

Equality, Inclusion & Diversity: Dignity at Work Policy (UK&I)



Currys is committed to maintaining an inclusive work environment, encouraging equality and diversity and a sense of belonging across our workforce and eliminating negative behaviours including all forms of bullying, harassment, and discrimination. This Policy sets out our commitment to you, and what we expect from you in relation to dignity at work, as well as how you can report any concerns should they arise.

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Introduction

We know that we can be at our best as individuals and in our teams in a workplace that sees diversity as a strength and creates a culture where we all feel we belong. We can accomplish more and work at our very best together when you feel safe, comfortable, and proud to bring your true self to work, each and every day.

To do this we have a working environment where unreasonable, offensive, and intimidating behaviours are understood by all to be unacceptable, which ensures that our people are treated with dignity and respect at all times. Bullying, harassment, discrimination, and victimisation of any form will not be tolerated.

To ensure everyone is treated respectfully and feels valued, we'll be unapologetic in our ask of you. If you see behaviours that are unacceptable, you see or experience any actions that make yourself or others uncomfortable, or you're unclear where the boundaries lie, it's important to speak up.

We are all responsible for ensuring that our behaviour towards our colleagues, customers, contractors, and suppliers is reflective of our values, and that we each contribute to maintaining an environment where everyone has dignity at work.

This policy covers all colleagues, officers, consultants, contractors, agency workers and all contingency workers.

Top Takeaways

- We have a zero-tolerance attitude towards any kind of discrimination, harassment or bullying
- We expect you to model our values and standards of behaviour and report any incidents when these values and standards are not being followed.
- Bullying and harassment can cover a wide range of different issues. You'll find examples [here](#)
- Please tell us if something isn't right as soon as you can. You should speak with your line manager or someone you trust in the first instance, and we have a grievance policy if you need to take a more formal route



1. What do we mean by dignity at work?

Dignity at work describes how we should treat colleagues and others in our workplace. More specifically it refers to a set of principles, values and practices which seek to ensure that all individuals are treated with dignity and respect by others, in an environment that fosters tolerance and is free from all forms of harassment and bullying.

The aims of the Dignity at Work Policy are to:

- Support and sustain a positive, inclusive working environment for all colleagues, free from any form of inappropriate or unacceptable behaviour.
- Make it clear that discrimination and harassment are unacceptable and that all members of the Currys community have a role to play in creating an inclusive environment for everyone, free from discrimination and harassment.
- Provide a framework for respect and good conduct to prevent and eliminate all forms of bullying, harassment, and discrimination, including racial and sexual harassment and sexual misconduct.
- Highlight the options available to colleagues who feel they are or have been subject to bullying, harassment, discrimination, sexual misconduct, or any other inappropriate or unacceptable behaviour.
- Provide a mechanism by which complaints can, wherever possible, be addressed in a timely way.
- Make it clear that having dignity at work is a part of all work life events during employment at Currys, including recruitment, training, appraisals, promotion, and termination of employment. It should also be considered for work related activities such as pay and conditions, conduct at work, disciplinary and grievance procedures.
- Set out the responsibilities for managing and supporting colleagues when concerns are raised.

2. Our commitment to you

We understand that when you chose to work for us, you did so because you believed that we were a great company to work for, that we really valued our colleagues and treated everyone fairly, equally and with respect.

We stand by that commitment to you. We have a zero-tolerance approach to any colleague being subjected to harm, threats of harm, bullying and harassment, discrimination, or any inappropriate behaviour or language in the workplace, irrespective of whether it's instigated by a colleague, a manager, a supplier, a contractor, or a member of the public.



Where any issues or concerns are reported, we'll always take them seriously and deal with them sensitively and fairly and treat them with the appropriate level of confidentiality.

