



Big Yellow Group
Harassment at Work Policy

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General information

Purpose of document
Outline Harassment mechanism within the Company
Review frequency
Annually
Definition and interpretation
Please explain any acronyms and terms here that feature in the document

Revision History

Version	Date	Revision Author	Summary of Changes
1	01/04/2025	O McGonagle	Document created

Online distribution

Location	Link
Intranet	Encompassed within Employee Handbook
Corporate Website	Governance and Policies :: Big Yellow Group

Departmental distribution

<input checked="" type="checkbox"/>	Whole Company	
<input type="checkbox"/>	Acquisitions & Developments	<input type="checkbox"/> GDPR
<input type="checkbox"/>	Admin	<input type="checkbox"/> IT, Digital Security and Telephony
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Contents

Background	4
Commitment	4
Scope.....	4
Responsibilities	6
Sign off	8

Background

Big Yellow Group PLC (BYG, consisting of Big Yellow Self Storage and Armadillo Self Storage, and here after referred to as 'the Company') is a FTSE250 listed Real Estate Company providing self storage services to business and domestic users throughout the UK.

Commitment

The Company is dedicated to fostering a workplace free from bullying, harassment, victimisation, and discrimination, ensuring that all individuals are treated with dignity and respect.

Every employee has the right to work in a safe environment, free from any form of harassment and the Company is committed to taking all reasonable steps to prevent any such behaviour.

Training and development opportunities are provided to all employees to ensure they understand how the Harassment at Work Policy protects them, as well as to clarify their duties in reporting incidents and the role of managers in handling harassment.

This policy applies to all current and prospective employees, including those on work placements across the business.

Scope

What is Harassment?

Harassment is unlawful and can be defined as unwanted conduct relating to the following:

- A 'relevant protected characteristic', such as age, disability, gender reassignment, race, religion or belief, sex and sexual orientation
- Sexual harassment

Harassment can also include less favourable treatment of an individual because they submit to, or reject, harassment related to sex or gender reassignment.

Unwanted conduct covers a wide range of behaviour including spoken words, written words, posts or contact on social media, imagery, graffiti, physical gestures, facial expressions, mimicry, jokes or pranks, acts affecting a person's surroundings and aggression and physical behaviours towards a person or their property.

An individual does not have to say they object to the conduct for it to be unwanted, but it may be obvious that the conduct is unwanted because it plainly violates the person's dignity. Conduct can amount to harassment even if that is not how it was intended.

Sexual harassment could be committed by a third party such as customers, contractors or other visitors to Company locations. Similarly, it could take place when an employee visits a third-party location on Company business.

Harassment Related to a Protected Characteristic

This type of harassment occurs when an individual is subject to unwanted conduct that is related to a 'relevant protected characteristic' such as age, disability, gender reassignment, race, religion or belief, sex and sexual orientation and has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

Unwanted conduct 'related to' a protected characteristic can occur where the conduct is related to an individual's own protected characteristic, or where there is any connection, or perceived connection, with a protected characteristic.

Sexual Harassment

Sexual harassment occurs when an individual is subjected to unwanted conduct, which is of a sexual nature and has the purpose of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

The conduct may not be sexually motivated, only sexual in nature and can include behaviour such as:

- 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 or kissing

An individual does not have to say they object to the conduct for it to be unwanted, but it may be obvious that the conduct is unwanted because it would violate a person's dignity. Conduct can amount to sexual harassment even if that is not how it was intended.

Unwanted conduct can be experienced from someone of the same or of a different sex. Sexual interaction that is invited, mutual or consensual is not sexual harassment because it is not unwanted. Sexual conduct that has been welcomed in the past can however become unwanted.

Prevention of Harassment at Work

The Company will not tolerate any form of harassment and will take all reasonable steps to prevent the harassment of employees in the course of their employment. This will include anticipating situations where employees may be subject to harassment at work, or at external events arranged or supported by the Company. Where harassment has taken place, the Company will take action to stop this from happening again.

It is unlawful for an employer to harass an employee, or anyone who has applied to them for employment. It is also unlawful if an employer fails to take reasonable steps to prevent the harassment of its employees.

The Company has conducted risk assessments outlining preventative measures to address identified risks and how they will be monitored. The People Department will be responsible for regularly reviewing these assessments and updating them when necessary.

