

## Guidelines on Acceptable and Unacceptable Behaviour

### School of Engineering and Informatics

#### Acceptable behaviour

The School of Engineering and Informatics expects that all member of staff and students will conduct themselves in a professional manner when interacting with others or when managing colleagues. All members of the School should consider their own behaviour and the impact that this can have on others. The School recognises that personalities, characters and management styles may differ but, notwithstanding these differences, as a minimum standard all staff and students are expected to:

- Work co-operatively with others in order to achieve project objectives.
- Give and receive constructive feedback as part of normal day-to-day work. Such feedback should be evidence-based and delivered in an appropriate manner.
- Consider other people's perspectives in order to help reach agreement.
- Establish good working and studying relationships.
- Manage performance in an appropriate and fair manner.

#### Unacceptable behaviour

Unacceptable behaviour (including bullying, harassment and victimisation) may involve actions, words or physical gestures that could reasonably be perceived to be the cause of another person's distress or discomfort. Bullying or harassment may be by an individual against an individual or involve groups of people.

The school defines behaviour as being unacceptable if:

- It is unwanted by the recipient.
- It has the purpose or effect of violating the recipient's dignity and/or creating an intimidating, hostile, degrading, humiliating or offensive environment, and
- Having regard to all the circumstances, including the recipient's perception, it was reasonable for the behaviour to have that effect.
- Unacceptable behaviour does not have to be face-to-face, and may take many forms such as written, telephone or e-mail communications or through social media.

If a third party who is not a member of the School staff (for example, a customer, a supplier or a visitor) behaves in an unacceptable manner, this should be reported to the relevant Head of School/Department who will determine an appropriate course of action to deal with the issue. If the Head of School//Department is not able to resolve the issue, the complaint will be taken forward by the Director of Human Resources.

Some examples of unacceptable behaviour are:

- Aggressive or abusive behaviour, such as shouting or personal insults
- Spreading malicious rumours or gossip, or insulting someone
- Discrimination or harassment when related to a protected characteristic under the Equality Act 2010
- Unwanted physical contact
- Stalking
- Offensive comments/jokes or body language
- Taking photographs without consent
- Publishing, circulating or displaying pornographic, racist, sexually suggestive or otherwise offensive material or pictures.
- Isolation, deliberate exclusion and/or non co-operation at work
- Persistent and unreasonable criticism
- Unreasonable demands and impossible targets
- Coercion, such as pressure to subscribe to a particular political or religious belief.

(based on University of Cambridge website guidance on [Acceptable and Unacceptable Behaviour](#) )

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