



January 2023

# ANTI-BULLYING & HARASSMENT POLICY

# CONTENTS

INTRODUCTION.....	3
SCOPE.....	4
STANDARDS.....	5
GUIDELINES.....	8
RELATED READING / USEFUL INFORMATION .....	9
ROLES & RESPONSIBILITIES .....	10
OWNERSHIP & GOVERNANCE.....	12
APPENDIX.....	13

# INTRODUCTION

**Everyone working in AIB has the right to be treated with dignity and respect. We believe in providing a workplace that supports our people to be at their best and make a positive contribution to what we do.**

# SCOPE

## Who is this policy for?

- All those working either in or for AIB including employees, contractors and third party providers, working within either the UK or RoI.
- This policy forms part of our Code of Conduct framework.
- This policy relates to any unwelcome behaviour, regardless of where it happens, be it in the workplace or at any work-related event such as meetings, conferences, training or work-related social events organised by the bank, whether held at your place of work or off-site.

## What is Bullying?

It is repeated inappropriate behaviour either direct or indirect, whether verbal, physical or other. It can be conducted by one or more persons against another or others and can be face-to-face, in writing, through visual / virtual images, over the phone, through digital means or a social media channel. It can occur at the place of work and/or in the course of employment. An isolated incident is not considered bullying. Legitimate, constructive and fair criticism and corrections of performance or behaviour at work by management is not bullying as long as you are treated with dignity and respect.

### EXAMPLES OF BULLYING BEHAVIOUR

- ✓ Humiliation
- ✓ Intimidation
- ✓ Victimisation
- ✓ Exclusion and isolation
- ✓ Intrusion through pestering, spying or stalking service events
- ✓ Setting unreasonable assignments or duties which are obviously unfavourable to individual(s)
- ✓ Setting impossible deadlines or impossible tasks.
- ✓ Spreading malicious rumours
- ✓ Picking on or regularly undermining someone

*This list is not exhaustive*

### EXAMPLES OF NON-BULLYING BEHAVIOUR:

- ✗ Expressing differences of opinion strongly
- ✗ Offering constructive feedback, guidance, or advice about work-related behaviour which is not of itself welcome
- ✗ Ordinary performance management
- ✗ Reasonable corrective action taken by an employer or supervisor relating to the management and direction of employees (for example managing a worker's performance, taking reasonable disciplinary actions, or assigning work)
- ✗ Workplace conflict where people disagree or disregard the other's point of view

*This list is not exhaustive*

## What is harassment?

- Harassment and sexual harassment includes any form of unwelcome / unwanted behaviour that causes you distress, disruption, offence, is hostile, or humiliating, or violates your dignity. Harassment is any form of behaviour which is unwelcome or unwanted such as:
- Unwanted physical conduct or invasion of your personal space
- Unwanted verbal conduct
- Unwanted non-verbal conduct
- Sexual harassment
- Unwelcome sexual advances – touching, display of offensive materials, asking for sexual favours, making decisions on the basis of sexual advances being accepted or rejected
- Victimisation

(a single such incident can be construed as harassment)

Harassment is not necessarily face-to-face, it can occur in writing, through visual / virtual images, over the phone, through digital means or via a social media channel. This policy covers harassment based on any of the following characteristics: gender, age, civil status, family status, sexual orientation, disability, race, religion or beliefs, membership of the traveller community, gender reassignment / sex, and membership of a trade union. It applies even if the person does not actually possess any of these characteristics.

(This list includes the grounds of discrimination and characteristics as defined in both the Irish and UK Equality Acts)

**Note:** A bullying and harassment complaint differs from a grievance complaint in that grievances are about rights/entitlements whereas bullying/harassment complaints are about “unwelcome behaviour”.

# STANDARDS

---

## RAISING OF CONCERNS

We are all responsible for making sure that we have a work environment free from bullying and harassment. It is important not to ignore any such issues that concern you and to speak to a member of management immediately.

## FORMAL PROCEDURES

If the complaint remains unresolved, the formal procedures should be invoked (see supporting information for formal procedural information).