Each one of us is responsible for ensuring that our values and principles are maintained, and we continue to develop and grow as a company. We demonstrate this commitment through:

- Leadership of the inclusion & diversity agenda at Board and ExCo level
- Annual training on equality, inclusion & diversity for all colleagues
- Continually raising awareness and celebrating our diversity
- Communicating our values through our policies and processes
- Demonstrating our values through our behaviours
- Creating an open and honest workplace where people can raise concerns freely
- Listening to our colleagues, seeking feedback through our colleague Forums, and acting on that feedback
- Ensuring all of our leaders are trained on unconscious bias and inclusive leadership and understand our expectations around this
- Hiring for inclusive behaviour so that our leaders represent positive and inclusive leadership role models, and
- Ensuring that we are compliant with legislation

3. What we expect of you

To ensure that everyone is treated with respect and feels valued, we expect you to:

- Treat everyone you interact with at work with respect - treat them as you would like to be treated. This includes fellow colleagues, customers, contractors & suppliers.
- Be sensitive to your actions and behaviours - think about how they may be received or perceived by others
- Speak up and approach your manager or another trusted manager about behaviour that you believe amounts to bullying, harassment, discrimination, or victimisation.
- Stand up for what you know is right, offering support to your colleagues where appropriate.
- Be open to feedback and apologise promptly if you have made a mistake or unintentionally upset or offended others.
- It's really important to be mindful of those around you and the impact you could have on them. Bullying, harassment, and offensive behaviour can have a damaging long-term impact on others, affecting their health, wellbeing, and performance at work.



Your line manager is responsible for:

- Promoting dignity at work through actively creating an inclusive environment that neither condones nor supports any kinds of discrimination, harassment, or bullying.
- Ensuring any issues or concerns raised to them are acted upon and resolved as promptly as possible.
- Treating any complaint(s) seriously and supporting colleagues to resolve any issues
- Taking action and challenging wrong-doing or inappropriate behaviours.

Reading this policy will help you to understand what's expected in the workplace and the types of behaviour we won't accept. You'll see examples of these in section 5.

These are the different ways in which you can show us that you're committed to upholding dignity at work:

- Standing up for what you know is right
- Completing training on equality, inclusion & diversity
- Ensuring you understand this Dignity at Work Policy
- Demonstrating our values in your behaviours
- Supporting your colleagues and ensuring that no kind of bullying, harassment or discrimination is tolerated

4. What do we mean by bullying and harassment?

Harassment is unwanted physical, verbal, or non-verbal behaviour that violates dignity or creates an environment for someone else which is intimidating, hostile, degrading, humiliating or offensive.

Bullying is the use of offensive, intimidating, malicious or insulting behaviour, or an abuse or misuse of power through means that undermine, humiliate, denigrate, or injure a colleague.

Bullying and harassment can cover a wide range of different issues, so we've listed some examples in section 6 to provide a guide for you, just be aware that this isn't an exhaustive list. It isn't possible for this Policy to cover all types of bullying and harassment that could occur and therefore we'll trust you to use your best judgement and question anything you aren't sure about.

It's good to be aware that bullying and harassment is all about perception, and how it impacts others.

5. What are the different types of discrimination?

Certain characteristics are expressly protected in law. They are age, race, sex, disability, marital or civil partnership status, gender reassignment, pregnancy/maternity, religion/philosophical belief, sexual orientation, political opinion (in Northern Ireland) and Traveller status (in Republic of Ireland). There are different forms discrimination can take as listed below

- **Direct Discrimination:** This is when we treat someone less favourably than someone else because of one of the above characteristics e.g. paying a woman less than a male doing the same role because she is a woman
- **Indirect Discrimination:** This can happen when there are rules or arrangements that apply to a group of colleagues or candidates, but in practice are less fair to a certain protected characteristic.
- **Failure to make reasonable adjustments for someone who has a disability, e.g. failing to provide a disabled parking bay for customers**
- **Victimisation:** Treating someone badly or subjecting them to detriment because they have complained about discrimination or helped someone else who has complained
- **Harassment – This is the belittling or threatening behaviour directed at an individual worker or a group of workers.**

Whatever type of discrimination, if it occurs, we will not tolerate this and we urge you to speak up, as we will not allow either you or customers to be discriminated against.

6. Examples of unacceptable behaviours

The below isn't an exhaustive list, but they are examples of inappropriate and unacceptable behaviours in the workplace.

