POLICY COVERSHEET

This policy does not form part of the employment contract. Dyslexia Ireland may amend this policy from time to time at our sole discretion. Dyslexia Ireland may also vary the policy, as appropriate in any case.

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Dignity and Respect at Work Policy

Dyslexia Ireland is an equal opportunities employer committed to implementing and promoting measures to protect the dignity of employees and to encourage respect for others at work. All employees have the right to be treated with dignity and respect at work. This policy has been developed to ensure that we continue to operate in a work environment free from discrimination, harassment (including sexual harassment), bullying and disrespectful behaviour and which is aimed at providing a high quality service in an atmosphere of respect, collaboration, openness, safety and equality.

Dyslexia Ireland will not tolerate discrimination, harassment, bullying or disrespectful behaviour by employees, volunteers, board members, contractors or third parties (such as visitors, clients, service users, participants, suppliers or other organisation contacts) for any reason. Our policies and procedures will strive to prevent discrimination, bullying, harassment and disrespectful behaviour at work.

Dyslexia Ireland recognises that responsibilities are owed by and to third parties coming into the working environment. Where appropriate, Dyslexia Ireland will bring this policy to their attention.

We recognise that the issue of whether discrimination, harassment, bullying or disrespectful behaviour has occurred requires a factual investigation based on all the evidence received. Dyslexia Ireland also recognises that false accusations can have serious effects on the accused. Those accused of discrimination, harassment, bullying or disrespectful behaviour will be afforded natural justice and treated with fairness, sensitivity and with respect for the need for confidentiality in so far as is practicable.

Complaints or allegations of discrimination, harassment, bullying or disrespectful behaviour will be treated seriously, and investigated quickly, confidentially and sensitively by Dyslexia Ireland.

The risk of bullying, harassment and sexual harassment in the workplace has been assessed and preventive measures included, where necessary, in the organisation's Health and Safety Statement.

Your Responsibilities

You have a personal responsibility to respect the dignity of others in the workplace and to create and contribute to the maintenance of a work environment free from discrimination, bullying, harassment, and disrespectful behaviour or from conduct likely to contribute to discrimination, bullying, harassment, or disrespectful behaviour . You can do this through your awareness and sensitivity towards others, by ensuring that standards of conduct for yourself and your colleagues do not cause discrimination or offence and through co-operating with management to eliminate such forms of behaviour in the workplace.

Managers' Responsibilities

All managers, workplace representatives and others in charge of groups of staff are responsible for ensuring that discrimination, harassment, bullying and disrespectful

behaviour do not occur in their work areas and that any complaints of such behaviour are taken seriously and addressed promptly. In particular, managers must ensure that:

- They fully understand this policy and promote awareness of this policy and the complaint procedures.
- They provide a good example by treating all in the place of work with courtesy and respect.
- Their work environment is free of visual discrimination, harassment, bullying and disrespectful behaviour.
- They are alert to signs of discrimination, harassment, bullying and disrespectful behaviour in their work area through observation and through seeking employee feedback and deal with any issue immediately before the problem escalates, whether or not it is brought formally to their attention.
- They are supportive of individuals who state that they have been subject to discrimination, harassment, bullying and disrespectful behaviour, explain the procedures to be followed, respond sensitively and ensure that an employee making a complaint is not victimised for doing so.
- Those who participate in an investigation, for example, as a witness, are not victimised for doing so.
- An alleged perpetrator is treated fairly.
- They maintain confidentiality relating to all aspects of each case.
- They monitor and follow up the situation after a complaint is made so that the behaviour does not recur.

What is Discrimination, Bullying, Harassment and Sexual Harassment?

- This section contains the definitions of discrimination, bullying, harassment and sexual harassment as set out in the Employment Equality Acts 1998-2021 (the "Act") and the following Codes of Practice:
    - The Health and Safety Authority and Workplace Relations Commission's Code of Practice for Employers and Employees on the Prevention and Resolution of Bullying at Work.
    - The Employment Equality Act 1998 (Code of Practice) (Harassment) Order 2012 (S.I. No. 208/2012); and
    - The Irish Human Rights and Equality Commission's Code of Practice on Sexual Harassment and Harassment at Work.

DISCRIMINATION

Direct Discrimination occurs where a person from a protected group is treated less favourably on grounds of a protected characteristic, for example because of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community.

Indirect Discrimination occurs where an apparently neutral provision, criterion or practice is applied equally to all groups of people but has a disproportionately adverse effect on the members of one particular protected group, as compared with others, which cannot be objectively justified.

