
Anti-Bullying and Harassment Statement

Payments Pro Umbrella Employment Services

1. Our Commitment

At **Payments Pro**, we are committed to providing a working environment where all employees and contractors are treated with dignity, fairness, and respect. As your employer, we maintain a zero-tolerance approach toward any form of bullying, harassment, or discrimination.

We recognize that our employees operate primarily at end-client locations. Regardless of your physical workplace, our duty of care remains absolute. We are dedicated to ensuring that your professional environment remains free from intimidation and hostility.

2. Scope of Protection

This statement applies to all individuals employed or engaged by **Payments Pro**. This protection covers:

- Interactions with fellow Payments Pro employees.
- Interactions with staff, management, and contractors at end-client sites.
- Interactions with third parties, including customers or visitors at your place of assignment.

3. Understanding Harassment and Bullying

- **Harassment:** Any unwanted conduct related to a protected characteristic (Age, Disability, Gender Reassignment, Race, Religion, Sex, or Sexual Orientation) that violates an individual's dignity or creates an offensive environment.
- **Bullying:** Persistent, offensive, or intimidating behaviour, or an abuse of power, which makes the recipient feel vulnerable, upset, or threatened.
- **Sexual Harassment:** In accordance with the **Worker Protection Act**, we take proactive steps to prevent sexual harassment. This includes a specific duty to protect our workers from harassment by third parties at client sites.

4. How to Report an Incident

If you experience or witness bullying or harassment while on assignment, we encourage you to take the following steps:

1. **Direct Notification:** If comfortable, inform the individual that their behaviour is unwelcome and must stop.
2. **Client Reporting:** Report the incident to the appropriate manager at your current assignment site.
3. **Formal Umbrella Notification:** Contact your Payments Pro Account Manager or our HR Compliance team immediately at compliance@paymentspro.co.uk.

We will support you throughout the process, liaise with the end-client or recruitment agency on your behalf, and ensure that your rights are protected without fear of retaliation.

5. Zero Tolerance & Accountability

Any Payments Pro employee found to have engaged in bullying or harassment will face formal disciplinary action, which may include summary dismissal for gross misconduct. Where harassment occurs at a client site, we will work vigorously with the client to resolve the matter or, where necessary, facilitate the termination of the assignment to protect your well-being.

Official Authorisation:

This statement has been reviewed and approved by the Board of Directors of **Payments Pro** and is issued as a formal declaration of our corporate standards.

Signed: Ashley Holdaway

Position: Managing Director

Date: 01 April 2026