- Inappropriate jokes or pranks
- Insulting remarks based on personal appearance or personal circumstance
- Inappropriate gestures and pulling faces
- Name calling and mimicry, including copying someone's accent
- Spreading malicious rumours, or insulting someone by word or behaviour (particularly on the grounds of age, race, sex, disability, sexual orientation and religious or any other type of belief)

- Inappropriate use of email to intentionally or unintentionally cause distress or offense to others
- Ridiculing or demeaning someone – picking on them or setting them up to fail
- Victimisation such as deliberately excluding someone for speaking up or raising an issue
- Exclusion such as deliberately ignoring someone during workplace discussions or refusing to invite them to meetings or events they should be included in
- Overbearing supervision or other misuse of power or position
- Unwelcome sexual advances – touching, standing too close, the display of offensive materials, asking for sexual favours, making decisions on the basis of sexual advances being accepted or rejected
- Making threats or comments about job security without foundation
- Deliberately undermining a competent worker by overloading and constant criticism
- Preventing individuals progressing by intentionally blocking promotion or training opportunities
- Using social media as a platform to bully or harass fellow colleagues or to make offensive or derogatory comments relating to sex, gender reassignment, race (including nationality), disability, sexual orientation, religion or belief or age
- Using social media to post images that are discriminatory or offensive or links to such

Another type of behaviour that is unacceptable is the use of micro-aggressions. These are subtle behaviours directed at a member of a marginalized group. They can be verbal or non-verbal, conscious or unconscious, but they have a derogatory, harmful effect and will not be tolerated.

It's common for a level of camaraderie to exist between colleagues at work and it's okay to have a sense of humour. However, it's important to realise that there are boundaries, and this behaviour can easily tip into "banter" which can be excluding or offensive to others. This applies not only to interactions at work, but also whilst attending work organised or related social events, such as conferences or parties.

7. If I have a concern what should I do?

We know our capable and committed colleagues are our magic ingredient and that none of our competitors can match the thousands of expert colleagues we have. We Win Together in the knowledge that - happy colleagues, make happy customers and happy shareholders.

But sometimes issues arise at work, and when they do it's important that they're dealt with as soon as they come to light. Being open and honest and raising issues straight away can help us reach the best solution for you and means you'll get support with these issues at the earliest opportunity.



Raising concerns informally:

It's best to try to resolve any issues informally first. That's important in order to get you a resolution quickly. Sometimes it can be effective if you feel comfortable doing so to share your concerns with the person involved. They may not realise they have upset or offended you and they may appreciate the feedback.

Speak with your line manager in the first instance if you don't feel you can speak to the person involved. Or if your concerns relate to your line manager, we encourage you to contact their line manager instead. This should allow us to resolve issues more quickly and prevent them from escalating.

Sometimes it can feel uncomfortable to do this, and if it helps you may want to ask a fellow colleague to accompany you as you share your concerns with your manager. You can also share your concerns in writing with your manager (or an alternative suitable manager) and they'll set up time to talk through them with you when you're ready.

Raising concerns formally:

If you've tried to resolve your concerns informally and that hasn't solved the problem, or the concerns are of a very serious nature it may be more appropriate to resolve the issues through a formal grievance process.

It can be a challenge to remember all the details but try to put it in writing and include as much information as possible to help us investigate it for you. As a guide, your grievance needs to include:

- What happened and what you want the outcome to be
- All the key dates and times
- The names of any key witnesses
- Any other information to support your grievance

You'll find more information about this in our Grievance Policy.

You can also contact the confidential hotline via the contact details below if you don't think you can talk to a manager, or if you haven't received a response following raising your concerns.

You can make a report online.

You can also phone the confidential hotline.

It can be really difficult to speak up, but when you do, we'll ensure you're treated fairly. This also means that we'll treat those who give evidence or information in connection with such complaints fairly too. We'll ensure that no one who speaks up is treated less favourably because they did.

8. Where can I go for additional support?

We understand that sharing your concerns can be difficult and often upsetting. Please remember that in addition to speaking with your line manager you can get support through the [Employee Assistance Programme \(EAP\)](#).

You can speak to an EAP counsellor if you'd like to. You can get independent, free, and confidential advice from a qualified counsellor through our EAP service provider who are independent providers of professional counselling services and they can be contacted for advice by telephone.

You can also visit the website for support:

You'll also find additional resources for support in our Wellbeing corner.

A quick note. If you've printed this document, remember that it could be out of date and might not be reliable. For the most up to date information please visit the policy section within People Place. Please also be aware that this Policy is non-contractual and may be amended from time to time.

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