

If you are being bullied or harassed by a third party (such as a customer, supplier or visitor to our premises)

If you are being bullied or harassed by a third party, such as a customer, supplier, or visitor to our premises (or when visiting a customer or supplier's premises or other location in the course of your employment), please raise this with your immediate manager without delay. We will then decide how best to deal with the situation, in consultation with you. We will consider what action may be appropriate to protect you and anyone involved pending the outcome of the investigation, bearing in mind the reasonable needs of the business and the rights of that person. Where appropriate, we will attempt to discuss the matter with the third party. We will also seriously consider any request that you make for changes to your own working arrangements during the investigation. For example, you may ask for changes to your duties or working hours to avoid or minimise contact with the alleged harasser or bully.

Third-party harassment can result in legal liability and will not be tolerated. All staff are encouraged to report any third-party harassment they are a victim of, or witness, in accordance with this policy.

If any third-party harassment of staff occurs, we will take steps to remedy any complaints and to prevent it happening again. Action may include warning the harasser about their behaviour, banning them from our premises, reporting any criminal acts to the police, and sharing information with other branches of the business.