



verbal conduct and may occur inside or outside of work.

Some examples of bullying may include:

- Severe verbal abuse
- Intimidating or aggressive behaviour
- Excessive teasing or humiliation
- Imposing unrealistic targets inducing ridicule or personal embarrassment
- Unfair and excessive criticism, possibly in front of colleagues
- Isolating or openly ignoring someone
- Physical assault
- Sending abusive or intimidating messages

The above list is by way of example only and is not exhaustive.

## **What to do if you witness or experience Bullying or Harassment?**

### **Informal Approach**

In certain instances, it may be appropriate for the complainant to approach the alleged perpetrator personally indicating that a particular action is regarded as offensive. The complainant should warn the alleged perpetrator that the behaviour should stop and should the behaviour continue or be repeated a formal complaint would be made to their manager or P&O.

Alternatively, the complainant can request their manager or P&O speak to the individual or parties involved informally to make them aware there has been a complaint received and address any behaviours

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Wood owes an equal duty of care to both the person making the complaint and the alleged perpetrator and any allegation will be promptly and sensitively investigated.

Where the alleged perpetrator is a third party, we may need to adjust the procedure under this policy to ensure the investigation is conducted appropriately, this will be discussed with you.

For all formal complaints an accurate written record will be made of the investigation and its conclusion. Both the complainant and alleged perpetrator will be informed in writing of the findings of the investigation and the action to be taken within a reasonable time period after the conclusion of the investigation.

During any investigation Wood will apply privacy safeguards and will maintain confidentiality to the extent possible.

If, following investigation, it is considered that no bullying or harassment has taken place; any record of the accusation will be removed from the alleged perpetrator's personnel record/file.

If the complainant or alleged perpetrator is not satisfied with the outcome, then they may ask to have the case reviewed by the next level of management.

#### Support for those affected or involved

We understand that anyone affected by, or involved with, a complaint of bullying or harassment may feel anxious or upset and we will do what we can to support you.