---

## **INFORMAL PROCEDURES**

Complaints of bullying/harassment can be raised informally in the first instance.

Initial Informal Process: Where possible, speak with the alleged wrongdoer and ask them to stop. The Workforce Performance team in HR is available to support you with these conversations.

Secondary Informal Process: If the Initial Informal Process is not appropriate or the problem persists then you can raise the issue to your own or any people leader and / or the Workforce Performance team. The matter will then be looked into with the intent of resolving the issue informally.

## **CONFIDENTIALITY**

In as far as possible, all allegations, discussions and investigations will be treated in the strictest of confidence and on a need to know basis only.

All parties involved in an investigation must maintain absolute confidentiality.

## **THE INVESTIGATION**

The Bank will investigate reports thoroughly, objectively and with sensitivity and take appropriate action on a timely basis.

## **CO-OPERATING WITH AN INVESTIGATION**

Anyone involved in an investigation, e.g. complainant, alleged wrongdoer, or witness, is expected to co-operate with the investigation.

In the interests of fairness to all those involved, the alleged wrongdoer will be made aware of any complaints made against them. They can expect to be treated with fairness, sensitivity and respecting the need for confidentiality with all parties concerned.

## **RIGHT TO REPRESENTATION**

Anyone involved in an investigation has the right to be accompanied or represented at any meeting / discussion by an employee representative (i.e. a work colleague or a recognised Trade Union representative).

If your representative is unable to attend a hearing, a postponement of up to five days will be allowed so your representative can be present. Where this is not possible you must be represented at the re-arranged hearing by an alternative work colleague or Union representative.

## **MEDIATION**

Mediation can be employed at any stage of the informal or formal process and may be encouraged by the Bank if it will support you in reaching a resolution.

**WHAT IS MEDIATION**

It is a facilitated process where issues are communicated and negotiated. The goal is to reach a mutually acceptable solution. If mediation is used then the Bullying/Harassment procedures are suspended for the duration of the mediation process (if mediation doesn't work, then the aggrieved party can re-start the bullying/harassment procedures)

**IF COMPLAINT IS PROVEN**

Proven complaints of bullying or harassment may be grounds for termination of contracts, suspension of services, exclusion from a premises, the imposition of other sanctions or disciplinary action up to and including dismissal as appropriate.

**ADDRESSING OF FALSE ACCUSATIONS**

Any individual found to have made a knowingly false allegation of bullying/harassment, or any individual who knowingly supports a false claim, including witnesses, may be subject to disciplinary action up to and including dismissal.

**BULLYING BY OTHERS SUCH AS NON-EMPLOYEES**

Bullying by clients, customers and business contacts will not be tolerated and may lead to sanctions such as termination of contracts, suspension of services, or exclusion from Bank premises.

**RAISING OF COMPLAINTS**

Bullying Complaints should be raised as quickly as possible and must be raised within 6 months of incidents taking place. In exceptional circumstances a 12 month time limit may apply, subject to the discretion of the Head of HR Business Partners.

**YOUR RIGHTS**

The statutory rights of all involved in this process will remain unaffected.

**RECORD KEEPING**

Informal complaints will be held by the relevant People Leader in line with data protection regulation requirements. Any such records should be held securely to ensure the confidentiality of all those involved.

For formal complaints any such records will be held by the Workforce Performance Team (WFP) within HR in line with data protection regulation requirements. Any such records will be held securely to ensure the confidentiality of all those involved.

