

Love Music Dignity at Work Policy & Procedure



Last reviewed: Dec 2024, Review due: 1st Apr 2026

1. The aims of the policy

- 1.1 Love Music Productions Limited (“Love Music”/“we”) will always seek to ensure a culture of working relationships and an environment where everyone is treated with dignity and respect, where bullying and harassment are unacceptable and where individuals have the confidence to deal with and challenge such behaviours without fear of victimisation or any other adverse consequences.
- 1.2 Love Music recognises that it has a duty of care to those to whom this policy applies, will always support anyone who is experiencing issues with bullying or harassment within the scope of this policy, and will encourage them to use the support available in order to resolve these as early as possible. To do so Love Music will investigate any complaint in a fair, independent and confidential way and, following consideration of the findings, will take any necessary action.

2. The scope of the policy

- 2.1 As part of Love Music’s overall commitment to equality of opportunity, it is fully committed to promoting a fair and harmonious working environment in which everyone is treated with respect and dignity and in which no individual feels bullied, threatened or intimidated. The aim of this policy is to prevent harassment and bullying in the workplace which includes harassment and bullying by other workers or by third parties you encounter while doing your job.
- 2.2 Bullying and harassment detract from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.
- 2.3 This policy applies to everyone who carries out work on behalf of Love Music, including full and part-time employees, freelancers, casual and agency workers, volunteers, consultants, contractors, subcontractors, and those on work experience placements. It can be used by any individual experiencing bullying or harassment at work or at work-related events such as social functions or business trips, or by way of telephone calls, text messages, email, social media, and any other means of communication.
- 2.4 All those working with Love Music are expected to read and familiarise themselves with the content of this policy and to comply with its requirements. You should ensure that you understand the types of behaviour which are unacceptable and if you have any queries then you should raise these immediately with the Managing Director.
- 2.5 We also make it clear to our customers, clients, suppliers, and all those to whom we deliver services and all those who provide us with services, or who otherwise work with us, that bullying and/or harassing of our employees and workers is unacceptable.
- 2.6 Love Music regards bullying and harassment at work in any form as unacceptable behaviour. It will not be permitted or condoned and if established will be treated as a serious disciplinary matter which may result in dismissal, termination of engagement or the ending of services, all without notice.



- 2.7 This policy does not form part of any employee's contract of employment. Love Music may amend it at any time and decide to follow a different procedure where we consider it appropriate.

3. Definitions of bullying & harassment

3.1 Definition of bullying

3.1.1 Bullying is persistent, offensive, abusive, intimidating, malicious or insulting behaviour which, through the abuse or misuse of power, makes the recipient feel upset, threatened, humiliated or vulnerable. Bullying can be a form of harassment and can undermine an individual's self-confidence and self-esteem and cause them to suffer stress. Bullying can take the form of physical, verbal and non-verbal conduct. There are many examples of bullying, which may include:

- exhibiting anger or aggression verbally or non-verbally; raising your voice or shouting at others
- assigning unreasonable duties or workload which are unfavourable to one person (in a way that creates unnecessary pressure)
- removing areas of responsibility without cause
- establishing impossible deadlines that will set up the individual to fail
- persistently disparaging someone or their opinions, ideas, work or personal circumstances in an undeserving manner
- persistently picking on people or undermining them in front of others or in private
- intentionally excluding someone or making them feel socially or physically isolated from a group; purposefully excluding someone from decisions, invitations to lunch and work-related events
- purposefully ignoring, avoiding or not paying attention to someone; selectively greeting or interacting with others rather than the victim; excluding someone from conversations by talking to those around them but deliberately not acknowledging or including the victim in that conversation
- launching an overt or underhanded campaign to 'oust' a person out of their job or the organisation
- high-handed or oppressive levels of supervision
- unjustified, offensive and/or insulting remarks about performance
- frequent mood swings; sharp and sudden shifts in emotions
- intentionally withholding information from someone or giving them the wrong information
- physical or emotional threats

3.1.2 Behaviour that is considered bullying by one person may be considered as firm management by another. Most people will agree on extreme cases of bullying and harassment but it is sometimes the 'grey areas' that cause most problems.

3.1.3 Legitimate, reasonable and constructive criticism of an individual's performance or behaviour, or reasonable instructions given to them in the course of their employment will not, on their own, amount to bullying.

3.2 Definition of harassment



- 3.2.1 Harassment is any unwanted physical, verbal or non-verbal conduct which is related to a protected characteristic of the Equality Act 2010 (age, sex, disability, gender reassignment, pregnancy and maternity, race, religion or belief, and sexual orientation), which has the purpose or effect of violating a person's dignity, or creating for that person an intimidating, hostile, degrading, humiliating or offensive environment.
- 3.2.2 Conduct usually becomes harassment if it continues even though it has been made clear that it is regarded by the recipient as offensive or unwanted. However, a single incident of offensive or unwanted behaviour can amount to harassment. Some examples are given below, but many forms of behaviour can constitute harassment if sufficiently serious.
- 3.2.3 These examples are:
- physical conduct, ranging from touching, pushing or grabbing to punching or serious assault
 - verbal or written harassment through jokes, offensive language, defamatory remarks, gossip, threats or letters
 - obscene or offensive gestures
 - unwelcome sexual behaviour, including unwanted suggestions, propositions or advances
 - the sending or displaying of material that is pornographic or otherwise obscene, including emails, text messages, video clips, photographs, posters, emblems or any other offensive material
 - inappropriate posts or comments on or via social media, commonly known as 'cyber bullying'
 - isolation, non-co-operation at work or exclusion from social activities
 - coercion, including pressure for sexual favours
 - inappropriate personal contact, including intrusion by pestering, spying or stalking
- 3.2.4 The unwanted nature of the conduct distinguishes harassment from friendly behaviour that is welcome and mutual. Staff must always consider whether their words, conduct, actions or omissions might be considered offensive.
- 3.2.5 Harassment may take many forms (including bullying), can take place on a variety of different grounds and can be directed at one person or a number of people. Harassment need not be directed at the complainant and can occur if the complainant witnesses another person being harassed.
- 3.2.6 Harassment can occur whether or not it is intended to be offensive, as it is the effect on the victim which is important, not whether or not the perpetrator intended to harass them. Harassment or bullying is unacceptable even if it is unintentional.

