



Bullying and Harassment Policy

Asher Excellent Ltd

1. Purpose and Commitment

Asher Excellent Ltd is committed to fostering a work environment where all employees, clients, contractors, and stakeholders are treated with dignity, respect, and fairness. We prioritize a culture where collaboration, inclusivity, and mutual respect are integral to all aspects of our business.

As a leading provider of care and support services to individuals with acquired injuries, we recognize that our people are our most valuable asset. It is essential that every person in our organization feels safe, supported, and valued. We therefore uphold a zero-tolerance policy for bullying, harassment, and any other behavior that undermines this inclusive and supportive environment.

The primary objectives of this policy are to:

- Provide a clear definition of what constitutes bullying and harassment in the workplace.
- Establish a well-defined and accessible process for reporting, addressing, and resolving bullying and harassment complaints.
- Ensure that all employees and associated individuals can work in a safe and supportive environment where their dignity is respected.

At Asher Excellent Ltd, we are committed to fostering a positive and collaborative culture where each individual is empowered to reach their potential without fear of intimidation, bullying, or harassment. Any behavior that compromises this commitment will be promptly and thoroughly addressed to safeguard the health, well-being, and professional integrity of our team.

2. Scope of the Policy

This policy applies to all individuals associated with Asher Excellent Ltd, including:

- **Employees:** Full-time, part-time, temporary, contract workers, and any other individuals employed within or on behalf of the organization.
- **Contractors and Consultants:** Independent contractors, consultants, agents, or any external professionals engaged by Asher Excellent Ltd.
- **Volunteers, Interns, and Apprentices:** Individuals participating in training, development programs, or working on temporary placements within the organization.
- **Clients and Service Users:** All individuals who are provided with care and support services.
- **Third-Party Relationships:** Suppliers, subcontractors, and other business partners with whom Asher Excellent Ltd maintains professional relationships.

The policy covers all interactions in work-related activities, including:

- **The Workplace:** Any physical or virtual office, care facilities, or locations where Asher Excellent Ltd conducts business.
- **Work-Related Travel and Events:** Work-related travel, training programs, company events, and conferences.
- **Remote and Virtual Communication:** Communication via email, video calls, text messages, social media, and online forums.
- **Informal Gatherings and Social Events:** Company-sponsored events, team-building exercises, or other informal work-related social events.

This policy also applies to behaviors that may occur outside regular working hours but still have a direct impact on the work environment, relationships, or professional reputation of the individual or organization.

3. Definitions of Bullying and Harassment

3.1 Bullying

Bullying is any persistent, unwelcome, or aggressive behavior that is intended to intimidate, degrade, or humiliate an individual. It is often a form of power imbalance, where the person engaging in bullying behavior seeks to dominate, harm, or control the victim. Examples of bullying behavior include:

- **Verbal Abuse:** Insults, belittling comments, threats, or shouting.

- **Social Exclusion:** Deliberately isolating an individual from work-related activities, discussions, or meetings.
- **Spreading Malicious Rumors or Gossip:** Deliberately sharing false or damaging information to undermine an individual's reputation.
- **Unreasonable Work Demands:** Setting workloads or deadlines that are unrealistic or impossible to meet, with the intent of causing stress or frustration.
- **Cyberbullying:** The use of online platforms, emails, or social media to harass, insult, or intimidate someone.

3.2 Harassment

Harassment involves unwelcome behavior that violates an individual's dignity and creates a hostile or offensive work environment. It can be based on personal characteristics such as race, gender, sexual orientation, disability, religion, or other protected attributes. Examples of harassment include:

- **Sexual Harassment:** Unsolicited and inappropriate comments, physical contact, or propositions that create an intimidating or uncomfortable environment.
- **Discriminatory Jokes or Comments:** Racist, sexist, or homophobic jokes, comments, or slurs that marginalize others.
- **Unwanted Physical Contact:** Any form of physical interaction, such as touching or groping, that is not consensual.
- **Undermining Work Performance:** Repeatedly criticizing, sabotaging, or undermining an individual's work or capabilities without justification.

Harassment and bullying can occur in person, in writing, through digital communication, or in professional settings such as meetings, phone calls, or conferences.

4. Responsibilities

4.1 Managers and Supervisors

Managers and supervisors hold a critical role in preventing, identifying, and addressing bullying and harassment in the workplace. Their key responsibilities include:

- Promoting a culture of respect, fairness, and inclusivity throughout the organization.
- Taking immediate action when instances of bullying or harassment are witnessed or reported.

- Providing support to affected employees and ensuring that issues are resolved effectively and impartially.
- Ensuring all employees understand their rights and responsibilities under this policy, and providing necessary training and awareness programs.

