

If you're ever concerned about how you or others have been treated at work, you should first speak to your manager. If it can't be resolved informally, your concern can be raised using the most relevant process.

Bullying and harassment

We're committed to making sure Royal Mail is place where everyone is treated with dignity and respect, and is free from bullying and harassment.

Definitions

- **Bullying** is intimidation that undermines someone's competence, effectiveness, confidence and integrity.
- A bully misuses their power, position or knowledge to criticise, humiliate or otherwise harm someone.
- **Harassment** is unwanted conduct with the purpose or effect of violating someone's dignity or creating a hostile, intimidating, degrading, humiliating or offensive environment for that person.
- This includes behaviour that employees find offensive even if it's not directed at them specifically.



Dealing with bullying and harassment

- Most issues can be resolved informally. This could be done by discussing it with your manager, union representative or a work colleague. They will help you explore the issues and try to build an agreement for future working relationships.
- If it can't be resolved informally, or is a serious issue, the problem should be raised formally. This is done by completing a harassment complaints form (available from HR Services, Tel. 0345 6060 603 or the independent bullying and harassment helpline 0800 5874 777 / www.rmgbh.co.uk), and then talking to your manager.
- As part of the Bullying and harassment policy we also provide mediation. Mediation is available at any point from registering the complaints form.
- If the issue is about your manager, you should speak to their manager or call HR Services Advice and Support.



What happens if I raise a bullying or harassment complaint?

- An investigating manager will be appointed to deal with your complaint. This will involve meeting with you and anyone else involved, including witnesses.
- You and the person you've complained about will receive a copy of any materials used in the investigation, including witness statements, unless the investigating manager thinks there's a risk of intimidation or retaliation.
- Both you and the other person will receive a written summary of the investigating manager's conclusions and decisions.
- Anyone involved in a complaint, including witnesses must keep all details completely confidential.
- If you don't believe the case has been satisfactorily resolved, you can appeal the decision.
- To appeal, write to or email the Employee Relations Case Management team (Freepost, ER Case Management team, Royal Mail HRSC, 4th Floor, Pond Street, Sheffield S98 6HR, HRSC_Gateway@royalmail.com).

Want to know more?

For full details, ask your manager for a copy of the Bullying and harassment or Grievance policies and guides. You can also call the independent bullying and harassment helpline 0800 5874 777 or the First Class Support helpline 0800 6888 777 (www.rmgfirstclasssupport.co.uk). Both are free and confidential helplines for Royal Mail employees open 24/7.

Grievances



- A grievance is when you have a genuine concern relating to your work or employment.
- Managers are accountable for making sure concerns raised with them are dealt with quickly and effectively.
- Many workplace concerns can be resolved through day-to-day discussions, so we encourage you to talk through any concerns you have with your manager.
- Where your concern can't be resolved in this way you can ask your manager for a meeting. Your manager might need to investigate the problem and talk to you and anyone else who's involved.
- Your manager will confirm the outcome to you verbally or you can request it in writing (bullet format).
- The manager will keep you updated on progress or any delays to the agreed timescales.
- You can be accompanied at any meeting in the grievance process by your union rep or a work colleague, normally from the same location.
- This part of the process should take place within 1 to 14 calendar days.
- If your manager does not deal with the request within 14 calendar days or does not let you know there is a delay, you can contact HR Services on 0345 6060 603, who will record the case on PSP and escalate to your second line manager.
- If the grievance involves your manager, you should raise your concern with your second line manager or contact HR Services on 0345 6060 603.

Speak up (whistleblowing)

- The "Speak up" whistleblowing facility is for you to raise, in confidence and if required anonymously, genuine concerns about serious wrongdoing that aren't appropriate to be reported via other routes, e.g. Bullying and Harassment, Grievance or, with the Security helpdesk.
- Speak Up is intended to help you report fraud, the giving or taking of bribes, financial malpractice, misreporting or practices that might put individuals at risk.
- In the first instance you should raise your concerns with your manager. If this isn't appropriate, contact the Speak up confidential helpline.
- You should contact the Speak Up confidential helpline, which is run by InTouch, an independent third party supplier, on 0800 0971 131 and choose to either speak to an operator or leave a voicemail message. Alternatively you can leave a message using the confidential website www.intouchfeedback.com/royalmail.



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