4. Your rights and responsibilities

- 4.1 You have the right to work in an environment which is free from any form of harassment or bullying. Love Music recognises your right to complain about harassment or bullying should it occur. All complaints will be dealt with seriously, promptly and confidentially. Every effort will be made to ensure that, when you make a complaint, you will be protected from further acts of bullying and harassment. If others also give evidence or information in connection with the



complaint, they equally will be protected. Perpetrators of these acts will be subject to disciplinary action which may warrant dismissal.

- 4.2 You have a responsibility to help ensure a working environment in which the dignity of everyone is respected. You must comply with this policy and you should ensure that your behaviour to colleagues and anyone connected to Love Music does not cause offence and could not in any way be considered to be harassment or bullying. You should discourage harassment and bullying by making it clear that you find such behaviour unacceptable. You should also support colleagues who suffer such treatment and are considering making a complaint. You must alert your manager or supervisor immediately to any incident of harassment or bullying to enable Love Music to deal with the matter promptly and effectively.

5. Love Music's responsibilities

- 5.1 We will ensure that adequate resources are made available to promote respect and dignity in the workplace and to deal effectively with complaints of harassment and bullying. We will ensure that we raise awareness of this policy and procedures and that it is communicated effectively to everyone within its scope. Appropriate training, where necessary, will be provided.

6. How to make a complaint about bullying and harassment

Anyone with a complaint regarding bullying and harassment can choose to pursue it via either an informal or formal process.

6.1 The informal process

- 6.1.1 If you have a complaint about bullying and harassment, we encourage you to try to resolve problems informally where possible and appropriate before using the formal process. It is important to remember that the other person may be unaware of their behaviour and the impact it has on you, and your informal feedback may give the person a better understanding and opportunity to change or stop their behaviour.
- 6.1.2 We advise you to try to resolve your complaint as early as possible in order to reduce stress and worry for you and possibly for the other person involved.
- 6.1.3 To address a complaint informally, you should speak to anyone involved in the situation about how their behaviour is affecting you. It can be helpful to describe particular instances of this behaviour, including times, places, events or conversations in order to clearly illustrate your point. You should use the opportunity to ask the person to change or stop their behaviour.
- 6.1.4 If you feel unable to speak to the person yourself, you can approach your manager or, if the complaint is about your manager, another manager.

6.2 The formal process

- 6.2.1 If you do not feel that the informal process is a viable option for addressing your complaint, or if you have already pursued the informal process and you feel that the issue has not been resolved, you may decide to follow the formal process for addressing complaints. Separately, Love Music may decide the matter is a disciplinary issue which needs to be dealt with formally.
- 6.2.2 You should put your formal complaint in writing and send it to your manager. If your complaint is about your manager, you should send it to another manager. It should include full details of your complaint including a detailed account of the incident, the



date it took place, who was involved including any witnesses, and any action you may have already taken. This will provide the best opportunity to fairly and reasonably investigate your complaint while details of what took place can readily be remembered by anyone involved. We understand this may not be possible in all cases and will investigate any complaint made in good faith.

6.2.3 Once a formal complaint has been submitted, your manager will send you written acknowledgement of the complaint.

6.2.4 The procedure for investigating a formal complaint is outlined below:

- we will arrange a meeting with you to discuss the issue
- you have the right to be accompanied at the meeting
- we will require to interview the individual against whom the complaint has been made
- we may need to speak to other witnesses
- the decision about your case will be made and communicated to you, including any associated recommendations or appropriate action
- if you are unhappy with the result you will have the right to appeal in line with the procedure set out in our Grievance Policy

6.2.5 Love Music takes these matters very seriously. However, malicious complaints of harassment and/or bullying can have a serious and detrimental effect upon a colleague and the workplace generally. Any unwarranted allegation of harassment and/or bullying made in bad faith may be dealt with via our disciplinary policy.

7. What to do if you witness bullying or harassment

7.1 At Love Music, we all share responsibility for ensuring a safe working environment for ourselves and others. While you may not have experienced bullying or harassment directly, you may have witnessed someone else being bullied or harassed. If this has occurred, you should raise your concerns in order to protect their safety and wellbeing.

7.2 While you may feel worried about getting involved in a situation that does not directly affect you, we will support you in raising your concerns in an informal or formal way, so the bullying or harassment can stop. We will not victimise, unfairly treat or discipline you for raising a genuine concern.

7.3 If you decide to raise a formal complaint you should send this in writing to your manager, or, if the complaint is about your manager, to another manager as soon as possible after the incident. A formal complaint will be investigated in accordance with the process outlined above.