

Our Group Inclusion Commitments

Domestic violence and abuse toolkit

Launched: February 2022

Updated: March 2024 (version 2)

Our Group Inclusion Commitments are minimum standards for Spirax Group. Where current practice or local law go further than these standards, the greater benefit should always continue to apply.





Domestic violence and abuse

Introduction – safety and quick advice

This toolkit contains information about domestic violence and abuse, which can be difficult to read if you have experienced this or if you know someone who is affected.

Remember that support is available for all colleagues through our global Employee Assistance Programme. It's free, confidential, available 24/7 and in your local language. It includes email, phone, online and face-to-face services. You can find out more about how to access the service in this toolkit.

This toolkit also provides links to a wide-range of other organisations and resources that can help, including links to information about staying safe online whilst accessing support via the internet.

If you need quick, country-specific help, contact our global Employee Assistance Programme or go to the No More campaign's directory of support organisations at [No More Directory](#). It lists organisations that can help in every country and territory recognised by the United Nations.

If you are in immediate danger, contact your local police or law enforcement service.



Domestic violence and abuse

Summary

Domestic violence and abuse take many forms – sometimes obvious, sometimes subtle. Around the world, more than one in three working people have experienced domestic violence or abuse of some kind¹. This increased globally during the pandemic², often made worse by lockdowns (usually from being confined in the same space as an abuser) and frequently related to security, health or money worries.

Domestic violence and abuse can affect anyone. It can have long-lasting physical, emotional, mental, financial and other impacts at home or at work. It can also directly affect people at work – where they are harassed or targeted by their abuser in the workplace, for example.

Open conversations and visible support in the workplace create environments where colleagues experiencing domestic violence or abuse will feel

safer to ask for help. Understanding more can also help us all to recognise the signs, respond supportively, and refer colleagues to appropriate assistance. Even small supportive actions can make a life-changing difference.

No one who experiences domestic violence or abuse should feel alone. Everyone deserves to be safe, respected and supported. So, we have introduced a minimum of ten days of paid ‘safe leave’ to enable colleagues affected to get the support they need at the time they need it. We will also have a zero tolerance approach for abusers themselves, whilst trying to guide them to support that helps them to change their behaviour. This guide explains more.

Some countries have specific employment laws related to domestic violence or abuse. Our Group Inclusion Commitment is our minimum standard

of support for colleagues. Where current practice or local law go further than this standard, the greater benefit should continue to apply. Manager/HR discretion can always be used to extend support too.

We’ve introduced a minimum of ten days of paid ‘safe leave’ to enable colleagues to get the support they need at the time they need it.

Sources: 1. [Opinium/Vodafone](#) (2019); 2. [UN Women](#) (2020)



Domestic violence and abuse

The context

What is domestic violence and abuse?

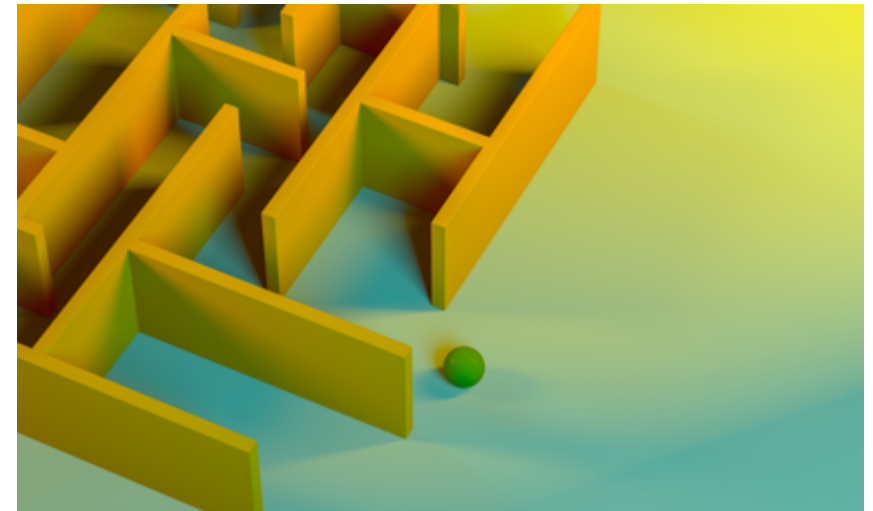
Domestic violence and abuse can take many forms (sometimes obvious, sometimes subtle) and can affect anyone. Understanding more can help us all to recognise the signs, respond supportively, and refer colleagues to appropriate assistance. Even small supportive actions can make a life-changing difference.

Definitions of domestic violence or abuse vary around the world. It might also be called 'intimate partner violence' or 'family/carer violence', for example.

Generally, it means an incident or a pattern of physical, verbal, sexual, emotional or psychological abuse. That might include things like financial/economic abuse and control, and/or stalking and harassment.

It frequently involves control, coercion or threatening behaviour. It often takes place over time, starting with small acts of abuse which might be difficult to recognise. Very often, people who experience domestic violence or abuse are also targeted at work by their abuser.

To understand more about different types of domestic violence or abuse, see the guidance at the end of this toolkit.





Domestic violence and abuse

The context continued

Every experience is unique

Domestic violence and abuse affect different people in different ways. For example:

- Women may experience increased levels of domestic violence or abuse when they are pregnant, after giving birth or if they have childcare responsibilities.
- Men experiencing domestic violence and abuse often find it difficult to talk about their experiences and to know where to access support.
- Older colleagues may be less likely than younger colleagues to report their experiences and seek help.
- Colleagues from different ethnic groups may face added barriers to seeking help because of fears of discrimination or racism.
- LGBTQ+ colleagues may be reluctant to speak out or seek help from a manager, particularly if they are not 'out' at work. They may fear that a perpetrator (the person carrying out the abuse) will threaten to 'out' them at work or to family members.
- Disabled people experience higher levels of domestic violence and abuse than non-disabled people. They may be less likely to speak out about their experience if they feel their work situation is insecure.
- Perpetrators of domestic violence and abuse are often (but not always) reluctant to acknowledge what they are doing and to ask for help.



Domestic violence and abuse

Why we need to talk about this at work

Why this matters at work

Anyone can experience domestic violence or abuse – and if a colleague is experiencing this at home, it will also affect them at work. Domestic violence and abuse affect all aspects of working life – wellbeing, productivity, morale, workplace relationships and more.

Very often, any abuse taking place at home is also experienced in the workplace – through emails, phone calls or unexpected visits that put the victim and colleagues at physical risk.

In other cases, the workplace may be the only safe space that someone has or the only place where they can safely disclose their experience and seek help.

Supporting colleagues who experience domestic violence or abuse is the right thing to do. It also means those colleagues are more likely to stay in their jobs and lead safer, more fulfilling lives. Being able to help colleagues needs us to have a culture where it's safe to talk about domestic abuse and violence and where we all:

- **Recognise** the signs of domestic violence or abuse
- Know how to **respond** to this
- Know where we can **refer** colleagues to the right support

No one should ever feel alone or that they need to 'suffer in silence'. Everyone deserves support that responds to the uniqueness of their situation.

Supporting colleagues who experience domestic violence or abuse is the right thing to do.



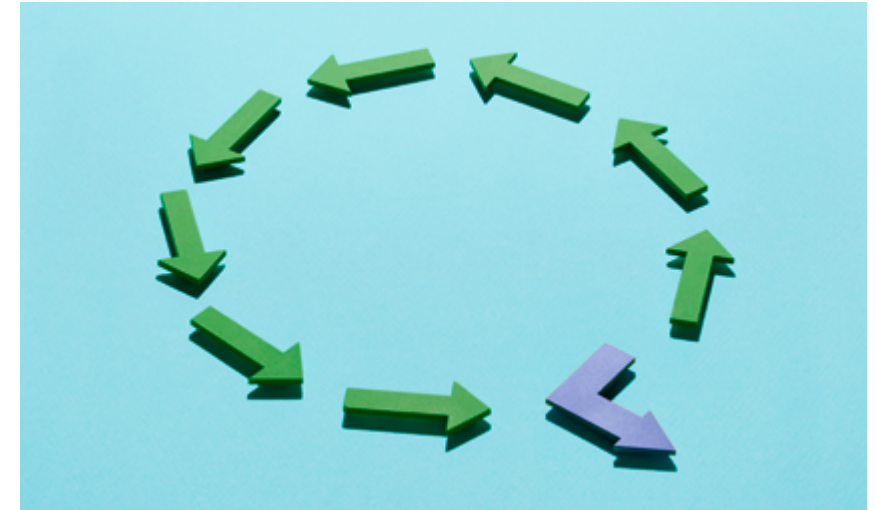
Domestic violence and abuse

Why we need to talk about this at work continued

The global workplace context

A 2019 survey of over 4,700 people of mixed genders across nine countries (Germany, India, Ireland, Italy, Kenya, South Africa, Spain, Turkey, UK) found that:

- 50% of workers said the abuse they experienced resulted in low self-esteem/confidence.
- 38% said they were less productive at work.
- 22% said they stopped going to work or took days off and 13% left their job.
- 67% said domestic abuse affected their career and 56% of victims said the domestic abuse they suffered affected their colleagues too.
- 51% of victims were too ashamed to mention it at work and 42% thought it would be inappropriate to mention.



