

HARRASSMENT, DISCRIMINATION AND BULLYING POLICY

Purpose

To provide a safe workplace to all Budget Workforce workers through effective management of workplace harassment/bullying.

Policy

Budget Workforce is committed to providing a work environment that is pleasant for workers to work in and conducive to good workplace relations. This policy is aimed at ensuring that workers are not subjected to any unwanted workplace harassment/bullying. Harassment/bullying in the workplace decreases productivity, increases absenteeism and is also against the law. For these reasons, harassment/bullying will not be tolerated at Budget Workforce. For the purpose of this policy 'harassment' includes bullying.

Harassment/Bullying - Workplace harassment/bullying is where a person or persons are subjected to unreasonable behavior, other than sexual harassment, that is unwelcome and unsolicited, the person considers to be offensive, intimidating, humiliating or threatening and/or a reasonable person would consider to be offensive, humiliating, intimidating or threatening.

Examples of unreasonable behavior include, but are not limited to:

- Abusive, insulting or offensive language or comments.
- Unjustified criticism or complaints.
- Repeated threats of dismissal.
- Exclusion from activities where deliberate.
- Spreading rumors.
- Setting unreasonable work tasks or timelines.
- Sabotaging a person's work performance by withholding information or giving incorrect information.
- Changing of rosters/work arrangements so as to deliberately inconvenience a worker or workers.

What is **not** considered unreasonable behavior:

- Setting reasonable work tasks and timelines.
- Reasonable rostering/work arrangements.
- Deciding not to select a worker for promotion where a reasonable process is followed.



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- Informing a worker about unsatisfactory work performance in an honest, fair and constructive way.
- Informing a worker about inappropriate behavior in an objective and confidential way.
- Implementing organizational changes or restructuring.
- Taking disciplinary action, including suspension or terminating employment.

Budget Workforce has a legal responsibility to take reasonable steps to prevent harassment from happening in the workplace. This involves educating workers about harassment, putting in place this policy, setting behaviour standards, implementing grievance and complaint handling procedures, and ensuring compliance by all in the workforce.

Harassment in the workplace can create unpleasant or even hostile work environment. Harassment makes work difficult for everyone – the person being harassed, as well as workers witnessing the harassment. The harasser also is not concentrating on their work when he/she engages in this type of behavior. It can also damage the reputation of a company.

Harassment outside the Workplace

Workplace harassment can take place off site. Examples would be harassment occurring at a work Xmas party, unwanted phone calls to a worker's home, and following workers home from work, text messaging, internet chat rooms or other social media channels.

Harassment of Customers

The way workers treat clients and customers is extremely important for the image of the company. Harassment of customers or clients is not only bad for business; it is against the law and can result in legal action being taken by the customer or client against the company.

Bullying and workplace violence

Workplace violence is any action, incident or behavior in which a person is physically assaulted, threatened, harmed or injured in circumstances relating to their work. The risk of workplace violence must be eliminated or minimized so far as is reasonably practicable.

Incidents of workplace violence (i.e. physical assault or the threat of physical assault) should be reported to the police because these are criminal matters.

Victimization

Victimization happens where a worker is treated harshly or subjected to any detriment because they have made a complaint of discrimination or harassment. Victimization will also happen if a person is subjected to a detriment because they have furnished any information or evidence in connection with a discrimination complaint.

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A complaint of victimization is made in the same way as a complaint of discrimination or harassment. Victimization is either dealt with as an offence punishable by fine, or can be the subject of a damages award, depending on which law the complaint is brought under.

Responsibility:

Managers/Supervisors

- Managers and supervisors must ensure that they do not harass or bully workers, other managers or supervisors, clients or customers.
- Carry out risk assessments and implement control measures to prevent workplace harassment within Budget Workforce.
- Ensure all workers have been provided with information regarding their rights and responsibilities in relation to workplace harassment.
- Ensure they have the appropriate training in handling workplace harassment complaints, including an understanding of both informal and formal complaint resolution options.

All Workers

- