

WORKING TOGETHER

Disclaimer

This document is provided as general guidance and as a practical example of the approach used by Jacob's Bagels. It has been prepared in good faith and to the best of our knowledge and endeavours at the time of writing.

Every workplace and situation is different. Laws, official guidance and individual circumstances change over time. Employers should consider their own circumstances and seek appropriate professional, legal or safeguarding advice where necessary.

This document is not legal, medical, safeguarding or professional advice. Jacob's House and Jacob's Bagels accept no responsibility for decisions made solely in reliance on this document.

You are welcome to adapt the document to suit your own workplace, but you should review any changes against your own responsibilities as an employer.

Boundaries, Safety and Speaking Up

We want Jacob's Bagels to be a friendly and safe place to work.

We spend a lot of time together, so we want people to enjoy coming to work, have a laugh and get on with each other. At the same time, we all need to remember we are at work and there are boundaries.

Most of this is common sense. Treat people properly, respect their personal space and never pressure someone into something they are uncomfortable with.

PROFESSIONAL BOUNDARIES

Be friendly, but remember you are at work and respect other people's boundaries.

Unwanted touching, sexual comments or jokes, bullying, intimidation, harassment or repeatedly giving someone unwanted attention are not acceptable.

Sometimes attention, flirting or joking is welcomed by both people. Even when it is mutual, workplace boundaries still apply. Remember other people are sharing the workplace and might hear or see what is happening.

People also have the right to change their mind. Someone might have been comfortable with flirting, joking or attention before and later decide they no longer want it.

If someone asks you to stop, stop.

“They were fine with it before” is not a reason to continue.

MANAGERS AND STAFF

Managers and supervisors have a responsibility to keep appropriate boundaries with the people they manage.

Managers and supervisors should keep direct messages to members of staff work-related. This includes shifts, rotas, availability, training and work questions.

Communication should remain professional, particularly when communicating with someone under 18.

LIFTS HOME

As a general rule, staff should make their own arrangements for getting home and should not routinely give lifts to other members of staff.

There will sometimes be a good reason to make an exception, such as severe weather or someone otherwise being left in an unsafe situation.

Where this involves someone under 18, the manager should be told.

STAYING AFTER YOUR SHIFT

When your shift has finished, you should normally leave the workplace rather than stay behind to socialise.

We are happy for people who work together to become friends and spend time together. If you want to socialise after work, please do this away from Jacob’s Bagels and in your own time.

There are ordinary reasons why someone might need to stay for a short while, such as waiting for a lift or public transport. That is fine. Let the manager know why you are staying.

RELATIONSHIPS AND WORK

People sometimes become friends or form relationships with people they meet through work. What adults do in their private lives is their own business.

While at work, personal relationships should not interfere with anyone's job or affect how other members of the team are treated.

Personal relationships must not lead to favouritism, pressure, unwanted attention, arguments at work or unfair treatment.

If a relationship involves a manager or supervisor and someone they directly manage, the owner should be told so any potential conflict of interest can be dealt with fairly.

If a relationship ends, both people are still expected to behave appropriately towards each other at work. Personal disagreements should not be brought into the workplace.

SOCIAL MEDIA

What you do with your personal social media account is your business. We are not going to tell you who you are allowed to follow or be friends with.

What matters to us is how people treat each other.

Social media should never be used to bully, harass, intimidate or pressure another member of staff.

Managers and supervisors should keep direct messages to members of staff work-related.

YOUNGER MEMBERS OF OUR TEAM

Some members of our team are under 18.

Adults working with younger members of staff should remember there is a difference in age, experience and sometimes authority.

Do not use your age, position or experience to pressure a younger member of staff.

Keep appropriate boundaries and do not put a younger colleague in a situation which makes them uncomfortable.

Working together does not make inappropriate conversations, messages, jokes or behaviour acceptable.

If a younger member of staff raises a concern with you, take them seriously. Where appropriate, speak privately to the manager or owner.

CUSTOMERS

You should always treat our customers politely, but being a customer does not give someone the right to treat you badly.

If a customer makes sexual or inappropriate comments, repeatedly gives you unwanted attention, touches you, threatens you, intimidates you or makes you feel unsafe, tell the manager.

You are not expected to tolerate harassment because somebody is a customer.

The manager should take over the situation where necessary.

Serious or repeated incidents should be recorded and reported to the owner.

CCTV

We have CCTV cameras throughout the shop. The areas covered by these cameras are recorded while you are at work.

The cameras are there for the safety and security of our staff, customers and business. Recordings might also be reviewed if there is an accident, incident, complaint or concern about something which has happened in the workplace.

Please remember that CCTV does not replace speaking to us. We do not watch every camera all of the time, so if something happens which concerns you, tell the manager, assistant manager or owner.

Recordings are kept securely and access is restricted to authorised people

IF SOMETHING IS WRONG, PLEASE TELL US

This part is important.

We want to deal with problems when they happen, but we need to know about them.

Managers and owners are not mind readers. We will sometimes notice when something is wrong, but we will not always know what has happened or how somebody is feeling unless they tell us.

If something at work worries you, makes you uncomfortable or you believe someone has crossed a boundary, please speak up.

You do not have to wait until something becomes serious. It is often much easier to deal with a problem early.

Speak to the manager or assistant manager.

If your concern involves the person you would normally speak to, go to the next appropriate person. If the concern involves the manager, speak directly to the owner.

You do not have to report a problem to the person you are complaining about.

If you see something happening to somebody else which concerns you, please speak up about that too.

We understand talking about some things is difficult. You might need some time before you feel ready to talk. When you do, please come and speak to us.

WHAT HAPPENS NEXT?

We will listen.

We might need to ask some questions so we understand what has happened and what we need to do.

We will treat what you tell us with care. Sometimes information will need to be shared with another person, particularly where somebody's safety is involved. We will not spread personal information around the workplace.

Nobody will be treated unfairly because they have raised a concern in good faith or supported somebody else who has raised one.

If you ever feel you or somebody else is in immediate danger, get somewhere safe and get help.

WHEN SOMEONE IS STRUGGLING

Problems do not always start at work.

Sometimes someone might be having a difficult time at home or struggling with something in their personal life. You might notice something is wrong, or they might decide to talk to you about it.

This might involve family problems, domestic abuse, bullying, harassment, money worries, alcohol or drugs, mental health or something completely different.

You do not need to have the answers.

Listen. Do not judge them. Do not push them to tell you more than they want to.

If someone tells you something serious or personal, do not gossip about it or discuss it with other members of staff.

If you believe the information needs to be passed on because somebody might be at risk, speak privately to the manager or owner.

If you believe someone is in immediate danger, get help straight away. This might mean getting the manager or owner or calling 999 in an emergency.

We are not counsellors or social workers. We are not here to diagnose someone or try to fix their personal life.

What we can do is listen, take them seriously and help point them towards someone who is properly trained to help.

WHERE TO GET HELP

You do not have to deal with a difficult situation on your own.

Samaritans

Someone to talk to, day or night

116 123

Childline

Free support for children and young people

0800 1111

National Domestic Abuse Helpline

Free support for women experiencing domestic abuse

0808 2000 247

Emergency

If you or somebody else is in immediate danger, call 999.

If you do not know who to contact, speak privately to the manager, assistant manager or owner. We will help you find the right place to start.

FINALLY

Most of this comes down to treating people as you would expect to be treated yourself.

Be friendly. Be respectful. Know where the boundaries are.

If somebody tells you something is making them uncomfortable, listen and stop.

If something does not feel right, please tell someone.

We would much rather know about a problem and have the opportunity to deal with it than find out later that somebody was struggling and felt they had to deal with it on their own.

You are not alone.