Staff Harassment Policy

Our commitment
At iHasco, our staff are committed to making training simple and providing a professional, helpful and supportive service to our customers and their businesses.
We believe everyone has the right to be treated with dignity, courtesy and respect. We expect the same standards of behaviour from customers, clients, learners, suppliers and anyone else interacting with our staff.

We have a zero-tolerance approach to harassment, sexual harassment, bullying, victimisation, threatening behaviour and abuse towards our staff.

We are committed to providing a safe and respectful working environment and taking appropriate action to protect our employees from unacceptable behaviour, including harassment by third parties.

What behaviour is unacceptable?
Harassment, bullying and other inappropriate conduct can take many forms, including verbal, physical, written and online behaviour.

Harassment may involve unwanted conduct related to a protected characteristic that has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.
Sexual harassment involves unwanted conduct of a sexual nature that has the same purpose or effect.

Bullying may include offensive, intimidating, malicious or insulting behaviour, or the misuse of power intended to undermine, injure or humiliate another person.

Examples of unacceptable behaviour include, but are not limited to:

- Aggressive, abusive, threatening or intimidating language or behaviour.
- Discriminatory remarks, offensive jokes or comments relating to protected characteristics.
- Unwanted sexual comments, advances, gestures or other inappropriate sexual behaviour.
- Personal insults, name-calling, humiliation or repeated inappropriate remarks.

- Threats of physical violence or other behaviour that causes staff to feel unsafe.
- Repeated hostile or unreasonable conduct directed towards an employee.
- Treating someone unfairly because they have raised or supported a complaint about harassment or discrimination.

This list is not exhaustive. Behaviour may be unacceptable even where the person responsible did not intend to cause offence or distress.

Where does this policy apply?

This policy applies to interactions with iHasco staff, including:

- Telephone calls and video meetings.
- Emails, messages and written correspondence.
- Live support chat and other online communication channels.
- Face-to-face meetings, training sessions and business events.
- Other work-related interactions, including relevant social media communications.

We expect all individuals interacting with our staff to communicate professionally and respectfully, regardless of the method of communication.

How we respond to unacceptable behaviour

We take all reports of harassment, bullying, threatening behaviour or other unacceptable conduct seriously.

Where an incident is reported or identified, we will consider the circumstances and determine appropriate action, taking account of the nature, seriousness and potential impact of the behaviour.

Depending on the circumstances, this may include:

- Raising concerns about the behaviour with the individual involved.
- Notifying the relevant account owner or customer organisation.
- Issuing a warning that the behaviour is unacceptable and must stop.
- Restricting or limiting contact with particular members of staff or access to support services.
- Withdrawing or limiting the support we provide.
- Where appropriate, considering termination of the contractual relationship in accordance with the applicable contractual terms.

Where behaviour presents a risk to the safety or wellbeing of our staff, we may take immediate protective action without issuing a prior warning.

Serious incidents, including threats of violence or potentially criminal behaviour, may be referred to the police where appropriate.

Supporting and protecting our staff

We recognise our responsibility to take appropriate steps to prevent harassment, including sexual harassment and harassment by third parties.

We encourage employees to report any harassment, bullying or unacceptable behaviour they experience or witness. Concerns will be considered seriously, handled sensitively and shared only where appropriate and necessary.

We will not tolerate victimisation of employees for raising concerns or supporting a complaint.

Where concerns are identified, we will consider appropriate steps to protect affected employees and reduce the risk of further incidents.

Working together respectfully

We value our relationships with customers and believe that positive, respectful communication helps us provide the best possible service.

We understand that questions, concerns or disagreements may arise. We welcome constructive feedback and will always seek to address concerns professionally. However, dissatisfaction with a service or a difference of opinion does not justify harassment, abuse or threatening behaviour.

We appreciate your cooperation and understanding in helping us maintain a safe, inclusive and respectful environment for everyone.

Please Note:
This policy may be varied from time to time in accordance with business and legislative requirements.