



Dignity at Work Policy

Scope

The aim of this policy is to convey MG ALBA's commitment to creating and maintaining a workplace culture free from hostility, reflective of the whole of society, and in which each member of staff is valued and enabled to develop to their full potential.

MG ALBA will not tolerate behaviour which may have the effect of belittling another person. Examples of this behaviour include bullying, harassment, derogatory or offensive comments, malicious or insulting communication, humiliation, hurtful or gossip-based dialogue, uninvited physical contact and any other act which creates an intimidating work environment. Employees must be able to carry out their work duties without fear of any unfair treatment.

Your Rights and Responsibilities

We expect all staff to adhere to the following:

- Treat all colleagues with dignity and respect
- Be aware of the effect that your own behaviour and activities can impact on others
- Communicate openly and inclusively
- Dress appropriately for workplace
- Always set a positive example to all colleagues
- Seek to understand each other, our backgrounds, cultures, beliefs and personal values
- Consider language, attitudes and culture of all colleagues
- Not participate in any discussion that could be offensive, intimidating, untrue or insulting to anyone else.
- Think before making personal comments to or about others; and
- Actively promote dignity and respect in the workplace.

All employees have a right to work in an environment that:

- Is safe
- Promotes dignity at work
- Encourages individuals to treat each other with respect
- Promotes speaking politely, openly and honestly with others
- Is open, transparent and fair
- Respects other people's cultures and beliefs
- Encourages them to take responsibility for each other.

All employees have a responsibility to:

- Ensure they are supportive to individuals who state they have been bullied or harassed and take seriously and full account of their feelings and perceptions of the situation;
- Encourage those individuals to seek help from an appropriate source;
- Speak up if we see or witness something that makes us feel uncomfortable;
- Participate fully to assist in any investigation and to help get to the truth;
- Refrain from participating in, encouraging or condoning vexatious gossip including that related to cases of alleged or actual bullying or harassment.

We hope that the implementation of this policy means that no person should need to make a complaint. However, should a complaint be made, the staff member should hold the honest and genuine belief that they are being treated without dignity.

In making a complaint, reference should also be made to the following policies contained in the Company Handbook:

- 7.3 Individual Behavioural Standards & Code of Conduct
- 7.4 Grievance Procedure
- 7.6 Harassment and Bullying

MG ALBA's Responsibilities

Promotion of Policy

This policy and procedure will be communicated to all colleagues, and all will be made aware of their responsibilities under it. Training will be given on its implementation, at regular review dates and in line with any refresh of Company Values.

Confidentiality

Any information gathered in the handling of a complaint will be treated sensitively. However, it will be explained to those involved that some information may have to be shared as part of an effective process in order to come to a satisfactory conclusion.

Complaint Procedure

Informal Approach

The first step you are encouraged to take is to raise such issues in confidence with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

You may decide you can deal with the inappropriate behaviour informally, for example, if the act concerned is relatively minor, isolated or clearly unintentional. In these situations, it is possible that the matter can be resolved immediately by letting the alleged perpetrator know that the behaviour in

question is unacceptable to you and should be avoided in future. If you feel unable to do this verbally, you should hand a written request to your harasser; this is something your confidential helper can assist you with.

Formal Approach

If you feel uncomfortable about raising the issue directly with the alleged perpetrator or if you consider the behaviour is more serious because it was deliberate, part of a persistent pattern, or serious in nature, or has been repeated despite having discussed a previous incident informally, then you should bring the matter to the attention of the HR Adviser as a formal written complaint and again this is something that your confidential helper can assist you with. On receipt of a formal complaint, an investigation will take place.

Disciplinary Action

If the decision is that the allegation is well founded, the perpetrator will be liable to disciplinary action in accordance with our disciplinary procedure.

No Action Taken

If there are no grounds to substantiate the allegation that unacceptable behaviour has taken place, this outcome will be confirmed in writing to all involved.

Dissatisfaction with the Outcome

Recourse to the Company's Grievance procedure is available if the complainant is not satisfied with the outcome of the process.

Malicious False Allegations

Any allegations found to be both false and malicious will be taken very seriously and may result in disciplinary action up to and including dismissal.

Mediation

Mediation may be suitable in some circumstances following an informal or formal dignity at work complaint. This may be used where the unresolved issues are of a more personal level rather than work-related, such as difficulties in communication or being able to see one another's point of view.

Mediation could be used where any work-related matters have been addressed by MG ALBA, but personal issues still remain between the parties as they continue to work together.

Agreement to the process by both parties is a must: mediation will not be considered unless all parties consent to it.

Responsibility

The HR Adviser is responsible for the implementation of this policy.