BULLYING

What is Workplace Bullying?
Workplace bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work.

An isolated incident of the behaviour described in this definition may be an affront to dignity at work but as a once off incident is not considered to be bullying.

A key characteristic of bullying is that it usually takes place over a period of time. It is regular and repeated inappropriate behaviour which is specifically targeted at one employee or a group of employees. It may be perpetrated by someone in a position of authority, by employees against a manager, by employees in the same grade as the recipient or by third parties such as clients, service users, participants and other organisation contacts.

What Bullying is Not?
The following do not constitute bullying:

- An isolated incident of inappropriate behaviour may be an affront to dignity at work but, as a once-off incident, is not considered to be bullying.
- Fair and constructive criticism of an employee's performance, conduct or attendance.
- Reasonable and essential discipline arising from the good management of the performance of an employee at work.
- Actions taken which can be justified as regards the safety, health and welfare of the employees.
- Legitimate management responses to crisis situations which require immediate action.
- Complaints relating to instructions issued by a manager, assignment of duties, terms and conditions of employment or other matters which are appropriate for referral under the normal grievance procedure.
- Expressing differences of opinion strongly or workplace conflict where people disagree with or disregard the others' point of view.

Examples of Bullying
The following are some examples of the type of behaviour which may constitute bullying. These examples are illustrative but not exhaustive:

- Constant humiliation, ridicule, belittling efforts – often in front of others.
- Verbal abuse or insults, including shouting, use of obscene or aggressive language and spreading malicious rumours, gossip or innuendo.
- Showing hostility through sustained unfriendly contact or exclusion.
- Inappropriate overruling of a person's authority, reducing a job to routine tasks well below the person's skills and capabilities without prior discussion or explanation.
- Excessive monitoring of work and or persistently and inappropriately finding fault with a person's work and using this as an excuse to humiliate the person rather than trying to improve performance.

- Constantly picking on a person or blaming them when things go wrong even when they are not responsible or it is beyond their control.
- Being treated less favourably than colleagues in similar roles.
- Withholding information necessary for proper performance of a person's job.
- Repeatedly manipulating a person's job content and targets.
- Intrusion – pestering, spying or stalking.
- Intimidation and or aggressive interactions.
- Other menacing behaviour.

HARASSMENT

What is Harassment?
Harassment (other than sexual harassment) is any form of unwanted conduct related to any of the discriminatory grounds covered by the Act. These grounds are:

- gender
- civil status
- family status
- sexual orientation
- religion
- age
- disability
- race
- membership of the traveller community

Harassment is defined in the Act as any form of unwanted conduct related to any of these discriminatory grounds which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.

The unwanted conduct may include acts, requests, spoken words, gestures or the production, display or circulation of written words, pictures or other material.

Harassment is inappropriate behaviour based on the relevant characteristic(s) of the employee such as race, religion, age or any of the other grounds covered by the Act. Inappropriate behaviour that is not linked to one of the nine discriminatory grounds, although still not tolerated by Dyslexia Ireland, is not covered by this definition.

Harassment may be targeted at one employee or a group of employees and behaviour may constitute harassment of an employee even though it is not directed specifically at that employee. Harassment may consist of a single incident or repeated inappropriate behaviour.

The following are examples of inappropriate behaviour which may constitute harassment. These examples of harassment are illustrative but not exhaustive:

- Verbal harassment, for example jokes, derogatory comments, ridicule or song.

- Written harassment, for example graffiti, text messages, e-mails, notices, social media or internet posts.
- Physical harassment, for example jostling, shoving or any form of assault.
- Intimidatory harassment, for example gestures, postures or threatening poses.
- Visual displays, for example posters, emblems or badges.
- Excessive monitoring of work.
- Persistent negative body language.
- Ostracising a person, isolation or exclusion from social activities.
- Unreasonably changing a person's job content or targets.

What is Sexual Harassment?
Sexual harassment is any form of unwanted verbal, non-verbal or physical conduct of a sexual nature which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.

The unwanted conduct may include acts, requests, spoken words, gestures or the production, display or circulation of written words, pictures or other material.

Sexual harassment may consist of a single incident or repeated inappropriate behaviour. It may be targeted at one employee or a group of employees and behaviour may constitute sexual harassment of an employee even though it is not directed specifically at that employee.