---

# GUIDELINES

---

- If you can, you should speak to the person responsible in the first instance.
- If you are not comfortable speaking directly to the alleged wrongdoer then you can talk to either your People Leader (or any other People Leader) or the [Workforce Performance Team](#) in HR for advice.
- The People Leader investigating the case may contact the [Workforce Performance Team](#) in HR for advice and support at any time.
- The process for raising a complaint both informally and formally are detailed in the supporting information.
- AIB makes continuous improvements to this policy and supporting process based on learnings and insight gained through the reporting and management of any complaints of bullying and harassment.
- Anyone involved in an investigation can seek advice on a confidential basis from the [Workforce Performance Team](#) in HR or from their Trade Union Representative.
- Both the complainant and alleged wrongdoer have the right to appeal. It is important to note that appeals are not a re-hearing of the original complaint. An appeal should be used to review any issues you may have in respect of how the original investigation was conducted or any course of action determined by AIB resulting from the investigation and its findings.
- Our EAP phone line can give you free, independent emotional support at any time, on a confidential basis, Please contact:
  - In ROI the number is FREEPHONE 1800 200 314
  - In UK the number is 0800 243 458
  - From outside the UK the number is +44 (0) 20 8987 6550
  - Email: [assistance@workplaceoptions.com](mailto:assistance@workplaceoptions.com)
  - Website: [www.workplaceoptions.com](http://www.workplaceoptions.com)



# RELATED READING / USEFUL INFORMATION

---

<b>WFP TEAM INFORMATION</b>	Workforce Performance Team contact information: workforce.performance@aib.ie or Ext 26640
<b>PROCEDURAL INFORMATION</b>	<a href="#">Bullying and harassment complaint procedures</a>
<b>BULLYING AND HARASSMENT APPEALS FORM</b>	See Appendix
<b>BULLYING AND HARASSMENT COMPLAINT FORM</b>	See Appendix
<b>CODE OF CONDUCT</b>	<a href="#">Code of Conduct</a>

# ROLES & RESPONSIBILITIES

---

## **HR POLICY, as owner of this Policy will:**

- Review this policy regularly, in consultation with stakeholders, to ensure it addresses regulatory, legislative, business, management and best practice requirements.

## **EMPLOYMENT LAW TEAM, as employment law experts will:**

- Support HR in the development of policy material.
- Advise HR on the relevant regulation and legislation to be addressed in the policy.
- Act as advisor to HR in the drafting, revisions and interpretation of legislative obligations and its applicability to the policy.
- Act as advisor to HR in regard to queries on cases and scenarios, in determining if they meet legislative requirements.

## **PEOPLE LEADERS, as first line of defence will:**

All of us in positions of authority have a particular responsibility to ensure that bullying and/or harassment does not happen and that complaints are addressed speedily. This includes:

- provide good example by treating all in the place of work with courtesy and respect;
- promote awareness of the policy and complaints procedures;
- be vigilant for signs of bullying at work through observation and through seeking employee feedback, and take action before a problem escalates;
- deal sensitively with employees involved in a bullying complaint whether as complainant or alleged wrongdoer;
- explain the procedures to be followed if a complaint of bullying at work is made;
- ensure that an employee making a complaint is not victimised for doing so;
- monitor and follow up the situation after a complaint is made so that it does not recur ([See supporting information for more details](#)).

## **WORKFORCE PERFORMANCE TEAM (WFP), as business support will:**

As the subject matter experts within HR, WFP will supply independent support by:

- providing support and advice to people leaders, alleged wrongdoer and employees;
- promoting both the informal and formal complaints procedures; and
- listening and offering guidance on options in line with company policy and procedures, all on a strictly confidential basis. This support is available to all those involved in a bullying or harassment complaint.

## **RISK, as second line of defence will:**

- Carry out risk-based monitoring reviews of the implementation of the policy as required.
- Provide ongoing advisory support to HR Policy on any potential People Risk, Financial Risk or any other risk implications associated with this policy.

- Undertake independent monitoring reviews of management adherence at business level, on a risk prioritised basis.

#### **AUDIT, as third line of defence will:**

- Carry out audits of the policy and its implementation from time to time and provide independent assurance to the Audit Committee of the Board on the effectiveness of this policy.

#### **EMPLOYEES**

As employees we should all contribute to achieving an environment free of bullying or harassment and we should report any incidents on a timely basis. This could also include co-operating with preventive measures introduced by AIB, and also through Trade Union strategies to eliminate or avoid bullying at work. [See our Code of Conduct for supporting information.](#)

#### **COMPLAINANT**

If you are bullied or harassed, it is important that you note the details of the incidents, including noting any witnesses who may have been present, and that you report any incidents quickly.

