Anti-Harassment & Anti-Discrimination Policy

PRN-004: Anti-Harassment & Anti-Discrimination Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Introduction

CAREHOPES (TC) is committed to providing a safe, respectful, inclusive, and discrimination-free environment for all clients, companions, volunteers, and staff. Harassment and discrimination violate:

- TC values
- UK Equality Act 2010
- safeguarding standards
- professional conduct expectations

This policy outlines TC's zero-tolerance approach to harassment and discrimination.

2. Purpose of the Policy

The purpose of this policy is to:

- prevent harassment and discrimination
- protect clients and staff
- ensure compliance with UK law
- promote dignity and respect
- outline reporting procedures
- define disciplinary consequences

3. Scope of the Policy

This policy applies to:

- companions
- volunteers
- permanent staff
- fixed-term staff
- contract staff
- administrators
- managers
- organisational partners

4. Definitions

4.1. Harassment

Harassment includes any unwanted behaviour that:

- violates dignity
- creates a hostile environment
- intimidates
- humiliates
- offends
- threatens

Harassment may be:

- verbal
- physical
- digital
- written
- psychological

4.2. Discrimination

Discrimination includes unfair treatment based on:

- age
- disability
- gender

- gender identity
- race
- ethnicity
- religion
- sexual orientation
- marital status
- pregnancy
- socio-economic background
- any protected characteristic under UK law

4.3. Bullying

Bullying includes:

- repeated negative behaviour
- intimidation
- exclusion
- manipulation
- coercion

5. Prohibited Behaviour

Companions must **never**:

- insult, mock, or belittle clients or colleagues
- use offensive or discriminatory language
- engage in sexual comments or behaviour
- threaten or intimidate
- engage in unwanted physical contact
- make jokes about protected characteristics
- engage in digital harassment
- spread rumours or gossip
- retaliate against someone who reports misconduct

These actions constitute **gross misconduct**.

6. Client-Related Harassment & Discrimination

Companions must:

- treat all clients with dignity
- avoid discriminatory behaviour
- avoid stereotyping
- avoid judgemental comments
- avoid bias in service delivery

Harassing or discriminating against a client is grounds for **immediate dismissal**.

7. Workplace Harassment & Discrimination

Companions must not:

- harass colleagues
- discriminate against colleagues
- create hostile environments
- exclude or isolate others
- misuse authority
- engage in retaliatory behaviour

8. Digital Harassment

Companions must not:

- send offensive messages
- post inappropriate content
- harass others online
- use social media to target colleagues or clients
- engage in cyber-bullying

9. Reporting Harassment & Discrimination

Reports may be made to:

- supervisors
- managers
- HR

- safeguarding team

Reports must be:

- taken seriously
- investigated promptly
- handled confidentially

TC prohibits retaliation against anyone who reports concerns.

10. Investigation Process

TC will:

- conduct fair investigations
- gather evidence
- interview relevant parties
- maintain confidentiality
- follow safeguarding procedures

11. Disciplinary Consequences

Harassment or discrimination may result in:

- written warnings
- suspension
- removal from client assignment
- summary dismissal
- safeguarding escalation
- legal referral

12. Legal Compliance

TC complies with:

- Equality Act 2010
- UK safeguarding legislation
- Data Protection Act 2018
- international anti-harassment standards

13. Amendments

TC may update this policy to reflect legal or operational changes.