The following are some examples of inappropriate behaviour which may constitute sexual harassment. These examples are illustrative but not exhaustive:

- Physical conduct of a sexual nature, for example unwanted physical contact such as unnecessary touching, patting or pinching or brushing against another employee's body, assault and coercive sexual intercourse.
- Verbal conduct of a sexual nature, for example unwelcome sexual advances, propositions or pressure for sexual activity, continued suggestions for social activity outside the workplace after it has been made clear that such suggestions are unwelcome, unwanted and offensive flirtations, suggestive remarks, innuendos or lewd comments, derogatory comments about dress or appearance, graffiti, written materials, emails, text messages or social media posts.
- Non-verbal conduct of a sexual nature, for example the display of pornographic or sexually suggestive pictures, objects. It may also include stalking, indecent exposure, leering, whistling or making sexually suggestive gestures.
- Gender-based conduct, for example conduct that denigrates or is abusive of an employee for reasons related to their gender such as derogatory or degrading abuse or insults which are genderbased. This might include conduct that insults or degrades an employee because she is pregnant or because they are transgender.

Discrimination, bullying, harassment or sexual harassment will not be tolerated not only in the workplace but outside work where there is a work connection – for example at a conference, training or a work related social event. Bullying and harassing or discriminatory

behaviour can also take place via 'cyber or digital means' and this will not be tolerated either.
The protection of this policy also extends to where an employee is treated differently in the workplace because he/she has rejected or accepted the sexual harassment or harassment for example in relation to decisions concerning access to training, promotion or salary.

How does Sexual Harassment and Harassment differ from Friendly Workplace Banter?
It is the unwanted nature of the conduct which distinguishes sexual harassment and harassment from friendly behaviour which is mutual and welcome. It is up to each employee to decide what behaviour is unwelcome, irrespective of the attitude of others, and from whom such behaviour is unwelcome. The fact that the employee has previously tolerated the behaviour does not stop him/her from objecting to it now.

Is Motive Relevant?
The intention of the person engaging in the unwelcome behaviour is irrelevant – the effect of the behaviour on the employee concerned is what is important.

Lack of Respect
Lack of respect can be shown by direct comments, sarcasm, snide remarks, inappropriate jokes or banter directed towards a colleague. It can also arise where colleagues are ignored, overlooked, avoided or shunned without good reason and in a manner likely to be hurtful or disrespectful. Jokes or comments directed at or referring to a colleague could be thought amusing by others but could be unpleasant, uncomfortable or hurtful to that colleague. Respect should be shown to all colleagues and complaints of lack of respect will be dealt with accordingly by Dyslexia Ireland. Any employees who are found to have disrespected an employee may be subject to disciplinary action under Dyslexia Ireland's disciplinary procedure.

Reporting Discrimination, Harassment, Bullying and Disrespectful Behaviour
Discrimination, harassment, bullying and disrespectful behaviour of any form as set out in 1-4 above will not be tolerated by Dyslexia Ireland. Any employee who encounters discrimination, harassment, bullying or disrespectful behaviour of themselves or a colleague should make it known immediately, either to their line manager or the CEO (or another member of senior management) and is entitled, and encouraged, to raise the matter through the procedure set out below. Employees are encouraged to challenge and or report discrimination, harassment, bullying or disrespectful behaviour in the workplace.

Allegations of discrimination, harassment, bullying or disrespectful behaviour will be treated fairly, seriously, dealt with sensitively and confidentially and with respect for all concerned, and followed through to an appropriate resolution, where possible. Where allegations are upheld, they will be dealt with under Dyslexia Ireland's disciplinary procedure. The penalty imposed will be appropriate to the gravity of the conduct involved and could result in the dismissal of the employee against whom a complaint has been proven. In the case of third parties, where a complaint is found to be substantiated, this could lead to the suspension of contracts or services or exclusion from the premises.

All complaints will be kept confidential as far as possible and an employee will not be penalised or victimised in any way as a result of making a complaint in good faith or for acting in good faith as a witness in an investigation. Anyone found to have retaliated against or victimised someone for making a complaint or assisting in good faith with an investigation under this policy may be subject to disciplinary action up to and including dismissal under the Disciplinary Procedure.

Nothing in this policy limits the right of Dyslexia Ireland to investigate any matter which may relate to, discrimination, bullying, harassment or disrespectful behaviour in circumstances other than where a complaint has been made. All employees continue to have an obligation to cooperate with any such investigation.

Use of the complaints procedure below will not affect an employee's right to make a complaint to the Workplace Relations Commission (the "WRC") under the Employment Equality Acts 1998-2021 (in respect of discrimination, harassment or sexual harassment). Employees are encouraged to raise any complaint internally in the first instance. Complaints to the WRC must be brought within six months of the discrimination, harassment or sexual harassment occurring, or 12 months where there is reasonable cause for the delay, and these time limits will not be paused pending the outcome of any investigation under this procedure.