Source: [Opinium/Vodafone](#) (2019)



Domestic violence and abuse

Our Group Inclusion Commitment

We're standing up for colleagues who experience domestic violence or abuse with a minimum of 10 days of paid 'safe leave' to get the support they need at the time they need it.

Why this matters

Raising awareness of domestic violence and abuse at work is important in order to create workplaces where people feel safe to reach out for help. It is also important so that we can all recognise the signs of domestic violence and abuse, respond/react appropriately, and refer colleagues who experience this to support.

Colleagues experiencing domestic violence or abuse are strongly encouraged to talk to their manager and local HR about their situation, even if this is difficult. It will help us to identify the most appropriate support for you at work. Sometimes a conversation is easier if you're accompanied by a friend, team member or another colleague.

'Safe leave'

All colleagues experiencing domestic violence or abuse are entitled to a minimum of 10 days of paid 'safe leave' every year, on top of any other leave entitlements. This should be discussed with your manager/HR and can be used as a block, a day or by the hour (depending on the situation). It could be used to move home, for court or legal appointments, to arrange childcare, or to seek medical or mental health support, for example.

Safe leave can be extended at the discretion of managers/HR to respond supportively to the uniqueness of each situation. Other types of leave may also be available locally and should be discussed with your manager/HR.



Domestic violence and abuse

Our Group Inclusion Commitment continued

Additional help

Other potential support could include (but is not limited to):

- Changes to working times, patterns or locations
- Changes to specific duties where there is a risk of contact with the abuser and avoiding working alone
- Changing work phone numbers or email addresses to avoid harassment or stalking

As well as talking to their manager and HR, colleagues are also strongly encouraged to seek support from local medical/specialist services or, in the worst cases, emergency services (e.g. the police or law enforcement).

Our free, confidential global Employee Assistance Programme is also available to all colleagues. It provides advice and counselling in your local language and may be helpful for those experiencing abuse, witnessing or suspecting it, or supporting a colleague.

The role of managers, HR and other teams

Managers and HR should always respond sensitively and supportively to any colleague who shares their experience of domestic violence or abuse. It might have taken a lot of courage to do this. Any discussions should take place in private and be confidential (within the requirements of local law). They should take concerns seriously, make time to listen, be non-judgmental and avoid assumptions about the impact of the abuse or about what might help.

Managers and HR will support colleagues to the best of their abilities. They may not have all the answers, but, with the colleague's permission they will work with relevant internal teams (such as Health and Safety, Occupational Health, Security or Facilities) or specialist external support organisations to find the best way to help.

Where there is a risk of physical violence in the workplace, managers and HR should work with local security teams to risk assess the situation and decide whether other colleagues need to be informed (again, with the affected colleague's permission).



Domestic violence and abuse

Our Group Inclusion Commitment continued

HR, Health and Safety and Occupational Health teams should make lists of local support organisations available to all colleagues. These should aim to cover diverse support groups – for example, groups that specifically support victims and survivors of abuse who are women, men, LGBTQ+ (lesbian, gay, bi, trans, queer, questioning), those of different faiths or with a disability, for example.

To get the right support for your situation, always contact your line manager and local HR, no matter how difficult this may feel to do.

Remember that our global Employee Assistance Programme is also there to help with free, confidential advice or counselling in your local language. There is no need to suffer alone – support is available.





Domestic violence and abuse

Our Group Inclusion Commitment – domestic abusers in the workplace

We have a zero tolerance approach for abusers that also seeks to identify support to help them change their behaviour.

Sometimes, a colleague might be an abuser (a ‘perpetrator’) themselves. Sometimes, they might even work in the same place as the person they are abusing (their ‘victim’).

Across Spirax Group, we have a **zero tolerance** approach to all forms of harassment, bullying and discrimination. So, where a perpetrator is a colleague, it is important that they are held accountable in a consistent way (using existing investigative and disciplinary procedures, for example). Where serious violence or abuse occurs in the workplace, it may also be necessary to contact local law enforcement.

Where a colleague is confirmed as a perpetrator, we should always seek to refer them to specialist support too. This might include counselling and/or perpetrator rehabilitation, behaviour change or anger management programmes. These can play an important role in changing attitudes and behaviours that lead to domestic violence and abuse. They can also reduce the risk of this reoccurring – if the perpetrator is willing to change their behaviour. Local HR should identify appropriate support and local programmes to help. They should make this information freely available to all colleagues.