4.2 Employees and Contractors

All individuals connected to Asher Excellent Ltd are responsible for:

- Treating colleagues, clients, and service users with dignity and respect.
- Refraining from any form of behavior that could be construed as bullying, harassment, or discrimination.
- Reporting any incidents or suspicions of bullying or harassment promptly to management or HR.
- Cooperating with investigations and providing accurate and truthful information when requested.

4.3 Third-Party Service Providers

Suppliers, clients, and business partners are expected to adhere to the same standards of conduct as Asher Excellent Ltd employees. The organization will take appropriate steps to ensure that third-party partners maintain a respectful and non-hostile environment in their dealings with Asher Excellent Ltd.

5. Reporting and Complaints Procedure

Employees and other stakeholders are encouraged to report any incidents of bullying or harassment promptly. There are both informal and formal procedures in place to ensure that complaints are addressed in a timely and appropriate manner.

5.1 Informal Reporting

- If an employee feels comfortable, they are encouraged to address the issue directly with the individual involved, requesting that the behavior stops.
- If informal resolution is unsuccessful, the employee should report the matter to their manager, HR, or a designated representative.

5.2 Formal Reporting

In cases where informal measures are ineffective or inappropriate, employees should submit a formal complaint. This complaint can be made via:

- **Human Resources (HR):** Employees may report via email, phone, or in-person consultations with HR representatives.
- **Senior Management:** If the complaint involves HR or a supervisor, the employee may contact senior management directly.

Formal complaints should include the following details:

- A clear description of the incident(s).
- The date, time, and location of the incident(s).
- The names of individuals involved, including any witnesses.
- Any supporting evidence, such as written communication, audio recordings, or other documentation.

Asher Excellent Ltd guarantees that all reports will be treated confidentially, and no employee will face retaliation for making a complaint in good faith.

6. Investigation Process

Upon receiving a complaint, Asher Excellent Ltd will conduct a thorough and impartial investigation. The process includes:

6.1 Initial Assessment

HR will review the complaint to assess whether a formal investigation is required. If necessary, further information will be gathered from all involved parties.

6.2 Investigation

- Interviews will be conducted with the complainant, the alleged perpetrator, and relevant witnesses.
- Confidentiality will be maintained at all times to protect the identities and privacy of all individuals involved.
- All parties are expected to cooperate fully with the investigation and provide truthful, accurate accounts of events.

6.3 Outcome and Resolution

Based on the findings, Asher Excellent Ltd will take appropriate action, which may include:

- **Mediation:** Facilitating a discussion between the parties involved to reach an amicable resolution.

- **Training or Counseling:** Providing relevant training or support to address underlying issues and prevent recurrence.
- **Disciplinary Action:** This may include warnings, suspension, or termination, depending on the severity of the behavior.

The complainant and the alleged perpetrator will be informed of the outcome, and any corrective action will be taken in a fair and transparent manner.

7. Consequences of Violating the Policy

Employees and contractors found to have violated this policy will face disciplinary action, which may include:

- **Formal Written Warnings:** For less severe or first-time offenses.
- **Suspension or Demotion:** For more serious or repeated behavior.
- **Termination:** For gross misconduct or extreme cases of bullying or harassment.
- **Legal Action:** Where applicable, legal action may be pursued under relevant local or international laws.

Asher Excellent Ltd does not tolerate any form of retaliation against individuals who report bullying or harassment in good faith. Retaliatory actions will be considered a violation of this policy and will result in further disciplinary action.

8. Support and Resources

Asher Excellent Ltd is committed to providing support for all individuals who experience bullying or harassment. This includes:

- **HR Support:** Employees can access confidential advice and assistance regarding their concerns.
- **Employee Assistance Program (EAP):** Access to professional counseling and support services.
- **External Resources:** Referrals to support organizations specializing in workplace bullying, harassment, and mental health.

Employees are encouraged to reach out for help whenever needed, and all requests will be handled with the utmost confidentiality and sensitivity.

9. Policy Review and Compliance

This policy will be reviewed regularly to ensure it remains effective and compliant with current laws and industry standards. Changes to the policy will be communicated to all employees and stakeholders, and periodic training will be provided to ensure awareness and compliance.

10. Acknowledgment and Agreement

All employees and contractors are required to read and acknowledge this policy. By signing below, you confirm your understanding and agreement to adhere to the **Asher Excellent Ltd Bullying and Harassment Policy**.

Employee Name: _____

Signature: _____

Date: _____

Manager's Name: Naomi _____

Manager's Signature: _____

Date: _____