

Engaging with CIAT staff | A polite notice

Introduction

This notice sets out the standards of conduct expected from anyone engaging with CIAT employees, including (but not limited to) CIAT members and affiliates, contractors, individuals from external organisations and members of the public. This may be in person, via telephone, email, social media or any other communication channel.

CIAT is committed to fostering a workplace where all employees feel safe, respected, and supported, free from aggressive and abusive behaviour, such as harassment, discrimination, bullying and unwanted conduct. Any form of harassment, discrimination, aggressive and abusive behaviour, bullying or unwanted conduct towards staff will not be tolerated.

Anyone engaging with a CIAT employee is expected to:

- Treat all employees with courtesy, respect, and professionalism.
- Refrain from using language or behaviour that is abusive, threatening, discriminatory, or otherwise inappropriate.
- Follow any instructions or guidance provided by staff in a respectful manner.

Unacceptable Behaviour

Bullying, harassment, discrimination, aggressive and abusive behaviour, may be verbal, non-verbal, written or physical. It is behaviour that may cause CIAT staff to feel threatened, distressed, uncomfortable or abused and is unacceptable regardless of someone's frustration, stress or anger at a situation. Examples of such behaviour include, but are not limited to, the following:

- Unwelcome sexual advances, requests for sexual favours and other conduct of a sexual nature.
- Threatening emails, telephone calls, comments or other forms of threatening communication.
- Unwelcome comments or actions of a personal, sexual, or derogatory nature.
- Subjection to obscene or other sexually suggestive or racist comments or gestures, or other derogatory comments or gestures related to a protected characteristic.
- Jokes or pictures of a sexual, sexist or racist nature or which are otherwise derogatory in relation to a protected characteristic.
- Questions about an employee's sex life.
- The use of nicknames related to a protected characteristic.
- Physical violence or threats of physical violence
- Picking on or ridiculing an employee.
- Isolating an employee or excluding them from relevant work-related matters for any reason, including because of a protected characteristic.
- Shouting at or using abusive, threatening or degrading language.

Our response to unacceptable behaviour

If a member of CIAT staff is subjected to unacceptable behaviour we encourage them to take steps to remove themselves from the situation. If any of the steps below are taken the staff member will endeavour to tell you why, but this may not always be possible if behaviour is extremely intimidating, threatening or upsetting. The steps a CIAT member of staff may take include:

- Ending a telephone call or asking you to modify your behaviour
- Leaving a meeting (either remote or in person) or asking you to leave a meeting.
- Leaving an external venue or event or asking you to leave.
- Not responding to an email or letter
- Not responding to a comment on social media

Reports of bullying, harassment and unwanted conduct are taken very seriously by CIAT, and if the above steps are taken, staff are told to report such incidents to their Line Manager or the Chief Executive. Should such a report be received that cannot be resolved informally, it will be subject to investigation, and in some instances, may be referred to the Institute's Conduct Committee, or in cases of criminal activity, reported to the Police.