#### **ALLEGED WRONGDOER**

If someone speaks to you and indicates that they feel that your behaviour is inappropriate, you should listen to what is being said. Consider it calmly and if applicable change your behaviour (see supporting information for more details).

#### **WITNESS**

If you are identified as a witness to a complaint you may be asked to provide a statement and participate in an investigation. No information will be kept on file regarding your participation in the case.

#### **TRADE UNIONS**

AIB participates constructively in dialogue with Trade Unions recognised by AIB. As such, we would work with them to prevent bullying in the workplace. They contribute to the development and implementation of this policy and procedure, through their information and training services, and through the collective bargaining process. Trade Unions may also play a role in providing information, advice and representation to employees who have been bullied at work, and to employees against whom allegations of bullying at work have been made.

#### **NON-EMPLOYEES**

Confirmed or suspected bullying or harassment at work by non-employees such as clients, customers and business contacts is not tolerated and may lead to termination of contracts or suspension of services, or to exclusion from a premises, or the imposition of other sanctions, as appropriate.

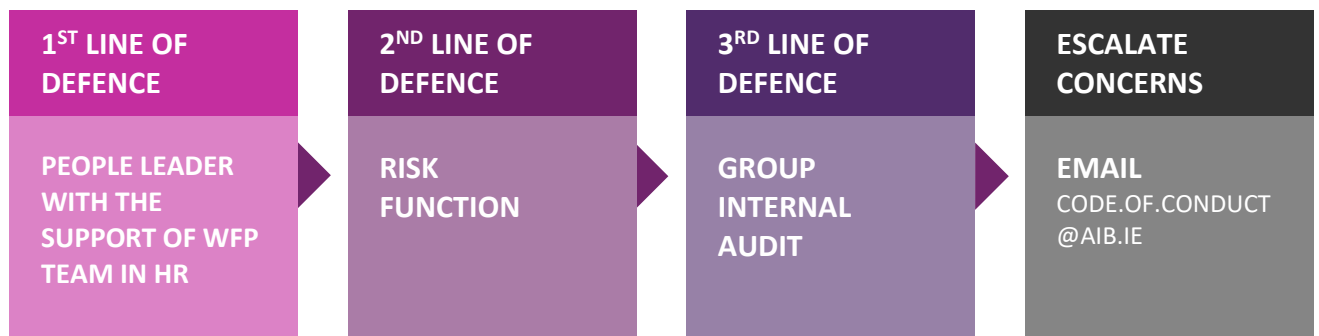
# OWNERSHIP & GOVERNANCE

---

This policy is designed to comply with the applicable laws and code of practices in all the jurisdictions in which AIB operates.<sup>1</sup>

The 3 Lines of Defence Model is used to monitor and govern compliance with this policy. Where there are concerns about suspected abuse of this policy, the Code of Conduct can be used to report concerns.

All policy breaches should be reported to your People Leader or escalated to the Workforce Performance team within HR.



**Policy implementation date:** 12.03.2015

**Last Review date:** 01.05.2022

**Last updated with changes:** 09.01.2023

**Policy is reviewed:** Every 3 years unless changes required by legislation, regulation or the business in the interim.

**Policy owned by:** Ciara Ryan, Head of Group Accountability & Performance

**ExCo Policy Sponsor:** Geraldine Casey, Chief People Officer

**Approval Authority for Material Changes:** HRSMT

---

<sup>1</sup> This policy replaces any previous policies addressing bullying and harassment and complies with all codes, legislation and regulations in all the jurisdictions in which we operate.

# APPENDIX

**Appendix 1:** Bullying and Harassment Appeal Form

**Appendix 2:** Notification of a Formal Complaint under Anti-Bullying & Harassment Policy

# Appendix 1: Bullying and Harassment Appeal Form

Your Name:
Your Address:
Your Work/Personal Phone No:
Your Work/Personal E-mail:

Please supply the identity of the investigator of your original complaint.

Investigator's Name:
----------------------

Please supply the identity of the complainant and respondent in the original investigation.

