- Health and Safety at Work etc. Act 1974.
- Employment Rights Act 1996.

Individuals who engage in harassment or bullying may be personally liable for their actions and may also face disciplinary action by the Company.

What is Harassment?
Harassment is any unwanted conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Harassment may relate to a protected characteristic under the Equality Act 2010, including:

- Age.
- Disability.
- Gender reassignment.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race.
- Religion or belief.
- Sex.
- Sexual orientation.

Harassment can be a single incident or repeated behaviour.

Examples include:

- Offensive jokes or comments.
- Racist, sexist or homophobic language.
- Unwanted physical contact.
- Sexual comments or advances.
- Displaying offensive material.
- Sending offensive emails, texts or social media messages.
- Threatening or intimidating behaviour.
- Deliberately excluding someone from workplace activities.
- Mocking or belittling an individual.

What is Bullying?
Bullying is unwanted behaviour that intimidates, humiliates, undermines or threatens another person.

Bullying may include:

- Shouting or aggressive behaviour.
- Persistent criticism without justification.
- Humiliating or ridiculing colleagues.
- Abuse of authority.
- Deliberately withholding information.
- Setting unrealistic workloads or deadlines.
- Spreading malicious rumours.
- Excluding someone from meetings or communications without good reason.

Reasonable management decisions, constructive feedback, performance management or disciplinary action carried out fairly do not constitute bullying.

Responsibilities

Managers
Managers are responsible for:

- Leading by example.
- Promoting respectful behaviour.
- Addressing concerns promptly.
- Investigating complaints fairly.
- Maintaining confidentiality where possible.
- Taking appropriate action where standards are not met.

Employees
All employees are expected to:

- Treat others with dignity and respect.
- Behave professionally at all times.
- Report bullying or harassment.
- Cooperate with investigations.
- Maintain confidentiality during investigations.

Reporting Concerns
Employees who experience or witness bullying or harassment should report the matter as soon as possible.

Where appropriate, concerns may first be raised informally with the individual involved if the employee feels comfortable doing so.

If this is not appropriate, or the issue continues, the matter should be reported to:

- Their Line Manager; or
- Jacqueline Smith-Hutchon (Director); or
- Eric Smith-Hutchon (Director), where appropriate.

All complaints will be treated seriously.

Formal Investigation
Formal complaints should be made in writing wherever possible.

The complaint should include:

- What happened?
- Dates and times.
- Individuals involved.
- Any witnesses.
- Any supporting evidence.

The Company will:

- Acknowledge the complaint promptly.
- Appoint an impartial investigator.
- Meet with those involved.
- Interview witnesses where necessary.
- Maintain confidentiality wherever reasonably possible.
- Reach a decision based on the available evidence.

Both the complainant and the individual complained about will have the opportunity to explain their account of events.

Outcomes
Following the investigation the Company may:

- Take no further action where evidence does not support the complaint.
- Recommend mediation where appropriate.
- Provide additional training.
- Issue management guidance.
- Commence disciplinary proceedings.

Serious acts of bullying or harassment are likely to constitute gross misconduct and may result in summary dismissal.

Where the complaint concerns a customer, supplier or contractor, the Company may restrict access to Company premises, terminate contracts or take other appropriate action.

Malicious Complaints
Complaints made honestly and in good faith will never result in disciplinary action simply because they are not upheld.

However, deliberately false or malicious allegations may themselves constitute misconduct and may lead to disciplinary action.

Protection Against Victimisation
No employee will suffer retaliation for raising a genuine concern or assisting in an investigation.

Any act of victimisation or retaliation will be treated as a serious disciplinary matter.

Confidentiality
All complaints will be handled as confidentially as possible.

Information will only be shared with those who need it to investigate and resolve the matter.

Records relating to complaints will be retained securely in accordance with the Company's Data Protection Policy and UK GDPR requirements.

Appeals
Where either party is dissatisfied with the outcome of an investigation, they may submit a written appeal within **five working days** of receiving the decision.

An appeal will be heard by a manager or director who has not previously been involved in the matter wherever practicable.

The outcome of the appeal will be confirmed in writing and will be final.

Monitoring and Review
The Company will monitor incidents of bullying and harassment to identify trends and improve workplace culture.

This policy will be reviewed annually, or sooner where legislation or business requirements change.

Signed: *E Smith-Hutchon* Date:01/05/2026

Name: Eric Smith-Hutchon - Director