Where a colleague uses workplace resources (like mobile phones or computers) to carry out domestic violence or abuse (such as stalking or harassment) whether this is in the workplace or not, this should be viewed as misconduct at work and be covered by disciplinary procedures, including potential dismissal.

Where a perpetrator and a victim are both employees of the company, if the violent and abusive conduct takes place outside of work and impacts a colleague’s performance, this should also be a concern for the employee’s manager.

Remember that our global Employee Assistance Programme is available to help with free, confidential advice or counselling in your local language.



Domestic violence and abuse

Where to learn more

Safety note: Technology can help victims of domestic violence or abuse to find information and support online. However, some abusers might also use the same technology to monitor what their victim is doing or to further control them. Many domestic violence or abuse support websites have an ‘exit’ button so you can leave the site quickly if needed – make sure you know where it is. There are many guides to online safety and managing your digital footprint too – see the [Safe Lives website](#) and [Technology Safety Survivors Toolkit](#), for example.

Advice for all colleagues

NO MORE campaign’s global directory of

support organisations in every country and territory recognised by the United Nations:

A comprehensive, international directory of support organisations around the world, created in partnership with the UN and the World Bank.

NO MORE campaign resources: Main website

including facts about domestic violence and abuse, how to support survivors, and how to intervene if you suspect abuse is happening.

Hot Peach Pages International: International

list of sexual and domestic violence agencies and resources on domestic abuse in over 115 languages.

List of support organisations around the world:

Compiled by the Domestic Shelters website with organisations based in Australia, Mexico, New Zealand, USA, across Europe and more globally.

Bright Sky app: Developed by a charity called

Hestia, this is a free app that provides practical support and information on how to respond to domestic abuse. It is available in the UK and a number of other countries. It is designed for anyone experiencing domestic abuse, or who is worried about someone else.



Domestic violence and abuse

Where to learn more continued

Advice for all colleagues (continued)

United Nations – How to respond to domestic abuse guide: Designed for UN employees and freely available to support anyone. Has information about how to recognise signs of domestic abuse at work, how to help a victim, lists of international support organisations.

United Nations Women: Hub of information about ending violence against women.

Hidden Hurt: A website run by a UK survivor of domestic abuse. Has a wide range of resources including information about different types of abuse, situations involving children, faith-related abuse and more.

Victim Support: How to recognise the signs of domestic abuse (UK website with UK support for victims and survivors).

Women's Aid Survivor's Handbook: Specific advice for women who have survived domestic violence or abuse.

Hopeful Handbags: A campaign that sends once-loved handbags full of everyday necessities to survivors of abuse in shelters and support programmes. US-based and expanding in Australia, Canada, the Caribbean, South Africa and the UK.

Disability and domestic abuse research from Ann Craft Trust: Research on domestic and financial abuse of people with learning disabilities, and abuse of young disabled people.

The Initiative: Disability and domestic abuse initiative, based in Colorado, USA, and focused on abuse-free culture for all. Specific focus on disability and gender, sexual orientation, ethnicity/ race and more.

ManKind: UK support for men experiencing domestic abuse. Website also has lots of useful general information for male victims too.

Violence against men factsheet: Information from MantraCare, a global healthcare provider.

How domestic violence varies by ethnicity: Article from Verywell Mind website.

Galop: Specialist LGBTQ+ domestic violence support in the UK (for organisations in other countries, www.findahelpline.com is a useful site).



Domestic violence and abuse

Where to learn more continued

Further advice for HR practitioners and line managers

Business in the Community domestic violence and abuse toolkit for employers: UK context but some globally relevant content.

CIPD toolkit on supporting employees who experience domestic abuse: UK focus, but has useful information to consider globally.

Vodafone domestic violence toolkit: Global toolkit from Vodafone with more detail on how to 'recognise, respond, refer' on domestic violence and abuse (this is an internal Vodafone document made available publicly to help other employers).

Vodafone report: Their learning from implementing a global domestic violence policy.

United Nations global database on ending violence against women: Includes details of measures across different countries to end violence against women.

Free toolkit from the NO MORE campaign: Includes ideal material for local awareness campaigns.



Domestic violence and abuse

Getting support if you think you are an abuser

Finding local advice and support to help change your behaviour

Help for people who think they are a perpetrator of domestic violence or abuse is often very local or national. Different organisations offer different advice, guidance, support or more formal programmes to help abusers who want to change their behaviour.