Complainant's Name:
Respondent's Name:

If appeal is being lodged on an Appellant's behalf, please provide details of the Representative concerned below:

Representative's Name:	Phone No
Representative's Address:	Fax/E-mail

**Important: Please note that this is an internal AIB Group document only. It is used internally for staff appealing a Bullying and Harassment complaint outcome. Please return to the Workforce Performance team in HR within 5 working days, following the outcome of the formal process.**

Appeal Details:

Appeals are not a re-hearing of the original complaint. An appeal should be used to review any issues you may have in respect of how the original investigation was conducted or any course of action determined by AIB resulting from the investigation and its findings.
Brief rationale for appeal:

Continued on next page -

**Signature of Appellant:**

**Date:**

**If additional material is being submitted with this complaint, please list below:**

**Important: Please note that this is an internal AIB Group document only.  
It is used internally for staff making a formal complaint under its Anti-Bullying and Harassment Policy,  
please return to the workforce performance team in HR.**

## Appendix 2: Notification of a Formal Complaint under AIB's Anti-Bullying and Harassment Policy

<b>Your Name:</b>	<b>Type of Bullying/Harassment complained of (Please circle number)</b>
<b>Your Address:</b>	<ol style="list-style-type: none"> <li>1. Humiliation;</li> <li>2. Intimidation;</li> <li>3. Verbal or physical abuse, including threats;</li> <li>4. Victimisation;</li> <li>5. Exclusion and isolation;</li> <li>6. Intrusion through pestering, spying or stalking;</li> <li>7. Setting unreasonable assignments or duties which are obviously unfavourable to individual(s);</li> <li>8. Setting impossible deadlines or impossible tasks;</li> <li>9. Unwanted physical contact</li> <li>10. Unwanted verbal contact</li> <li>11. Unwanted non-verbal contact</li> <li>12. Sexual harassment</li> <li>13. Through Social Media / online activity</li> <li>14. Other</li> </ol>
<b>Your Work/Personal Phone No:</b>	
<b>Your Work/Personal E-mail:</b>	

**Identity of alleged wrongdoer**

<b>Name:</b>
<b>Workplace Location / Address:</b>

**Is the Alleged Wrongdoer an AIB Employee?**

<b>Yes</b>	
<b>No</b>	

**If an Informal Investigation has taken place, then please supply the identity of the informal investigator:**

<b>People Leader's Name :</b>
<b>People Leader's Phone Number and Address:</b>

**If complaint is being lodged on a Complainant's behalf, please provide details of the Representative concerned below:**

<b>Representative's Name:</b>	<b>Phone No</b>
<b>Representative's Address:</b>	<b>Fax/E-mail</b>

**Important: Please note that this is an internal AIB Group document only. It is used internally for staff making a formal complaint under its Anti-Bullying and Harassment Policy, please return to the Workforce Performance team in HR within 10 working days, following the outcome of the informal process.**

**Case Details:**

<b>Date of first occurrence of conduct complained of:</b>
<b>Date of most recent occurrence of conduct complained of:</b>
<b>Place where conduct complained of occurred:</b>



**Brief Complaint Details:**

**Names of witnesses to the conduct complained of:**

**Redress**

**Redress sought, including details of any informal investigations:**

**Signature of Complainant:**

**Date:**

**If additional material is being submitted with this complaint, please list below:**

**Important: Please note that this is an internal AIB Group document only.  
It is used internally for staff making a formal complaint under its Anti-Bullying and Harassment Policy,  
please return to the Workforce Performance team in HR.**

Allied Irish Banks, p.l.c. is an authorised agent and servicer of AIB Mortgage Bank in relation to origination and servicing of mortgage loans. AIB Mortgage Bank – Registered office: 10 Molesworth Street, Dublin 2 and is registered in Ireland No 404926.

AIB Mortgage Bank is a wholly owned subsidiary of Allied Irish Banks, p.l.c. AIB Mortgage Bank is regulated by the Central Bank of Ireland.

Allied Irish Banks, p.l.c. Registered office: 10 Molesworth Street, Dublin 2. Registered in Ireland No 24173. Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland.

Directors' names and particulars are available at the company's registered offices and on the AIB Group website.