Dyslexia Ireland may consider whether there are any appropriate interim arrangements that can be made to facilitate the parties, where possible, pending the outcome of any investigation under this policy, for example, an alternative line management structure, change of work station, or suspension on full pay (as set out below). If any such measure is taken, this does not amount to a penalisation or sanction.

Contact Persons

The CEO will be designated as the contact person in relation to this policy (the "**Contact Person**"), and the Head of Education and Policy is the Deputy Contact Person. In the event that you have any questions about the operation of this policy or if you are not certain whether an incident or series of incidents may amount to discrimination, bullying, harassment or disrespectful behaviour under this policy, you can initially contact one of the Contact Persons for informal, confidential advice. Please note that speaking to a Contact Person is not the same as making a formal or informal complaint. The Contact Person will provide support and discuss the options open to you.

- The CEO, Rosie Bissett, is the designated Contact Person at this time and her email address is ceo@dyslexia.ie
- The Head of Education and Policy, Donald Ewing, is the designated Deputy Contact Person at this time and his email address is donaldewing@dyslexia.ie

PROGRESSING A COMPLAINT

Mediation

If both parties agree to resolve the issue by mediation and Dyslexia Ireland considers mediation appropriate, Dyslexia Ireland may arrange a mediation process. Mediation involves the parties seeking to arrive at a solution through mutual agreement. Mediation

provides a confidential opportunity for the person who feels that they have been discriminated against, bullied or harassed and the person accused of carrying out this inappropriate behaviour to discuss the matter, work through conflict or disagreement and to reach an agreement on their continuing working relationship. Mediation is conducted in private with the support of a mediator, who will act as an independent facilitator. Mediation is a valuable tool at any stage in a procedure, but particularly beneficial at the earliest possible stage.

Informal Resolution
You should not ignore a problem or potential problem. It may be appropriate in some instances to adopt an informal approach that might resolve the difficulty that has arisen with the minimum of conflict. It is recommended and advised that all informal resolution avenues as set out below should be explored and, where appropriate, exhausted before a formal process is invoked, however there may be circumstances where this would not be appropriate given the seriousness of the complaint.

Raising the matter directly with the alleged perpetrator: You may wish to explain to the person who is engaged in the conduct to which you object that what they are doing is inappropriate, unwelcome, improper or offensive, as the case may be. The person concerned may not have realised the nature or effect of what they were doing or had done. If you find it difficult or embarrassing to adopt this approach, you should pursue the matter with your manager or a Contact Person; this may be done on an informal basis if you do not wish to make a formal complaint or allegation.

Appointment of a nominated person to deal with the complaint informally: If you feel unable to raise the issue directly with the person, or if the request for the behaviour to stop is ignored, Dyslexia Ireland may nominate someone to deal with the complaint informally. Where possible, the nominated person will establish the facts, the context and then the next course of action. The person against whom the complaint has been made will be provided with details of the complaint, including specific examples and given an opportunity to respond. A method should be agreed to progress the issue to resolution so that both parties can return to a harmonious working environment, which may include steps to prevent the behaviours complained of, mediation, counselling and or monitoring of progress.

If the complaint that you have made is serious, you should be aware that your manager or a Contact Person may consider it their duty to refer the matter for an investigation if you are not prepared to proceed with a formal complaint, where for example, we believe that the welfare, health or safety of others may be at risk. In making a complaint it is helpful to record any incidents - where, when, and what took place; the names of any witnesses and copies of any written material that is relevant. If colleagues are experiencing problems, make this known also.

Formal Complaints Procedure

1. To make a formal complaint, you should inform your line manager, making it clear that you are making a formal complaint. You are encouraged to put your complaint in writing setting out the precise details on the alleged incidents. This should be

signed and dated.

2. An investigation will be undertaken as sensitively, quickly, and confidentially as possible while ensuring fairness to all parties involved. The investigation is for Dyslexia Ireland to ascertain any relevant information relating to the particular allegation(s), so that the appropriate course of action can be determined. Where appropriate, the investigation will be governed by terms of reference setting out the scope of the investigation and will be conducted without undue delay. Investigations will be carried out having due regard to employees' rights to information of complaints against them, accompaniment by a work colleague, and the facility to make statements, submissions or comments on the allegations before any decision is made. In some circumstances an employee's choice of companion may not be permitted, for example, due to a conflict of interest or where their presence may prejudice the meeting. The length of the investigation will depend on the nature of the allegations and will vary from case to case. The investigator will normally meet with the employee making the complaint, the person against whom a complaint has been made and any witnesses on an individual basis with a view to gathering the facts. The investigator will also review any relevant documents. Employees must cooperate fully and promptly in an investigation. If, having made a complaint, you wish to know at what stage the investigation rests, you may request an update from the person carrying out the investigation. You may not be entitled to all information relevant to the investigation where issues of particular sensitivity or confidentiality arise, but every effort will be made to keep those involved in the matter informed of the up-to-date position.

