



Caring



Open



Local



Inclusive



Excellence

Dignity & respect our commitment

Summary

At the Trust we care passionately for our waterways and, as importantly, for those who look after and use them.

The Trust is committed to supporting diversity and to creating an inclusive culture. We believe it is integral to achieving our vision and our strategic goals. We strive to create an environment responsive to different cultures and groups in all our interactions with colleagues, volunteers,

customers, visitors, suppliers, contractors and in the communities that we serve. The Trust is committed to treating people with dignity and respect in an environment that is free from bullying and harassment and discrimination.

We will achieve this by

- Following our inclusion and diversity guiding principles and upholding our responsibilities.
- Actively promoting an inclusive working environment in which all individual differences are valued, respected and enhanced.
- Continually striving to provide an environment that is free from discrimination, bullying or harassment and to take appropriate steps when concerns arise.
- Requiring all colleagues and volunteers to meet minimum standards of behaviour and conduct in relation to how they treat their colleagues and other people they have contact with as part of their work with the Trust.
- Preventing occurrences of general harassment, sexual harassment, bullying, discrimination, victimisation and any other inappropriate behaviour through information via policy and procedures, training and education, disciplinary action including dismissal where necessary.
- Responding sensitively when allegations are made, ensuring all parties are treated fairly and working with colleagues to investigate these as quickly as

possible. Where appropriate, seeking to resolve informally.

- Dealing effectively when incidents of harassment, discrimination and bullying occur, maintaining our commitment to dignity and respect for all.

Who does this apply to?

This statement applies to our colleagues, volunteers, suppliers and contractors. It is affective in our hubs, depots, workshops, open spaces, online, or any environment where our colleagues operate. It also applies where the actions have taken place outside of normal working hours and where it impacts on either the working environment, or where it could potentially affect the Trust's reputation.

Standards of behaviour

Harassment, discrimination and other inappropriate behaviours are not condoned within the Trust. We require all those who represent the Trust or who engage with the Trust to treat each other with respect and value each other's contributions. Specifically, the following inappropriate behaviours will not be tolerated; general harassment (including virtual harassment or cyber-bullying), sexual harassment, discrimination, bullying, intimidation, mockery or persistently demeaning behaviour.

How to report incidents of behaviour

Whatever your relationship with the Canal & River Trust, if you believe you have been subjected to or have witnessed any form of harassment, bullying, discrimination or intimidation, we want to address this swiftly and effectively. Help us to do this by reporting the incident to a Trust manager, who will act on your information promptly. Sensitivity and confidentiality are a priority for us.

If a manager is not available to you, or a manager is involved, then contact the Trust's People Team.

If you are a customer or visitor, please follow our complaints procedure.

We take reports seriously and will act promptly to restore dignity and respect in the situation.

Richard Parry
Chief Executive
Canal & River Trust

Allan Leighton
Chair
Canal & River Trust