ZERO TOLERANCE ON ALL THIRD PARTY HARASSMENT

YOU ARE NOW PROTECTED FROM ABUSE AT WORK

WHEN YOU ARE AT WORK, YOU SHOULD NOT HAVE TO FACE ABUSE.

Now, by law, your employer must act to protect you from abuse from third parties be they customers, patients, contractors or members of the public.

Employers in England, Scotland and Wales now have legal duty to stop third parties harassing their employees.

Furthermore, if your employer fails to protect you from third party abuse while you're at work, they can face penalties.

Importantly, this new protection is not limited to sexual harassment. It applies to all forms of unlawful harassment under the Equality Act 2010 that relate to a protected characteristic.

THIRD PARTIES INCLUDE:

- Customers
- Clients
- Patients
- Service users
- Contractors
- Suppliers
- Visitors
- Members of the public
- Anyone who is not the employer or another employee

This new protection is introduced by the Employment Rights Act 2025, which amends the Equality Act 2010.

Unite the UNION

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You are protected from abuse that relates to your

- Age
- Disability
- Race
- Religion
- Sex
- Gender reassignment
- Sexual orientation

You are also protected from:

- Sexual harassment i.e unwanted conduct of a sexual nature.
- Less favourable treatment by your employer because you challenged a harasser.

Third-party harassment includes

- A customer racially abusing a shop worker.
- A patient repeatedly making sexist or sexually explicit comments to a nurse.
- A client mocking an employee because of their disability.
- A contractor making homophobic remarks to a worker on site.
- A member of the public subjecting a bus driver to religious abuse.
- A service user repeatedly misgendering a trans employee.

If your employer knows, or should have anticipated the risk and failed to take reasonable steps to prevent the harassment, they may be liable. A single incident may be sufficient to give rise to liability.

UNITE IS GETTING WORKPLACES READY TO PROTECT YOU

Unite reps are working to protect you.
We are encouraging employers to:

- Review and update anti-harassment and dignity at work policies.
- Include specific provisions on third-party harassment.
- Carry out workplace risk assessments.
- Train managers and staff on recognising and responding to harassment.
- Establish clear reporting and investigation procedures.
- Display zero-tolerance notices to customers, clients and visitors.
- Include behavioural expectations in contracts with clients, contractors and suppliers where appropriate.
- Support workers who report harassment and take action against offending third parties where possible.

JOIN UNITE TODAY AT JOIN.UNITETHEUNION.ORG OR SCAN THE QR CODE.

ZERO TOLERANCE TO SEXUAL HARASSMENT

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