The People Department will also be responsible for ensuring that complaints are reviewed on an ongoing basis, to identify any recurring issues and appropriate actions to be taken where necessary.

Employees who are found to have engaged in any form of harassment within the working environment will be subject to disciplinary action, which could lead to the termination of their employment.

No individual will be subject to less favourable treatment because they submit to, or reject, unwanted conduct. It may be the same person who is responsible for the initial unwanted conduct and the subsequent less favourable treatment, or it may be different people.

Responsibilities

Reporting Harassment

Employees are encouraged to report any instances of harassment of any kind as soon as they arise. All reports of harassment will be taken seriously and managed as quickly as possible, in line with the needs of the employee and the availability of the individuals and management needing to be involved. This will include both harassment directed at the employee themselves, as well as any instances of such conduct that they witness.

Individuals should report any instances of harassment in the first instance to their Manager, a Wellbeing Expert, the People Department or someone else they feel comfortable speaking with. They can also report harassment confidentially in accordance with the Whistleblowing Policy.

An informal resolution to any complaint will always be encouraged, where the individual speaks to the harasser directly to express how their behaviour is affecting them. In circumstances where this is not appropriate or has been tried and has not proved to be successful, the individual should raise a formal complaint with their Manager. The complaint will then be managed in accordance with the Company's Problem Solving and / or Disciplinary Policy. The outcome of the investigation may result in a formal warning, or if the offence is sufficiently serious, the dismissal of the employee and / or the reporting any criminal acts to the police.

In circumstances where an employee experiences harassment by a third party, the investigating manager will contact the third party either directly, or via the organisation that they represent.

Whilst a third party will not be subject to the Company's Disciplinary Policy, the potential outcomes following an investigation may include warning a customer about their behaviour, banning an individual from site, reporting any criminal acts to the police or sharing information within the business, so as to avoid a repeat of similar behaviour at other locations.

Should any complaint of harassment not be upheld an employee will not be subjected to disciplinary action or any other detriment, unless the complaint is found to be false and made in bad faith.

Employees who have made a complaint of harassment or have acted as a witness in a harassment complaint, will be fully protected from any form of retaliation or adverse consequences. Any retaliation against those who file complaints or serve as witnesses will not be tolerated and will be subject to disciplinary action.

Any party involved in a complaint of harassment may seek further advice and support from a Wellbeing Expert, the People Department or by contacting the **Employee Assistance Programme**.

Employee Responsibilities

Employees are expected to recognise and uphold their responsibility to behave professionally and with respect towards others in the workplace, which includes:

- Not engaging in any form of harassment towards a colleague, job applicant, any individual on a work placement or a third party.
- Conducting themselves respectfully at social events arranged by the Company.
- Understanding the terms of this policy, so that they know what to do if they experience harassment themselves and can support any colleague who may be experiencing harassment.
- Understanding and at all times complying with the Company's Inclusivity, Diversity and Equality, Transgender and How we Treat our Colleagues policies.
- Participating in any awareness training provided by the Company relating to what is expected from them and their colleagues and what to do if they experience or witness any form of harassment.
- Ensuring that, unless explicitly agreed upon with the affected colleague, any matter relating to harassment is not discussed with others and the utmost confidentiality is upheld.

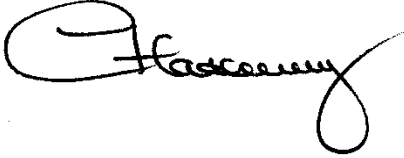
Manager Responsibilities

In addition to their responsibilities as an employee, Managers are also responsible for:

- Understanding the terms of this policy to effectively support colleagues who may be experiencing harassment, in their role as a manager.
- Identifying any changes in behaviour or attendance that could be warning signs of harassment.
- Acting promptly if they observe any form of harassment, ensuring it is reported to their line manager or the People Department.
- Participating in any management training provided by the Company that offers guidance on how to recognise the signs of harassment and how to manage any incidents of harassment.

- Ensuring that, unless explicitly agreed upon with the affected colleague, any matter relating to harassment is not discussed with others and the utmost confidentiality is upheld, when managing any incident of harassment.

Sign off

SIGNATURE	
	
C Hathaway Head of People, Talent & Development	01/04/2025