

# Respect at Work



**Bank of  
Ireland**



## 1. Policy Statement

At Bank of Ireland, our purpose is to enable our customers, colleagues and communities to thrive. We are committed to creating a culture and work environment that is free of bullying, harassment or any inappropriate behaviour and where all colleagues' right to dignity at work is respected.

Each and every colleague has a right to work in an environment in which they feel safe, respected and which enables and supports them in bringing their true self to work.

This Policy is intended to promote respect and dignity in the workplace and build awareness of what is expected of all colleagues and the behaviours that are not acceptable. The Policy and Procedure documentation clearly outline the process for colleagues who may feel they are encountering inappropriate behaviour in order that matters can be resolved quickly, effectively, and informally where possible.

All colleagues have an obligation to treat fellow colleagues, customers and other third parties with dignity and respect at all times, and to report any incidents of inappropriate behaviour as soon as possible after it occurs to an appropriate manager.

## 2. Scope

This Policy applies to all colleagues, contractors, customers, suppliers and visitors in the workplace. The Policy applies to all work related events, including social events, business trips and other work related activities, whether they take place on the Bank's premises or not, and whether they take place during normal or outside working hours.

This policy does not form part of a colleague's contract of employment and the Bank may amend it at any time.

## 3. Risks

- ▶ The risk of the Bank failing to protect colleagues from bullying, harassment and sexual harassment.
- ▶ The risk of the Bank failing to protect colleagues from behaviours inconsistent with our purpose and values.
- ▶ The risk of the Bank failing in its obligations under Health and Safety legislation and equality legislation.

## 4. Minimum Standards

- ▶ All colleagues to be made aware of Respect at Work Policy and Procedures.
- ▶ All cases to be treated in line with the Respect at Work Policy and Procedures.
- ▶ The Bank has a duty to protect all colleagues and may pursue a matter independently if, in all the circumstances, the Bank considers it.

# 5. Roles and Responsibilities

## 5.1 1<sup>st</sup> Lines of Defence

### a) All Colleagues

All colleagues have a responsibility to help maintain a working environment in which the dignity of all individuals is respected. Colleagues must comply with this policy and the associated procedures. They should also;

- ▶ Treat their fellow colleagues, contractors, customers, suppliers and visitors in the workplace with dignity and respect at all times
- ▶ Discourage bullying and harassment by respectfully challenging inappropriate behaviours at the earliest opportunity.
- ▶ Cooperate fully with any Procedure initiated under this Policy in a timely manner.
- ▶ Maintain confidentiality where appropriate.
- ▶ Not victimise colleagues who assert their rights under this Policy.

### b) People Management

People managers and leaders have a particular responsibility to build a culture of respect in their teams, ensure that sexual harassment, harassment and/or bullying do not occur and that any complaints are addressed speedily and appropriately. They should also;

- ▶ Role Model appropriate behaviours by treating all colleagues or other persons in the workplace with courtesy and respect.
- ▶ Promote the Policy among their teams.
- ▶ Be vigilant for signs of harassment, bullying or sexual harassment, respectfully challenge if necessary and take action before a problem escalates.
- ▶ Respond sensitively to a colleague who makes a complaint.
- ▶ Understand the process, and ensure that the Procedures are explained, understood and followed, if a complaint is made.
- ▶ Ensure that a colleague making a complaint is not victimised for doing so.
- ▶ Ensure that those who participate in an investigation, (witnesses, complainant, respondent) are not victimised for doing so.

- ▶ Monitor and follow up the situation after a complaint is made so that the inappropriate behaviour, if it occurred, does not re-occur.
- ▶ Facilitate local resolution between parties as appropriate.
- ▶ Maintain confidentiality when appropriate.

### **c) Designated Support Colleague**

- ▶ The role of the designated support colleague is to provide emotional support to any colleague who feels that they are being subjected to bullying or harassment or against whom a complaint of bullying or harassment has been made.
- ▶ The designated support colleague will safeguard the confidentiality and sensitivity of the process while offering, non-judgmental support. The designated support colleague may not act as an advocate or representative on behalf of the person they are supporting and does not advise on what action the individual should take.
- ▶ The aim of the designated support colleague is to help the colleague to clarify what they are experiencing and to empower the colleague to decide what course of action, if any, they may wish to take. A designated support colleague may not approach the alleged perpetrator/ complainant on behalf of the colleague they are supporting.
- ▶ The designated support colleague will treat all discussions confidentially. If there is a danger to the health and safety of a colleague the Employee Relations team should be contacted so that appropriate professional assistance can be sought.

## 5.2 Second Lines of Defence

### d) People Services

- ▶ Assisting Business Units by providing advice and guidance on minimum standards,
- ▶ Ensure Respect at Work Policy is reviewed on an annual basis.

### e) Group HR Risk

- ▶ Accountable for provision of oversight and challenge of the application of this Policy and regulatory and compliance risk oversight and assurance for the Group;
- ▶ Assisting Business Units by providing advice and guidance on best industry standards.

## 5.3 Third Line of Defence

### f) Group Internal Audit

- ▶ Group Internal Audit (GIA) provides independent, reasonable assurance to key stakeholders on the effectiveness of the Group's risk management and internal control framework;
- ▶ GIA carries out risk based assignments covering Group businesses and functions (including outsourcing providers -subject to the right to audit), with ratings assigned as appropriate.
- ▶ Findings are communicated to senior management and other
- ▶ key stakeholders, with remediation plans monitored for progress against agreed completion dates.

## 6. Review

- ▶ Employee Relations shall monitor the effectiveness of this Policy and review its design and implementation on an annual basis.
- ▶ Records documenting the adoption of the Policy and any changes thereto will be maintained by Employee Relations.

Bank of Ireland is regulated by the Central Bank of Ireland.

