

focus

BUILDING SERVICES ENGINEERS

Harassment Policy (version 1 dated 26/1/26)

Focus Building Services Limited strives to offer an environment where everyone is treated with dignity and respect. We do not tolerate bullying or harassment.

We have a duty of care to protect employees and we will make it our priority to support you if you experience problems with bullying or harassment and this policy is designed to help us do that. If you have a problem with bullying or harassment we encourage you to use the support available to try to resolve it as early as possible. We will investigate any complaint that you bring to our attention in a fair, independent and confidential way and, after considering all the facts, we will take prompt and appropriate action.

Who does the policy apply to?

This policy applies to everybody working for Focus Building Services Limited. This includes full-time and part-time staff, freelancers, sub-contractors and agency workers. It can be used by anyone experiencing bullying or harassment at work in person and via telephone, email, text messages, social media and online.

All those working with Focus Building Services Limited are expected to comply fully with the terms of this bullying and harassment policy.

Focus Building Services Limited regards acts of bullying and harassment as a serious disciplinary matter. Staff, suppliers, subcontractors and customers found to be acting in an unacceptable manner towards others may find their continued employment or engagement at risk.

What is considered to be bullying and harassment?

Bullying is defined as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient.

Harassment is defined as unwanted conduct which is related to a protected characteristic of the Equality Act 2010 (for example, age, sex, disability, gender assignment, marital status, child bearing status, race, religion, belief systems and sexual orientation), which has the purpose or effect of violating a person's dignity, or creating for that person an intimidating, hostile, degrading, humiliating or offensive environment.

Bullying and harassment can be:

- Intentional or unintentional
- Targeted at an individual or a group
- Creates a negative work environment

Office 1:11, Clockwise, Bromley Old Town Hall, 30 Tweedy Road, Bromley, Kent, BR1 3FE
T: 020 3172 4544

Company registration: 6650269



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- Repeated behaviour over a period of time or one isolated incident
- Between workers at the same or different levels in the organisation
- Between workers in the same or different departments
- Unwanted sexual attention
- Between employees and third parties (for example clients, suppliers, etc)
- An individual or a group can be perpetrators
- Neglect
- Marginalisation

Focus Building Services Limited's approach

We value inclusivity, appreciate difference, welcome learning from others, and consider people equal without prejudice or favour. We will not tolerate any behaviour that does not answer to these values, including bullying or harassment in any form. We will work to the best of our ability to ensure everybody who works for us is treated according to these beliefs.

We will never victimise, unfairly treat, discipline or blacklist anybody who makes a genuine formal or informal complaint about bullying and harassment. We will respect and maintain your confidentiality and will speak to anybody involved about their responsibility to maintain confidentiality on the issue. As we have a duty to protect you and your colleagues, there may be times we decide to act on your complaint independently and will inform you of the outcome of our investigations if you wish to know.

Focus Building Services Limited aims to offer the best possible support to those working for us that experience bullying and harassment and if any member of staff ever feels unsafe or at immediate risk because of the behaviour of another person they should immediately raise this with a Director as we all share responsibility for tackling this kind of behaviour.

How do I make a complaint about bullying and harassment?

Anyone with a complaint regarding bullying and harassment can choose to pursue it via either a formal or informal process.

a. The informal process

If you have a complaint about bullying and harassment, we encourage you to try to resolve problems informally where possible and appropriate, before using the formal process. It is important to remember that the other person may be unaware of their behaviour and the impact it has on you, and your informal feedback may give the person a better understanding and opportunity to change or stop their behaviour.

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We advise you to try to resolve your complaint as early as possible, to reduce stress and worry for you and possibly the other person involved.

To address a complaint informally, you should speak to anyone involved in the situation about how their behaviour is affecting you. It can be helpful to describe particular instances of this behaviour, including times, places, events or conversations in order to clearly illustrate your point. You should use the opportunity to ask the person to change or stop their behaviour.

If you feel unable to speak to the person yourself, you can approach a Director, or if the complaint is about the Director, please approach the Managing Director.

b. The formal process

If you do not feel that the informal process is a viable option for addressing your complaint, or if you have already pursued the informal process and your issue persists, you may decide to follow the formal process for addressing complaints. Alternatively Focus Building Services Limited may decide the matter is a disciplinary issue and they reserve the right to deal with the matter formally.

We ask you to put your formal complaint in writing and send it to a Director. If your complaint is against that person you should send it to the Managing Director. It should include full details of your complaint including a detailed account of the incident, the date it took place, who was involved (including any witnesses) and any action you may have taken. This will provide the best opportunity to fairly and reasonably investigate your complaint while details of what took place can readily be remembered by anyone involved. We understand this may not be possible in all cases and will investigate any complaint made in good faith.

Once a formal complaint has been submitted the Director will send you written acknowledgement of the complaint.

The procedure for investigating a formal complaint is outline below.

- we will arrange a meeting with you to discuss the problem
- you have the right to be accompanied at the meeting by an independent representative or a colleague.
- we may need to speak to other witnesses
- the decision about your case will be made and communicated to you including any associated recommendations or appropriate action
- if you are unhappy with the result you will have the right to appeal

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What to do if you witness bullying or harassment

At Focus Building Services Limited, we all share responsibility for ensuring a safe working environment for ourselves and others. You may not have experienced bullying or harassment directly, but have witnessed someone else being bullied or harassed. If this has occurred, you should raise your concerns in order to protect the safety and wellbeing of the other person.

We understand you may feel worried about getting involved in a situation that does not directly affect you. We will support you in raising your concerns in an informal or formal way, so the bullying or harassment can stop. We will not victimise, unfairly treat or discipline you for raising a genuine concern.

If you decide to raise a formal complaint we ask you to send this in writing to a Director, or if the complaint is about your Director, please contact the Managing Director as soon as possible after the time of the incident. A formal complaint will be investigated in accordance with the process outlined above.

The above policy shall be regularly reviewed and will be made available via internal communications, displayed in our Head Office and be made available to Third Parties on our website.

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