

CONTACT DESIGN LIMITED

DIGNITY AT WORK PROCEDURE

1. Scope

The Procedure applies to all employees of Contact Design Ltd whether full time or part time.

2. Policy

Contact Design will handle any complaints of harassment, bullying or discrimination sensitively, in a timely and confidential manner. It is not considered appropriate for Contact Design's Grievance Procedure to apply to complaints of harassment, bullying or discrimination.

3. Standards & Responsibilities

Contact Design recognises the right of employees to determine for themselves whether the words or behaviour of others is acceptable to them and to bring a complaint in respect of harassment, bullying or discrimination. Following the investigation of a complaint, the decision as to whether the complaint is warranted and, if so, what disciplinary sanction should apply is the responsibility of The Director(s).

Any records made of any action taken under this procedure will be treated as confidential.

4. Informal Resolution

Any employee who considers himself or herself to be the victim of harassment, bullying or discrimination may, in some cases, be able satisfactorily to resolve the matter by explaining clearly to the perpetrator that their behaviour is unacceptable, contrary to Contact Design's policy and must stop. Employees may wish to ask a colleague to put this on their behalf or to be with them when confronting the perpetrator.

Employees are encouraged to seek the assistance of The Director(s) when they want advice regarding appropriate steps to stop the harassment. Any such discussion will be strictly confidential.

If it is considered by the employee to be appropriate, The Director(s) may seek to resolve the matter informally by indicating to the alleged perpetrator, without prejudging the matter, that there has been a complaint that their behaviour is having an adverse effect on a fellow employee; that any such behaviour is contrary to Company policy; that the continuation of such behaviour would, if substantiated, amount to a serious disciplinary offence and that their discussion is informal and confidential. If a complaint is resolved informally, the alleged perpetrator will not be subject to disciplinary

sanctions. However, in exceptional circumstances and following consultation with the employee, Contact Design may decide that it is necessary to investigate further and take more formal action.

5. Formal Complaints Procedure

In the event that informal resolution of the matter is unsuccessful or considered inappropriate in the circumstances, the employee may wish to make a formal written complaint of harassment, bullying etc. In addition, Contact Design may decide that it is necessary to take more formal action. A formal complaint may lead ultimately to the imposition of disciplinary sanctions on the perpetrator.

The complainant must provide the following details: the name of the alleged harasser, the nature of the harassment, the dates and times the harassment occurred, the names of any witnesses and any action taken by the complainant to resolve the matter informally.

Where the complainant and the alleged harasser work in proximity to each other, it may be necessary to ensure they do not continue to do so whilst the complaint is being investigated and during any consequent disciplinary proceedings. This may necessitate that one or both parties be suspended on full pay.

Any complaint will be investigated promptly (usually within 5 working days), impartially and, so far as possible, confidentially.

Where the evidence gathered in the investigation indicates to The Director(s) that a disciplinary offence has been committed, Contact Design's disciplinary procedure will be instigated and a disciplinary hearing under that procedure will be arranged to deal with the alleged offence. In accordance with the procedure, the alleged harasser (or bully) will be provided with relevant evidence about the allegations against him or her except in exceptional circumstances and will be given a full opportunity to respond.

Where the investigation indicates that no disciplinary offence has been committed, the complainant and the alleged harasser will be informed in writing.