



BULLYING & HARASSMENT POLICY

1. POLICY STATEMENT

This document is the Bullying & Harassment Policy for King's Life Limited, trading as Kings Premier Health Club and Marina Court Investments Limited, trading as Marina Health & Leisure (collectively the "Club").

The Club is committed to creating and maintaining a working environment where everyone is treated with dignity and respect. To this end, the Club will not tolerate any form of bullying, harassment or victimisation at work under any circumstances.

This policy applies to all employees that work for the Club regardless of their role and whether they work on a full-time or part-time basis, in a paid or unpaid capacity, or on a permanent, fixed-term, temporary, casual or voluntary basis.

Every employee is personally responsible for their own behaviour and for treating their colleagues and others with dignity and respect. Additionally, management has a responsibility to try to provide a workplace atmosphere that is conducive to the avoidance of bullying and harassment.

This policy covers the behaviour of employees whilst working at their usual place of work or in any other work-related setting outside of their usual place of work, such as on business trips or work related social events.

The Club will investigate vigorously any allegations of bullying or harassment, regardless of whether the matter has been raised formally or informally.

All employees will be made aware of this policy on commencement of their employment with the Club through the induction process. Existing employees will be informed of this policy through its incorporation in the Club's Staff Handbook and on the Club's intranet at <http://leisureintranet/>.

All employees should take the time to ensure they fully understand what types of behaviour are unacceptable under this policy and should they have any doubt seek further clarification from the Club's Welfare Officer, Zoe Blake, or Group Club Manager, Sean Mills in Zoe's absence or unavailability (see below contact details).

Zoe Blake
T: 01481 723366
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Sean Mills
T: 01481 723366
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2. AIMS

The aims of this policy are to ensure that:

- All employees are aware of the types of behaviour which represent either harassment or bullying and their responsibilities for preventing such behaviour.
- All employees understand that harassment, bullying and victimisation are unacceptable and that disciplinary action will be taken against proven offenders.
- All allegations of harassment, bullying and victimisation are responded to positively.
- Procedures are in place so that complaints can be investigated in a way which recognises the sensitivity of the issues and rights of all the parties involved.
- An environment is created which allows employees to bring forward their complaints without fear of victimisation, recrimination or reprisal.

Workplace harassment and bullying can make life unbearable. The Club's aim is to prevent harassment, bullying and victimisation from occurring and, where it does occur, to ensure that appropriate and effective action is taken to deal with it and prevent it happening again.

3. WHAT CONSTITUTES HARASSMENT AND BULLYING?

These terms are used interchangeably by most people, and many definitions include bullying as a form of harassment.

Harassment

Harassment can be defined as any unwanted behaviour that violates a person's dignity or creates an intimidating, humiliating or offensive environment. Harassment may be related to race, sex, disability, sexual orientation, religion, age, nationality, ethnic origin, marital status, working patterns, or any other personal characteristic of an individual. It may be directed at one person or many people. Crucially the behaviour is viewed as demeaning and unacceptable to the recipient.

Harassment can take the form of (without limitation):

- Physical contact – ranging from touching to serious assault, gestures, intimidation, aggressive behaviour.
- Verbal – unwelcome remarks, suggestions and propositions, malicious gossip, jokes and banter, offensive language.
- Non-verbal – offensive literature or pictures, graffiti and computer imagery, isolation or non-co-operation and exclusion or isolation from social activities.

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Bullying

Bullying behaviour is largely identified not so much by what has actually been done, but rather by the effect that it has on its target(s).

Bullying is unlikely to be a single or isolated instance. It is usually, but not exclusively, repeated and persistent behaviour which is offensive, abusive, intimidating, malicious or insulting.

At its most extreme, bullying can be physical (e.g. hitting, pushing, damaging or stealing personal possessions).