3. The outcome of the investigation will be conveyed in writing to the complainant, the person against whom the complaint is made, and, if appropriate, any other person with a significant involvement in the matters at issue.

4. If, following an investigation, the complaint is considered to be substantiated; consideration will be given to the appropriate course of action, for example, counselling, monitoring or taking steps under the Disciplinary Procedure. The specific details of any disciplinary action to be taken against any party are confidential and other parties are not entitled as a matter of course to receive this information as part of the outcome.

5. If the complainant, or the person against whom the complaint is made, are not satisfied with the outcome of the formal procedure, either party may submit an appeal in writing to the person designated to hear the appeal as detailed in the outcome letter. This must be within five working days of notification of the outcome. When appealing, an employee should set out in writing what aspects of the decision they are challenging and why. The appeal will be based on the specific grounds of appeal and will not be a full re-hearing. This will be the final stage of the process and the decision is final.

6. If, following investigation, a complaint is found to be untrue and reckless or malicious, the disciplinary procedure may be invoked against any person who may be found to have been untruthful or acting in a reckless or malicious way, or to have knowingly or recklessly abused Dyslexia Ireland's policy and procedures on dignity and respect. Any employee against whom a disciplinary finding is made has the right to appeal against the disciplinary decision as provided for in the disciplinary procedure.

7. In the case of an allegation being made against a member of management, Dyslexia Ireland may nominate an independent third party to investigate the complaint at its discretion. Referral to the Board of Directors may also be appropriate.

Suspension

Depending on the allegations, Dyslexia Ireland may need to suspend the alleged perpetrator from work in order to facilitate the proper holding of an investigation and any consequent disciplinary process. The period of the suspension will be for no longer than is necessary and the arrangements will be confirmed to the employee in writing.

During the period of suspension the employee may be refused access to any of Dyslexia Ireland's premises and information and communications systems and subject to such other conditions as it may impose. The employee should not contact any of Dyslexia Ireland's clients, service users, participants suppliers, contractors, volunteers or staff during any period of suspension, unless authorised to do so.

Suspension of this kind is not a disciplinary penalty and does not imply that any decision has already been made about the allegations. The employee will continue to receive full basic salary and benefits during the period of suspension.

Confidentiality

All individuals involved in the procedures referred to above including witnesses and companions will be expected to maintain absolute confidentiality, and failure to do so by any party may result in disciplinary action up to and including dismissal with or without notice in accordance with the Disciplinary Procedure. Due regard must be given to the rights of the alleged perpetrator, always bearing in mind that the complaint amounts to no more than an allegation unless and until the facts have been satisfactorily established. Employees against whom allegations are made are entitled to be advised of the party making the allegations and to be provided with full details of the allegations, save in exceptional circumstances. An investigation can usually only be conducted where an employee agrees to their identity and the facts of the allegation being disclosed to the alleged perpetrator.

Training, Monitoring and Review

Dyslexia Ireland will provide appropriate training to management, in particular those appointed under the policy, and employees, as necessary, in relation to issues of discrimination, bullying, harassment and disrespectful behaviour and in particular, the

effects of this kind of behaviour in the workplace, the application of this policy and the complaints procedure.

Dyslexia Ireland is committed to implementing this policy effectively and communicating it effectively to anyone who is potentially affected by it, including management, employees, service users, participants, clients and other organisation contacts.

Dyslexia Ireland is committed to monitoring and recording incidents of discrimination, bullying, harassment and disrespectful behaviour at work insofar as permissible under data protection law to ensure the continuous improvement in policies and procedures on anti-bullying and harassment.

This policy does not form part of your employment contract. Dyslexia Ireland may amend this policy from time to time at its sole discretion. Dyslexia Ireland may also vary the procedure, as appropriate in any case.

Dyslexia Ireland will review this policy on a regular basis in line with experience in the implementation of the policy, changes in the law, relevant case law, changes in the workplace or other developments that are relevant.

The Contact Persons will be responsible for ensuring that monitoring, training and reviews of the policy take place.