



## **Bullying and Harassment Policy**

### **1. Policy Statement**

Security 247 Ltd is committed to providing a safe, respectful, and professional working environment for all employees, clients, client staff, and members of the public.

Any form of bullying, harassment, or inappropriate conduct—whether verbal, physical, or online—will not be tolerated under any circumstances. This includes behaviour occurring during working hours, at client sites, or in any context connected to employment.

All employees are expected to maintain the highest standards of professionalism at all times.

### **2. Legal Framework**

Under the Equality Act 2010, harassment is defined as unwanted conduct related to a protected characteristic (age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation) that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

However, Security 247 Ltd extends this policy to cover all forms of inappropriate behaviour, regardless of whether a protected characteristic is involved.

### **3. Unacceptable Behaviour**

The following behaviours are strictly prohibited and may result in disciplinary action, including dismissal:

- General Bullying & Harassment
- Spreading malicious rumours or insulting behaviour
- Exclusion, victimisation, or unfair treatment
- Persistent criticism intended to undermine an individual
- Intimidation, threats, or abusive language
- Inappropriate Conduct Toward Clients, Client Staff, or the Public
- Asking for personal contact details (e.g. phone numbers, social media) without a clear professional reason
- Attempting to form personal or romantic relationships while on duty
- Following individuals around client sites without legitimate work-related reasons
- Making inappropriate, suggestive, or offensive remarks
- Engaging in unwanted physical contact of any kind
- Contacting or attempting to contact clients or their staff via personal social media platforms
- Any behaviour that could be perceived as harassment, stalking, or intimidation

Such conduct is considered gross misconduct.

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#### 4. Expectations of Employees

All employees must:

- Act professionally and respectfully at all times
- Maintain clear boundaries with clients, client staff, and the public
- Avoid any behaviour that could be misinterpreted as inappropriate
- Follow all site-specific rules and client expectations
- Immediately report any concerns or incidents

#### 5. Reporting Concerns

Security 247 Ltd recognises that individuals may feel uncomfortable raising concerns, particularly where senior staff are involved. All complaints will be treated seriously and confidentially.

Employees are encouraged to:

- Raise concerns informally where appropriate
- Report incidents to their line manager or HR
- Keep records of incidents (dates, times, witnesses, evidence)
- Escalate concerns if initial action is not taken

Reports can also be made by clients or third parties and will be investigated fully.

#### 6. Zero Tolerance & Immediate Action

Employees must understand that:

- Intent is irrelevant — impact is what matters
- If a person shows discomfort or disinterest, all interaction must stop immediately. Failure to do so will be treated as serious misconduct

#### 7. Investigation & Disciplinary Action

All allegations or instances of behaviour that may be perceived as harassment, inappropriate conduct, or breach of professional boundaries will be investigated and may result in:

- Formal warnings
- Suspension
- Immediate removal from site/contract
- Termination of employment (summary dismissal in cases of gross misconduct)

Serious incidents may also be reported to the SIA and/or relevant authorities where appropriate.

#### 8. Why This Policy Matters

Failure to address bullying, harassment, or inappropriate conduct can lead to:

- Damage to client relationships
- Reputational harm to Security 247 Ltd
- Legal claims and financial penalties
- Reduced staff morale and performance
- Loss of contracts and business opportunities

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## 9. Prevention & Commitment

Security 247 Ltd will:

- Provide clear standards of conduct through this policy and the staff handbook
- Ensure all employees are trained and aware of expected behaviours
- Lead by example through management conduct
- Act promptly and consistently on all complaints

Authorised by: Kahalad Mehmood

Position: Managing Director

Signed: *Kahalad Mehmood*

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