Realise

Customer and Third-Party Sexual Harassment Policy

1. **Our commitment**

Realise HR Limited is committed to providing a safe, respectful, and professional environment for our employees, customers, clients, and everyone who works with us.

Sexual harassment in any form is unacceptable and will not be tolerated. This applies to behaviour by customers, clients, service users, visitors, suppliers, contractors and any other third party who interact with our employees.

We expect everyone to engage with our organisation to treat our employees with dignity and respect at all times.

2. **What is sexual harassment?**

Sexual harassment is unwanted conduct of a sexual nature that has the purpose or effect of:

- violating another person's dignity; or
- creating an intimidating, hostile, degrading, humiliating, or offensive environment.

A single incident may amount to sexual harassment. The intention behind the behaviour does not necessarily determine whether it is unacceptable. The effect of the behaviour on the person experiencing it will also be considered.

3. Examples of unacceptable behaviour

Sexual harassment may be verbal, non-verbal, written, visual, physical or online. Examples include:

- unwanted touching, grabbing, kissing or other physical contact;
- unwelcome sexual advances or propositions;
- requests or pressure for dates or sexual favours;
- sexual comments, remarks, jokes or innuendo;
- intrusive questions about someone's body, appearance, relationships or private life;
- making sexual gestures, staring or suggestive facial expressions;
- commenting on someone's appearance in a sexual or inappropriate way;
- displaying, sharing or sending sexually explicit or suggestive images, videos or other material;

- sending sexually suggestive messages, emails or social media communications;
- continuing with unwanted behaviour after being asked to stop; and
- treating someone unfavourably because they rejected or objected to sexual conduct.

These examples are not exhaustive. Conduct may constitute sexual harassment even if it was intended as a joke or "banter".

4. **Where this policy applies**

This policy applies to all interactions with our employees, including:

- at our premises or a customer's premises;
- during meetings, appointments or site visits;
- at business, networking or social events connected with our organisation;
- during telephone or video calls;
- through email, text message, social media or other online platforms;
- while employees are travelling or working away from their usual workplace; and
- during any other interaction connected with the provision of our services.

The policy applies whether the conduct takes place in person or remotely.

5. **Reporting concerns**

Employees are encouraged to report any sexual harassment by a customer or other third party promptly. Reports should be made to:

Name or role: Claire McLean
Email or telephone: Claire.mclean@realisehr.co.uk

Customers, visitors or other third parties who witness inappropriate behaviour towards an employee should also raise the matter using these contact details.

All concerns will be taken seriously and handled as sensitively as possible. Information will only be shared where it is necessary to review the concern, protect those involved, or take appropriate action.

No person should be subjected to retaliation, intimidation, or unfavourable treatment because they raised a concern or assisted with an investigation in good faith.

6. **Action we may take**

If a customer or other third party is alleged to have sexually harassed an employee, Realise HR Limited will consider the circumstances and take proportionate steps to protect the employee and address the matter.

Depending on the seriousness of the behaviour, action may include:

- speaking to the individual about their behaviour;
- issuing a formal warning;
- requiring future communication to take place through an alternative contact;
- requiring the individual to leave the premises;
- restricting or withdrawing the individual's access to employees, premises or services;
- requesting that a contractor, supplier or client appoints an alternative representative;
- suspending or ending the business or customer relationship, where contractually permitted;
- reporting the matter to the police or another appropriate authority; and
- taking any other action reasonably considered necessary to protect our employees.

Where there is an immediate risk to someone's safety, the individual may be removed from the premises, or contact may be ended before a full review takes place.

7. **Responsibilities of customers and third parties**

By engaging with Realise HR Limited customers and other third parties are expected to:

- treat employees professionally and respectfully;
- avoid conduct that could reasonably be considered sexual, intimidating, degrading, humiliating or offensive;
- stop any behaviour when advised that it is unwanted or inappropriate;
- cooperate with any reasonable review or investigation; and
- respect any protective arrangements put in place by Realise HR Limited

8. **Communication of this policy**

This policy may be shared with customers, clients, suppliers, contractors, and visitors. It may also be displayed on our website, at our premises, within customer information, or incorporated into contracts and terms of business where appropriate.

Realise HR Limited reserves the right to review and update this policy when necessary.

Policy owner: Claire McLean
Effective from: 14th October 2026
Review date: 14th October 2027