

We are committed to treating everyone within our business fairly irrespective of a protected characteristic (i.e. race, colour, ethnic or national origin, nationality, disability, marital or civil partner status, sexual orientation, pregnancy or maternity, age, religion or belief (including political opinion in Northern Ireland)), sex and gender identity. We promote fair equality of opportunity for all our employees and job applicants. We aim to create an environment in which all individuals are able to make best use of their skills, free from discrimination or harassment. We need you to support Royal Mail in this by treating each other and our customers and suppliers with dignity and respect and appreciating the differences we bring to Royal Mail.

What we expect of you

While working for Royal Mail Group it is important that you:

- Follow the standards of behaviour that are set out in Our Business Standards.
- Are courteous to each other, our customers and suppliers.
- Don't discriminate in your day-to-day activities or encourage others to do so.
- Don't harass or intimidate other employees, customers or suppliers.
- Tell your manager if you become aware of any behaviour that is unacceptable.



Disability

We will make reasonable adjustments to the workplace to support disabled employees. If you are disabled or become disabled, tell us about your condition so that we can support you as appropriate.



Want to know more?

For full details ask your manager for a copy of the Equality and fairness policy available in the Policy and Information section on PSP. If you want to raise a concern, see the Raising issues policy summary.

Types of discrimination and harassment

- **Discrimination:** can be 'direct' or 'indirect', intentional or unintentional. Direct discrimination occurs where someone is treated less favourably because of one or more of the protected characteristics. Indirect discrimination occurs where an unjustified provision, criterion or practice puts certain groups of people that share a protected characteristic at a disadvantage compared with others.
- **Favouritism:** at work this means granting opportunities solely based on factors such as personal or family relationships, or offering an advantage to someone who does not necessarily merit that treatment.

Bullying and Harassment:

- **Bullying** is intimidation that undermines the competence, effectiveness, confidence and integrity of someone. A bully misuses their power, position or knowledge to criticise, humiliate or otherwise harm someone.
- **Harassment:** unwanted conduct with the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. For example:
 - Suggestive remarks or gestures
 - Display of pictures with sexual or racial undertones
 - Demeaning or ridiculing someone
 - Inappropriate use of social media
 - Jokes and banter of a derogatory nature
 - Unwelcome touching
 - Any sexual advances

This includes behaviour that employees find offensive even if it's not directed at them specifically.

Any employee who is found to have committed an act of discrimination or harassment will be subject to conduct action, which could result in dismissal.

If you have a complaint, don't keep it to yourself

It is in everyone's interest for you to raise concerns you have about how you or someone else has been treated at work. The Stop bullying and harassment policy has full details:

- Concerns should ideally be raised with your manager first.
- You can contact the Bullying and Harassment helpline for support and advice - 0800 5874 777.
- Employees who have other complaints related to treatment at work should refer to the Grievance policy.
- Where concerns relate to other serious malpractice in the organisation, refer to the Speak up (whistleblowing) policy.

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