Examples of bullying include (without limitation):

- Conduct which is intimidating, physically abusive or threatening.
- Conduct that degrades or ridicules or humiliates an individual, especially in front of colleagues or others.
- Persistently criticising an individual unnecessarily.
- Deliberate isolation by ignoring or excluding a person.
- Withholding information or removing areas of responsibility without justification.
- Spreading malicious rumours, or insulting someone by word or behaviour.
- Making inappropriate personal comments.
- Setting an individual up to fail (e.g. by giving inadequate instructions, unrealistic targets, excessive workloads or unreasonable deadlines).
- Overbearing supervision or other misuse of power or position.
- Undermining a person's self-respect by condescending, paternalistic or threatening treatment that humiliates or intimidates or demeans.

The following does not constitute bullying:

- A 'strong management' style such as, insisting on high standards in quality of service and behaviour is acceptable, providing that employees are treated with respect and dignity. However, it is unacceptable to condone bullying under the guise of 'strong management'.
- Legitimate, constructive, objective and fair comments of an employee's performance or behaviour at work would not be deemed as bullying as long as the individual is treated with respect and dignity.

Bullying and harassment are not necessarily face to face. They can also occur in written and electronic forms of communication. Unintentional harassment or bullying is also unacceptable.

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Bullying and harassment can make someone feel anxious and humiliated. Feelings of anger and frustration at being unable to cope may be triggered. Others may become frightened and demotivated. Stress, loss of self-confidence and self-esteem caused by harassment or bullying can lead to job insecurity, illness, absence from work and even resignation. Almost always job performance is affected and relations in the workplace suffer.

4. WHAT IS VICTIMISATION?

Victimisation is a further form of harassment and occurs when one person is treated less favourably than another. For example, because they are suspected or known to have complained, or may have given evidence about behaviour, which has resulted in an allegation of harassment or bullying. This would apply irrespective of the outcome of the investigation.

Victimisation like harassment and bullying is unacceptable and could lead to disciplinary action being taken.

Any employee who believes that they are being harassed or bullied, or who witnesses such incidents, should feel free to report such incidents in good faith, without fear of victimisation.

5. RESPONSIBILITY

The Club expects all employees to familiarise themselves with and adhere to this policy. Every employee has a duty to behave respectfully towards others and never act in a way that could be regarded as bullying, harassment or victimisation. Such acts are regarded as a serious disciplinary matter and could place your continued employment or engagement with the Club at risk. All employees have a responsibility:

- For their own behaviour and actions and for ensuring that their conduct is in accordance with the principles set out in this policy.
- To act as role models, pro-actively addressing instances of harassment and bullying, regardless of their role or seniority.
- To treat others with consideration, fairness, dignity and respect at all times.
- To report any instance of bullying or harassment which they suffer, witness or which comes to their attention.

6. PROCEDURE FOR MAKING A COMPLAINT

Any employee who wishes to make a complaint of bullying or harassment is encouraged to first discuss matters informally with the Club's designated Welfare Officer, Zoe Blake (or Group Club Manager, Sean Mills in Zoe's absence or unavailability) provided that they feel able to do so. Should any issues not be resolved at this stage, or if the employee feels unable to raise the issue informally, then a formal resolution should be sought.

When a complaint of bullying or harassment is brought to the attention of the Welfare Officer, whether informally or formally, prompt action will be taken to investigate the matter and

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corrective action will be taken where appropriate and this may require an investigation under the Club's Disciplinary Procedure set out in [Appendix 1 of the Staff Handbook](#).

All matters relating to the investigation of complaints of bullying or harassment will be treated in strict confidence. Any breach of confidentiality in this regard may render those responsible liable to disciplinary actions. Any alleged perpetrator will be made aware of the allegations against them and the name(s) of those making the allegations together with the name(s) of any witnesses.

No employee will be victimised or suffer detriment for making a complaint of harassment or bullying. Nor shall the complaint be used as a basis for decisions affecting that employee. Such conduct will be treated as a very serious disciplinary offence. Similarly, the Welfare Officer or any other member of the senior management team to whom a complaint of harassment or bullying is made is required to act on that complaint. Failure to do so will be regarded as misconduct which if proven, will result in disciplinary action.

Any employee who feels that they have been harassed or bullied has a right to seek redress via the Club's "Harassment Complaints Procedure" set out in [Appendix 4 of the Staff Handbook](#).