A good place to start is by looking at the **No More** campaign's global directory of support organisations. Working together, the United Nations and World Bank have produced this listing of specialist organisations in every country and territory recognised by the UN. Find out more, and look for support in your country on this website.

Not all countries will have organisations focused specifically on support for perpetrators of domestic violence or abuse, but No More is a good place to start.

Other support organisations might be able to help too – such as local organisations specialising in anger management programmes, for example.

Other websites that might help

Hidden Hurt: This has a page of advice for anyone who thinks they are an abuser, including how to recognise this and to take responsibility, things to do and not to do, and links to further (UK-specific) support. It is written by a survivor of domestic abuse in the UK.

Respect: General information (and a UK telephone service) to help people who think they might be an abuser.

National Domestic Violence Hotline (USA):

Free, confidential professional advice for people in the USA who think they are an abuser and want to change.

Remember that our global Employee Assistance Programme can also provide free, confidential advice or counselling in your local language.



Domestic violence and abuse

Learn more – what can domestic violence or abuse involve?

Domestic violence and abuse can be experienced in many different ways. Every situation will be unique, but recognising the signs can help all of us to support each other and to protect ourselves.

Controlling behaviour

Acts that make a person subordinate and/or dependent on the perpetrator. This might be by isolating them from support, exploiting them for personal gain, taking away their independence/ability to escape, or regulating their everyday behaviour.

Coercive behaviour

Usually a systematic pattern of behaviour to undermine a victim and create fear through threats, humiliation and intimidation. It is a psychological or emotional form of abuse used to control and limit the freedom of an intimate partner. It can include 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is not confined to one gender or ethnic group.

Stalking

Workplace staking may involve the perpetrator following their victim to work or waiting around the office or factory gates. It can also include unwanted behaviours like regularly sending unwanted flowers or gifts, making unwanted or malicious communications, or watching or spying on the victim, including through social media ('cyber-stalking'). In many cases, the conduct might appear innocent (if it were to be looked at in isolation), but when carried out repeatedly, it may cause significant alarm, harassment or distress to the victim.



Domestic violence and abuse

Learn more – what can domestic violence or abuse involve? continued

Financial or economic abuse

Involves a perpetrator using or misusing money which limits and controls their partner's current and future actions and their freedom of choice – such as using the individual's credit/debit cards without their permission, putting contractual obligations in their names or gambling with family assets. It can also involve restricting access to essential resources such as food, clothing or transport and denying the means to improve a person's economic status.

Physical or sexual abuse

This is the use of physical force against someone in a way that injures or endangers that person, without their consent and in an act of aggression and violence.

Psychological and/or emotional abuse

This can include verbal abuse (such as yelling, name-calling, blaming and shaming). Isolation, intimidation and controlling or coercive behaviours can also be classified as emotional abuse.

Online or digital abuse

This is becoming more common today. It can include behaviours such as monitoring social media profiles or emails, abuse over social media (such as Facebook, Twitter or LinkedIn), sharing intimate photos or videos without consent, and using GPS locators or spyware to track a victim.



Our global Employee Assistance Programme

Getting support

It's OK not to be OK, and it's a strength to seek support. That's why we have a global Employee Assistance Programme (EAP). It's free, completely confidential, available 24/7 and in your local language – for everyday life and for more challenging times. See how to access the service below. You can find more information on One Place locally as well.

What does our EAP help with?

Our EAP provides advice and support on a wide range of matters. It offers advice on everyday aspects of life as well as support in times of crisis. This includes topics such as:

- Stress and anxiety
- Work advice
- Relationship advice
- Gambling issues
- Counselling
- Bereavement and loss
- Financial wellbeing
- Legal advice
- Drug and alcohol issues
- Family issues
- Childcare matters
- Medical information
- Consumer issues
- ...and more.

To get support in the UK

Web: [REDACTED]

Call: [REDACTED]

You can use the app (or website) to contact a wellbeing counsellor by live chat, video call and phone or request a call back. You can also use the AI feature if you do not yet feel comfortable talking to a counsellor. The app also includes resources, information and tools to help with all aspects of life.



To get support around the world

Web: [REDACTED]

Register via the website, then select a username and password.

Click the flag icon (top right of the page) to select your country and language for local resources and contact details. You'll find resources covering a wide range of topics and details of how to contact a counsellor there.

You can also download the app (provided by ComPsych) by searching for **GuidanceResources** (one word) in your App Store.



Understanding more about domestic violence and abuse can help us all to recognise the signs, respond supportively and refer colleagues to the best help. Even small supportive actions can make a life-changing difference.