# Co-op Anti Bullying, Harassment & Discrimination Policy – Suppliers

This policy applies to all contractors, sub-contractors, suppliers, agencies and agency workers and 3rd parties (together referred to as "Suppliers") providing services (including Goods for Resale (GFR) and Goods and Services Not for Resale (GNFR) to Co-op ("Services").

We expect our Suppliers to ensure that their staff and representatives involved in the provision of Services and ongoing governance of a contract with Co-op ("Supplier Personnel"), comply with the standards and procedures set out in this Policy.

Here at the Co-op we have a zero-tolerance approach to any form of bullying, harassment or discrimination and will take any allegations very seriously. We aim to ensure that all our colleagues are treated, and treat others, with dignity and respect.

Our colleagues all have a responsibility to create a culture where bullying, harassment and discrimination don't happen, and to challenge and/or report it if they see it happening. We have an internal Co-op Bullying, Harassment and Discrimination Policy that applies to our colleagues, including agency workers and individual contractors, which sets out our standards and expectations. This policy extends those standards and expectations to Suppliers.

Here at the Co-op we're committed to promoting equality and preventing discrimination at work. We have an internal Co-op Inclusion and Diversity Policy that applies to our colleagues, including agency workers and individual contractors, which sets out our standards and expectations. We expect all suppliers to work within the expectations of our broader diversity and inclusion policy, of which behaviors is a key element.

Co-op will not accept bullying harassment or discrimination of colleagues by Supplier Personnel. Sometimes an informal approach may be enough to make the behaviours stop; especially where it is unintended, and the person is not aware that their behaviour is unwelcome. In these instances, an informal conversation may lead to greater understanding and an agreement by that person that their behaviour will change.

If you feel comfortable speaking to the person responsible about how their actions are making you feel and asking them to stop, we encourage you to do so. You shouldn't do anything which may put you at risk of further bullying, harassment, discrimination or harm.

However if this is not appropriate due to the serious nature of the incident we encourage our colleagues to follow our Grievance Policy and Process. Grievance process - Co-op Colleagues We take such complaints seriously and will investigate. We also expect our Suppliers to take similar action.

If we find that Supplier Personnel have bullied, harassed, or discriminated against any of our colleagues we will take appropriate action, which may include the termination of contracts and/or request the removal of certain Supplier Personnel from the ongoing provision of Services to Co-op.

Equally bullying, harassment or discrimination from Co-op colleagues towards Supplier Personnel is not tolerated. If Supplier Personnel experience any such behaviour we encourage

informal resolution in the first instance where appropriate and the victim feels safe to do so, however if this is not appropriate or possible, suppliers should report it to their main Co-op contact or alternatively GNFR suppliers can email Procurementteam@coop.co.uk or alternatively GFR suppliers can email supplierengagement@coop.co.uk. We will treat any such complaints seriously by investigating and take action as appropriate.

If a supplier personnel has a personal complaint or concern this would be covered under the grievance or anti bullying, harassment and discrimination policy – suppliers; depending on the type of complaint.

Whistleblowing is the term used when a colleague or supplier passes on information about wrongdoing, examples include, but are not limited to, bribery, fraud or other criminal offences, risks to public health and safety or a miscarriage of justice. If you feel you cant raise the matter with a manager you can contact Saleem Chowdhery, Director of Risk and Internal Audit Saleem.chowdhery@coop.co.uk .You can also use our 'Speak Up' service 24/7 by calling Safecall on 0800 915 1571 or online via www.safecall.cop.uk/coop. You can find our Whistleblowing policy via Whistleblowing policy - Co-op Colleagues (coop.co.uk)

## What we mean by zero tolerance

At Co-op, Zero Tolerance means we will never ignore or minimise bullying, harassment or discrimination in any form. We take every concern seriously, whether raised informally or formally, and we are committed to responding fairly, using sound judgement and in line with our policies and values.

Where concerns are escalated formally, they will be thoroughly investigated, and appropriate outcomes will follow.

Malicious complaints will also not be tolerated.

Zero Tolerance means we are committed to acting in a way that fits the situation, supported by a fair and thorough process that considers the specific circumstances of each case.

## What is bullying?

Bullying can be described as unwanted behavior from a person or group that is either:

- offensive, intimidating, malicious or insulting
- an abuse or misuse of power that undermines, humiliates, or causes physical or emotional harm to someone.

The bullying might:

- be a regular pattern of behaviour or a one-off incident
- happen face-to-face, on social media, in emails or calls
- happen at work or in other work-related situations
- not always be obvious or noticed by others.

Examples of bullying include:

- physical or psychological threats, intimidating behaviour
- making inappropriate remarks

- continuously putting someone down
- deliberately holding back or "losing" information, or deliberately not pass[illegible] messages or giving wrong or unclear information
- shouting at, or deliberately ignoring or excluding someone
- putting humiliating, offensive or threatening comments or photos on social

Bullying is not:

- constructive feedback
- conflict or difference of opinions provided that they are put forward in a constructive way.

## What is harassment?

Harassment is when someone behaves in a way which makes a colleague feel distressed, humiliated or threatened.

