ANTI-BULLYING AND ANTI-HARASSMENT

Our commitment to a respectful workplace

Last reviewed: October 2026

Our commitment

team.blue is committed to providing a working environment where everyone is treated with respect and dignity. We take a zero-tolerance approach to bullying, harassment and sexual harassment of any kind.

This statement explains what we mean by these terms, what we do to prevent them, and how concerns are raised and dealt with. It applies to all of our employees and job applicants, and to how we expect our people to behave towards customers, clients, suppliers, contractors and anyone else they meet through their work.

Where it applies

Our standards apply in the workplace and in any work-related setting, including business trips, training, conferences and work-related social events. They also apply online and in electronic communications, such as email, messaging, social media, and telephone and video calls, including when people work from home.

They also apply to third parties, such as customers, clients, suppliers, contractors, trainers and agents. We expect them to treat our people with the same respect, and we will take action if they do not.

What we mean

Bullying. Offensive, intimidating, malicious or insulting behaviour, or an abuse or misuse of power, that makes someone feel vulnerable, humiliated, undermined or threatened. Examples include spreading malicious rumours, constantly putting someone down, deliberately excluding them, or setting unreasonable workloads and deadlines. Bullying can also be directed at someone in a more senior position. Reasonable management instructions and fair, constructive feedback are not bullying.

Harassment. Unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity, or of creating an intimidating, hostile, degrading, humiliating or offensive environment for them. It may be related to a protected characteristic such as age, disability, sex, sexual orientation, gender reassignment, race, or religion or belief. Even a single incident can amount to harassment, and someone can be harassed even if they were not the intended target.

Sexual harassment. Unwanted conduct of a sexual nature that has the same purpose or effect. Examples include unwelcome sexual advances, sexual comments or jokes, sharing sexual or pornographic material, and unwanted physical contact.

Preventing sexual harassment

We have a legal duty to take all reasonable steps to prevent the sexual harassment of our employees in the course of their employment, including by third parties such as customers, clients, suppliers and visitors. To meet this duty, we:

- assess the risk of sexual harassment, including from third parties, and review that assessment regularly;
- take reasonable action to reduce the risks we identify;
- make sure our employees and managers know our policy and receive regular training on it;
- make it easy for people to raise concerns, and treat every concern seriously, promptly and confidentially; and
- protect anyone who raises a concern, or supports someone else's, from victimisation.

Raising a concern

Employees can raise a concern informally, with the person concerned, their line manager, our Human Resources team or one of our Mental Health First Aiders. If informal steps are not appropriate or do not resolve the matter, they can make a formal complaint in writing to their line manager or to Human Resources.

Customers, clients, suppliers, contractors and other third parties who experience or witness behaviour that concerns them can raise it with their usual team.blue contact, who will pass it to our Human Resources team.

How we deal with concerns

Every concern is taken seriously and dealt with promptly, fairly, impartially and confidentially. Formal complaints are looked into by an investigation team made up of people who are not involved in the matter. Everyone involved has the opportunity to be heard and to be accompanied at meetings. The people involved are told the outcome in writing, and can appeal.

No one will be treated unfairly for raising a concern, or for taking part in an investigation, in good faith. Victimising someone for doing so is itself a disciplinary matter.

Outcomes

Where bullying or harassment is found to have happened, we take prompt and appropriate action. For employees, this can include disciplinary action up to and including dismissal. Where the person responsible is a third party, we will decide what action is appropriate, which may include suspending services or contracts, or excluding them from our premises.

We review this statement regularly. Employees can ask Human Resources for our full internal policy and procedure.