

POLICY NAME:	BULLYING AND HARASSMENT	DATE:	JANAURY 2026
POLICY REVISION:	02	BY	JONATHAN CLARK
REVIEW PERIOD:	ANNUALLY	REVIEW:	JANUARY 2027



BULLYING AND HARASSMENT POLICY



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1. AMENDMENTS AND UPDATES

ISSUE	DATE	AMENDMENT / CHANGE
FIRST	Unknown	All previous versions saved in 'Archive' server
02	Jan 2026	Template, wording and sections, part of GFS improvement process. Amended Point 6 Operations Manager to Jonathan Clark.

2. PURPOSE

The purpose of this policy is to define Glass and Framing Solutions Limited commitment to providing a working environment where all employees, contractors, and stakeholders are treated with dignity and respect. Bullying and harassment will not be tolerated under any circumstances.

Everyone has the right to work in an environment free from intimidation, hostility, humiliation, or unfair treatment. This policy outlines our commitment to preventing bullying and harassment, ensuring complaints are handled promptly and fairly, and protecting individuals who raise concerns.

3. SCOPE

This policy applies to:

- All employees (Permanent, temporary, apprentices, and agency workers).
- Contractors, consultants, and suppliers working with or on behalf of Glass and Framing Solutions Limited.
- All activities connected to Glass and Framing Solutions Limited, including site visits, client meetings, work-related events, training, and online / virtual interactions.

4. LEGAL AND REGULATORY FRAMEWORK

This policy complies with:

- Equality Act 2010 (Harassment relating to protected characteristics)
- Health and Safety at Work Act 1974 (Duty to protect employees health, safety, and welfare).
- Employment Rights Act 1996.
- ACAS Code of Practice on Disciplinary and Grievance Procedures.
- Relevant ISO, CHAS, and CQMS requirements regarding employee wellbeing.

5. DEFINITIONS

Bullying

Bullying is offensive, intimidating, malicious, or insulting behaviour that undermines, humiliates, or injures and individual. It can be persistent or a single incident.

Examples include but not limited to:

- Spreading malicious rumours.
- Ridiculing or demeaning someone.
- Unfair treatment, exclusion, or isolation.
- Misuse of power or position.
- Excessive monitoring or setting impossible deadlines.

Harassment

Harassment is unwanted conduct related to a protected characteristic under the Equality Act 2010, which violates a person's dignity or creates and intimidating, hostile, degrading, humiliating, or offensive environment.

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Examples include but not limited to:

- Offensive jokes or comments.
- Displaying or circulating offensive material.
- Unwelcome physical contact.
- Derogatory remarks about someone's race, gender, age, disability, or another protected characteristic.

Sexual Harassment

Unwanted conduct of a sexual nature that creates an offensive, intimidating, or hostile environment.

Examples include but not limited to:

- Inappropriate touching.
- Suggestive remarks or gestures.
- Unwanted sexual advances.

6. RESPONSIBILITIES

- **Managing Director:** Holds overall responsibility for enforcing this policy.
- **Jonathan Clark:** Ensures awareness, training, and compliance.
- **Line Managers:** Responsible for addressing inappropriate behaviour immediately and supporting staff.
- **Employees:** Expected to uphold this policy, treat others with respect, and report concerns.

7. REPORTING PROCEDURE

1. Informal Resolution

- Where possible, employees are encouraged to tell the individual that their behaviour is unwelcome and must stop.
- If the employee feels unable to do so, they may seek support from a line manager or a member of the management team.

2. Formal Complaint

- Complaints should be submitted in writing to the HR Department.
- An investigation will be carried out promptly, with confidentiality maintained wherever possible.
- The complainant will be kept informed of the progress and outcomes.

3. Investigation

- All complaints will be investigated thoroughly and fairly.
- Witnesses may be interviewed, and records will be kept securely.

4. Outcomes

- If bullying or harassment is proven, disciplinary action will be taken in line with the Company's Disciplinary Procedure, up to and including dismissal.
- Support will be offered to those affected, including counselling if required.

8. PROTECTION AGAINST VICTIMISATION

Employees who raise a complaint in good faith will not be victimised or treated unfairly. Victimisation will itself be treated as a disciplinary offence.

9. TRAINING AND AWARENESS

- All employees will receive training on bullying and harassment as part of their induction.
- Refresher training will be provided at least every two years.

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- Toolbox talks will reinforce expected standards of behaviour.

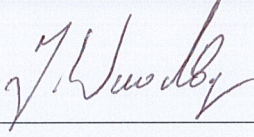
10. POLICY BREACHES

- Any employee found guilty of bullying or harassment will face disciplinary action, up to and including dismissal.
- Contractors or suppliers who breach this policy may have their agreements terminated.

11. REVIEW AND CONTINUOUS IMPROVEMENT

This policy will be:

- Reviewed annually by Senior Management or more frequently if legislation or business operations change.
- Updated as necessary to ensure continued compliance and effectiveness.
- Supported by periodic audits and feedback mechanisms to identify and address potential weaknesses.

SIGNED:	
NAME:	Tony Waudby
TITLE:	Managing Director
SIGNED FOR:	Glass and Framing Solutions Limited
DATE:	15 th January 2026