It includes harassment as defined under the Protection from Harassment Act 1997, and harassment as defined under the Equality Act 2010. In discrimination law (Equality Act 2010) there are 3 types of harassment:

- harassment related to certain 'protected characteristics'
- sexual harassment
- less favourable treatment as a result of harassment

To be harassment, the unwanted behaviour must have either:

- violated the person's dignity
- created an intimidating, hostile, degrading, humiliating or offensive environment for the person

It can be harassment if the behaviour:

- has one of these effects even it was not intended
- intended to have one of these effects even if it did not have that effect

Examples of harassment under the Protection from Harassment Act include: -

- stalking
- abuse and bullying online
- unwanted emails or visits
- verbal abuse or threats

Harassment under the Equality Act is when bullying or unwanted behaviour is about particular characteristics, namely:

- sex
- disability
- age
- sexual orientation
- gender reassignment
- religion or religious belief

- political opinion (in Northern Ireland)

If someone's behaviour is unwanted and causes offence, even if it wasn't done on purpose, it may be harassment. The unwanted behaviour doesn't have to be aimed at someone for them to be offended by it. If it creates an intimidating or offensive environment for them or anyone else, then it could be harassment under the Equality Act.

Examples include:

- sexually suggestive jokes, comments or innuendo
- unnecessary touching
- offensive remarks about someone's race, ethnic or national origin
- ridicule or assumptions based on racial stereotypes
- spreading rumours or gossip about someone's sexual orientation or gender
- making jokes or offensive remarks about someone's disability
- excluding someone because of their political opinion or religious group

## Sexual Harassment

We adopt a zero tolerance approach to sexual harassment. This means that we do not accept sexual harassment at Co-op. Sexual harassment is unlawful.

Sexual Harassment is unwanted conduct of a sexual nature which has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

Sexual Harassment is also treating someone less favourably because they have either submitted a complaint of sexual harassment or have rejected such behaviour.

Unwanted means the same as unwelcome or uninvited. It means it's unwanted by the person who is being sexually harassed, often referred to as the victim. It's important to note that sexual conduct which has in the past been wanted can become unwanted and the person receiving the behaviour decides if it's unwanted; not the person doing it.

Even if there's no intention to cause distress, it can still have the effect of violating someone's dignity or creating an intimidating environment. A person can be affected by sexual harassment even if the conduct is not aimed at them.

Sexual harassment can be a one-off incident or ongoing and can occur in many forms including in person, in writing and online through social media, WhatsApp and email and can take place at work or outside of work. It can occur during any situation related to work such as at a social event with colleagues, an organised leaving party or after work drinks, it can be against a colleague or other person connected to the Co-op, or anyone outside of work where the conduct relates to your suitability to carry out your role.

The perpetrator (person who conducts the harassment) and victim (person who receives the harassment) can be of any sex, gender identity and sexual orientation.

Whilst this is not an exhaustive list, examples of sexual harassment include:

- sexual comments or jokes
- displaying sexually graphic pictures, posters or photographs
- suggestive looks, staring or leering
- propositions and sexual advances

- making promises in return for sexual favours
- sexual gestures
- intrusive questions about a person's private or sex life or a person discussing their own sex life
- sexual posts or contact on social media
- spreading sexual rumours about a person
- sending sexually explicit emails or text messages
- unwelcome touching, hugging, massaging, kissing, patting, pinching, grabbing, or groping
- unwanted physical sexual activity such as attempted and actual rape or sexual assault
- Using a position of power/seniority to make unwanted sexual advances to another colleague
- Describing people's physical appearance in a sexual manner
- Using terms such as babe, dear and stud without consent
- Indecent exposure, voyeurism, or stalking

## What is discrimination?

By law, being discriminated against is when anyone is treated unfairly because of any of the following:

- age
- disability
- gender reassignment
- marriage or civil partnership
- pregnancy or maternity
- race
- religion or belief
- sex
- sexual orientation.

It's against the law for anyone to treat others unfairly because of these characteristics. Less favourable treatment can be anything that puts someone with a protected characteristic at a disadvantage, compared to someone who does not have that characteristic.

There's no legal definition of 'putting someone at a disadvantage'. But it might include:

- excluding someone from opportunities or benefits
- making it harder for someone to do their job
- causing someone emotional distress
- causing someone financial loss

## Diversity and Inclusion

The Co-op is committed to diversity, inclusion and equity in the workplace and through its supply chain.

Effective diversity and inclusion practice is a critical element of good organisational and people management. Creating a meaningful and mature D&I infrastructure and competence will support the development of a positive inclusive culture where individuals and groups can bring their whole selves to work, and feel a sense of belonging where they are empowered to achieve their full potential and deliver on organisational and individual goals.

## The Co-op Endless Inclusion Hub

Since 1844, we've been committed to driving social value for our colleagues, communities, and members to enable our industry and beyond to be truly inclusive.

Co-op have created the Endless Inclusion Hub which is our online platform, which hosts a wealth of resources and tools, to enable all our partners to progress their business and partnership inclusion plans.

The platform is home to collaborative shared learning and partner case studies. All our resources can be 'lifted and shifted' into your business, so everyone can accelerate their inclusion commitments. If you are not already a member and would like to become a member of the Endless Inclusion Hub;

- Goods not for resale (GNFR) suppliers complete the onboarding form
- Goods for resale (GFR ) suppliers complete the onboarding form

For Co-op, inclusion isn't just a nice thing to do, it's how we do business - both internally for our colleagues, and externally too. Alone we can only do so much, but together we can make a real impact.

We expect all our partners to work towards creating a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all colleagues are recognised and valued.