

Stonewall Client Code of Conduct Statement

Stonewall is committed to creating a work environment where everyone is treated with dignity and reciprocal respect, and one that is free of all forms of harassment, bullying, and intimidating behaviour.

Our Client Code of Conduct outlines the behaviours we expect from our staff, volunteers, clients and all associated personnel.

By creating a positive, inclusive and professional shared working environment for all, we can ensure our people and organisations are able to maximise the benefits of our relationship, to work together to further LGBT inclusion.

Our conduct and yours should always remain professional and supportive, to ensure that it is conducive to partnership working.

Bullying and intimidating behaviour

All staff have the right to work without fear or upset. Any bullying or intimidating behaviour from staff or volunteers of either party will not be tolerated.

Bullying is intimidating, malicious or insulting behaviour, and/or an abuse or misuse of power that is meant to undermine, humiliate or injure the person on the receiving end.

Examples of bullying (not exhaustive) would include:

- Making threatening remarks
- Making threatening physical gestures, e.g. pointing at someone in accusation
- Making personal comments about someone's character, personality, lifestyle, family, race, faith or culture
- Regularly inappropriately teasing or making someone the brunt of pranks or practical jokes
- Circulating inappropriate or embarrassing photos or videos via email or social media
- Targeting someone with a raised voice
- Commenting on someone's job security
- Spreading misinformation or rumours about someone
- Intentionally leading someone to fail a task
- Blaming someone for something they did not cause
- Unnecessarily interrupting or disrupting someone's work
- Inappropriately interfering with a person's personal property or work equipment

Harassment

Ensuring the safety of our staff and clients is paramount. Communication between parties must always remain professional and respectful.

Harassment is unwanted conduct related to relevant protected characteristics that:

- Has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or

- Is reasonably considered by that person to have the effect of violating their dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for them, even if this effect was not intended by the person responsible for the conduct.

Examples of harassment (not exhaustive) would include:

- Use of discriminatory language (e.g. homophobic/biphobic/transphobic, sexist, racist or ableist)
- Speculating about someone's sexual orientation or gender identity
- Debating the validity of identities, calling into question someone's lived experience of marginalisation
- Repeatedly using someone's 'deadname' or incorrect pronouns
- Obstruction of use of facilities based on identity or perception of identity
- Physical conduct, including any unwelcome touching
- Unwelcome sexual advances
- Demeaning comments about a person's appearance
- Unwelcome jokes or comments about a person's identity
- Excluding an individual because they are associated or connected with someone with a protected characteristic
- Repeated name calling related to an individual's protected characteristic
- Ignoring an individual because they are perceived to have a protected characteristic
- Use of obscene or threatening physical gestures, e.g. pointing at someone in accusation
- Open display of pictures or objects with racist overtones, even if not directed at any particular person (e.g. magazines, calendars or photographs pinned up).

Conduct may be harassment whether or not the person behaving in that way intends to offend. Something intended as a "joke" may offend another person. Everyone has the right to decide what behaviour is acceptable to them and to have their feelings respected by others.

Action

This code of conduct is reciprocal. Complaints – both from and about a member of Stonewall staff – will be investigated promptly.

We expect Diversity Champions treat complaints of bullying and harassment sensitively and maintain confidentiality to the maximum extent possible.