



Dignity at Work: Policy and Procedures

1. POLICY

(i) Purpose

The Call It Dignity at Work Policy sets out our commitment to creating and sustaining a **fair, equitable, inclusive, supportive working culture**. Everybody at Call It! is entitled to work in a dignified, professional environment in which they are given **agency and unequivocal respect**.

Call It! takes a zero-tolerance approach to all forms of bullying, harassment and discrimination. Equally, Call It! promotes open and honest dialogue, positive and constructive feedback and critical discourse. We recognise the whole person and we acknowledge that people and terminology are not static.

The Dignity at Work Policy is co-authored with Call It's staff and freelancers and is reviewed annually.

(ii) To Whom it Applies

The Dignity at Work Policy applies to everyone working at or with Call It, inclusive of all employees, freelancers, volunteers, suppliers, clients and visitors. Anyone who works at or with Call It can invoke this policy to protect their rights and wellbeing and to seek an appropriate remedy for any infractions.

(iii) What to do if you Disagree with this Policy or Have Ideas for its Improvement

If you disagree with this Policy, believe we are failing to meet the standards set herein or have suggestions for improving this policy, we want to hear from you. Please request a meeting with the any of the Company Directors. All contributions to the Policy will be considered and discussed openly.

(iv) Training

In order to create a dignified, respectful working culture, Call It is committed to providing training for all staff, freelancers and volunteers including anti-bullying and harassment training, unconscious bias training, active bystander training and any other such training requested by staff or freelancers to benefit and improve our shared working culture.

Call It! Workplace Culture App CIC

Registered Office: Unit 115 Ducie House, Ducie Street, Manchester M1 2JW

Registered in England and Wales under Company Number 13392611

2. DEFINITIONS

- **Bullying** is unwanted intimidating or offensive behaviour that violates your dignity and/or creates a hostile, humiliating or degrading working environment.
- **Harassment** is bullying that is connected with one of the 9 protected characteristics listed in the Equality Act 2010: age, sex, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation. Harassment is against the law.
- **At work** means any place or occasion where you are acting in a professional capacity associated with Call It!

3. RAISING A COMPLAINT

Should you experience any type of mistreatment that breaches the commitments set out in this Policy, you can raise either/both an informal or/and a formal complaint.

- **Informal complaints** may be raised with the CEO or, in the event the complaint involves the CEO, with any Company Director. Please request a private meeting. The substance of informal complaints remains confidential unless otherwise agreed (for example, if mediation were to be requested and provided).
- Should you wish to raise a **formal complaint**, please request a meeting with the CEO in the first instance to set out an agreeable process or, in the event the complaint involves the CEO, the company can be raised with any Company Director. When a formal complaint is raised and an individual is accused of bullying, harassment or discrimination, the complaint will be investigated and the individual will be given an opportunity to hear and respond to the allegations made against them. The CEO will determine what reparations or consequences for poor behaviour are appropriate in the circumstances.
- If you are not satisfied with the outcome of a complaints procedure and you wish to **appeal** a decision made by the CEO, you may meet with a Company Director to review the allegations and the decision. If your initial meeting was with a Company Director, another Company may review the allegations and the decision.
- Under no circumstances will you be penalised or reprimanded for raising a complaint provided you do so in good faith.

4. CONFIDENTIALITY & NDAs

Call It! respects and values privacy and confidentiality of all personal information. No details of any complaint or procedure will be published.

Under no circumstances will Call It! offer, require or uphold a non-disclosure agreement.

5. REVIEW DATE

Annual review in **August 2024**