

PIER POINT

SEXUAL HARASSMENT POLICY

We are committed to ensuring that all employees know that Pier Point is a safe space and that sexual harassment and sexual violence will not be tolerated, neither towards our customers nor any of our team. We are collaborating with Shout-Up! Torbay, in conjunction with Devon Rape Crisis and Sexual Abuse Services who provide confidential, professional support to survivors of rape, sexual assault and childhood sexual abuse in Devon, to formulate our own sexual harassment policy.

Shout-Up! campaigns to make our pubs, clubs, bars and venues sexual harassment free zones. Shout-Up! Asks everyone to adopt a zero-tolerance approach to sexual harassment which will make our venue a safer place for women and men. This means that as well as reassuring customers, encouraging them to stay longer and return for future visits, all employees will know that we have a structure in place to deal with any issues that transpire whilst they are working for us, either from customers themselves, co-workers or visitors to the venue.

All current staff have completed the online Shout-Up! training, and any new team members will also be required to complete this no longer than six weeks after their probation period begins. The Shout-Up! Certificate lasts for two years and will then need to be renewed by team members still with us.

Shout-Up! Posters are displayed in the staff welfare area and the window stickers let the public know that we are a Shout-Up! certified venue. This means everyone will know that we will intervene when sexual harassment happens in our venue.

It is every individual's responsibility to act when they witness any incidences of sexual harassment either to colleagues or customers. We have two different approaches depending on whether the incident involves customers in the front of house areas, or if it is between team-members

Incidents between customers:

In the first instance they should assess what the situation is taking into account who is involved and if they are all customers and there appears to be a dynamic between them, such as if they appear to know each other and already have a relationship, if it seems to be escalating and most importantly if the attention they are receiving looks like it is unwanted.

If there is a supervisor or manager nearby or quickly accessible they should report the incident to them for them to deal with as we understand that not everyone is comfortable getting involved with conflict, but it is especially important that we act fast if the situation is escalating quickly.

Once an incident has been identified and the suitable person to intervene is in place (which could be yourself depending on the situation) they (or you) should assess what is the most appropriate course of action for this specific incidence. It could be gaining eye-contact with the victim of the harassment to see if they would like us to intervene, it could be actively approaching them and having a calm but firm word with either the victim to see how they are and if they need help being removed from the situation, or with the perpetrator that the behaviour has been noted and that it must stop immediately. The perpetrator would be reminded that we do not tolerate this behaviour in our venue and that if they persist with the unwanted attention they will be asked to leave.

If they are asked to leave they will be informed that they are no longer welcome at our venue. If the incident continues to escalate we would consider calling the police, which would in most cases be done by the supervisor or manager.

The severe incident should then be recorded as best as possible, in the bearing in mind some people may not want to disclose their personal details, but the customer should be reassured that they are safe, that we can separate them from the situation if needed and even call them a taxi if they do not have friends or family with them to take care of them.

Incidents between customers and team members:

Inappropriate behaviour from customers towards members of staff will not be tolerated. These may include but are not limited to:

- 'Catcalling', lewd remarks or explicit conversations that make the team-member feel uncomfortable
- Inappropriate physical touching including brushing up against them, cornering or blocking their path
- The creation of an unpleasant, sexually charged atmosphere either one-on-one or in a group

- Unwanted sexual teasing, jokes, remarks or questions or making sexual comments about a person's anatomy, clothing or looks

All staff members have the right to work in an environment where they do not feel uncomfortable or unsafe. If you experience first hand or witness inappropriate behaviour and cannot shut it down yourself, or do not feel comfortable doing so, immediately report the incident to a line manager who will take the appropriate steps.

The customers will be firmly told that their behaviour must stop and will not be tolerated in our venue. If they persist they will be asked to leave and told they are no longer welcome on site. If the occasion requires it, it will be reported to the police.

The team member involved will be removed from the situation at the earliest instance and will only need to return to the same workspace when they have been reassured that the situation has been dealt with appropriately either by the harassment coming to an end or the customer/s removed and that they feel safe.

Incidents between team members:

If sexual harassment occurs directly to yourself, or you witness it happening to a co-worker we would deal with this internally.

If it happens to yourself then you should report it either to your line manager or preferably directly to James, the Operations Manager, or Lorraine, the Owner, who will deal with the matter themselves by asking you to recount what you have experienced or seen and then the next course of action will be decided by them. It is worth noting that either or both of these will be advised of any reportings told to line managers and supervisors.

The subsequent course of action will most likely involve speaking to the other party involved and then following the most suitable course of action with them depending on the circumstances and severity of what has happened.

This may be a quiet word with them to flag their inappropriate behaviour and to ask them to consider the consequences of their actions and the atmosphere they have created, let them know that the situation is being monitored and that any subsequent occurrences will result in firmer action. If the sexual harassment is deemed to be of a more severe nature stronger action may be taken from the outset including an immediate written warning, removal from working alongside the victim either for a period of time or permanently, or even their dismissal. If the misconduct is of the highest level we will not hesitate to take even further

action which could include involving the police. Ultimately the safety of all staff is paramount, so all complaints will be dealt with reverence.

Supervisors and Managers:

It is your responsibility to ensure that your team feels safe, in that they can rely on you to either intervene directly with a customer or colleague that is instigating the sexual harassment and put a stop to it, or liaise on their behalf to those above you to get involved. All incidents should be reported to Lorraine and/or James so that they are aware of the situation.

If you are uncomfortable intervening yourself there is always someone else who can do this for you, it is not acceptable to avoid or try and brush something aside as this is how things can escalate if not dealt with swiftly and decisively by someone. Again, intervention at the earliest stage will yield the best results, so if in doubt, speak out.

Sexual harassment is classified by the Equality Act of 2010 as unwanted conduct of a sexual nature. This can include whistling, sexual comments or 'catcalling', as well as non-verbal acts that include looking someone up and down, making sexual gestures and asking for sexual favours.

Sexual Assault is a crime and has the following key aspects:

- Intentional touching of another person
- The touching is sexual
- The person being touched does not consent to the touching
- The person doing the touching does not reasonably believe that consent exists

Ultimately in all cases involving either team members or customers, intervention at the earliest stage is the most effective way to stamp out any sexual harassment and avoid instances of sexual assault. We are relying on all team members to be vigilant, act and react appropriately, report to the correct people to deal with the issues and above all send out the message that sexual harassment will not be tolerated in our venue.

By completing the Shout-Up! Training you should have a clearer understanding of what is not acceptable behaviour, what to look out for and when it the most suitable time to intervene, or get someone else in authority to. If you have any concerns or confusion please speak to your line manager or James or Lorraine directly who will advise you on both hypothetical and actual scenarios.

If anything happens to yourself directly or you witness something that makes you uncomfortable, DO NOT remain silent, speak out.

I confirm that I have both completed the Shout-Up! Training and understand the above.

Print name:

Signature:

Date:

Manager's signature:

Date: