



Dignity at Work Policy

Introduction and Policy Statement

CAPITAL SHIELD SECURITY LTD is committed to providing a work environment and culture in which all employees, contractors, agency staff, and others have the right to be treated with dignity and respect, free from intimidation, bullying, harassment, discrimination, or victimisation.

We expect everyone to treat colleagues, clients, site occupants, members of the public, and all others encountered during security duties with the same dignity and respect.

Threatening, intimidating, or harassing behaviour can interfere with job performance, undermine confidence in carrying out security responsibilities, cause undue stress, increase absenteeism, and impact operational effectiveness and SIA compliance. Bullying and harassment are serious matters and will not be tolerated at any level. Such behaviour is often upsetting, humiliating, and may be unlawful.

All complaints will be dealt with promptly, fairly, impartially, and confidentially, in line with ACAS guidance and ACS standards for ethical and effective people management.

Policy Aim

The aims of this policy are to:

- Increase awareness of unacceptable behaviour and promote a respectful workplace culture
- Make clear that all forms of bullying and harassment are unacceptable
- Provide accessible mechanisms for early intervention, reporting, support, and resolution
- Ensure complaints are properly investigated and addressed
- Support continual improvement in staff welfare, team performance, and organisational culture

Definitions

Harassment Unwanted conduct related to a protected characteristic (age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, sexual orientation) that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment (Equality Act 2010). Harassment can occur once or repeatedly and is judged by its impact on the recipient, not necessarily the intention.

Bullying Offensive, intimidating, malicious, or insulting behaviour involving the misuse of power that undermines, humiliates, or injures the recipient. It is often persistent, subtle (e.g. implied criticism), and can occur from manager to subordinate, subordinate to manager, peer to peer, or group to individual.



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Unacceptable Behaviour Includes (this list is not exhaustive):

- Derogatory comments, offensive jokes, language, or remarks
- Spreading malicious rumours or insults
- Threatening, humiliating, patronising, or intimidating behaviour
- Unwanted physical contact or advances
- Shouting, verbal or physical aggression
- Undermining performance (e.g. overloading or underloading work, constant unjustified criticism)
- Exclusion, isolation, non-cooperation, or victimisation
- Intrusive monitoring, pestering, spying, or stalking
- Offensive gestures, literature, or motifs (e.g. on clothing)
- Behaviour via phone, email, text, social media, or through third parties

Responsibilities

All employees and workers must comply with this policy, behave respectfully, challenge unacceptable behaviour where safe to do so, and report concerns promptly. Failure to comply may result in disciplinary action, up to and including dismissal.

Managers and supervisors have particular responsibility to communicate and model this policy, promote a respectful culture, address issues quickly and confidentially, support affected staff, and prevent escalation.

HR/Compliance Team is responsible for providing advice, training, and guidance; supporting formal investigations; acting as confidential HR Champions for support; and monitoring policy effectiveness.

Confidentiality will be maintained in line with GDPR. HR Champions offer independent advice and support (not resolution). Malicious complaints may lead to disciplinary action, but genuine complaints are protected from victimisation. Anonymous complaints will be considered fairly where possible, though investigation may be limited.

Complaints Against Non-Employees



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If a complaint involves contractors, clients, or third parties (e.g. venue staff), we will seek cooperation from their organisation to address the matter in line with this policy's principles. If cooperation is refused, we may limit contact, take protective measures, or escalate as appropriate.

Resolution Procedures

Informal Resolution Where safe and appropriate, raise the issue directly with the person concerned (orally or in writing, keeping dated records). This may resolve matters if the behaviour was unintentional.

Mediation A voluntary, impartial process (aligned with ACAS practices) for parties to discuss issues and agree future conduct. Contact HR for details. If unsuccessful, proceed to formal procedure.

Formal Procedure Used for serious cases, failed informal/mediation attempts, or where the complainant prefers formal action.

- Submit a written complaint (using the form in the appendix) to your line manager, HR, or an alternative senior manager if conflict exists.
- An impartial, trained investigating officer (no prior involvement) will be appointed.
- Acknowledgement and initial meeting within 5 working days (right to be accompanied by a colleague or Trade Union representative).
- The accused will be informed of the allegations.
- Full investigation (statements, evidence) conducted promptly (target completion within 21 working days where possible).
- Interim measures may include no contact arrangements or suspension on full pay (neutral act, not presumption of guilt).
- Outcome meetings held separately with both parties; written report and decision provided.
- Possible outcomes if upheld: disciplinary action (warning to dismissal), training, mediation, apology, or adjusted working arrangements.
- If not upheld: no action, mediation offer, or remedial steps if malicious.

Appeal Either party may appeal in writing within 10 working days to a senior manager or director. An independent appeal hearing will be arranged (accompanied right). The appeal decision is final internally.

Records, Monitoring, and Review



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Confidential records will be kept by HR. The policy will be monitored for effectiveness using anonymous data to identify trends and improvements, supporting ACS continual improvement requirements.

Associated Policies

- Disciplinary Policy
- Grievance Policy
- Equality and Diversity Policy
- Health and Safety Policy
- Whistleblowing Policy
- Code of Conduct
- SIA Licence Management Procedures

Good Management vs Bullying Behaviours (Guidance)

Good Management

- Setting realistic targets
- Giving feedback in private
- Legitimate, constructive criticism
- Regular supervision
- Keeping necessary records for improvement

Bullying Behaviours

- Deliberately setting unachievable targets
- Giving negative feedback in public
- Unfair or unjustified criticism
- Intrusive over-management
- Unnecessary/unjustified records

Where behaviour appears as poor management rather than bullying, training and performance monitoring will be provided.

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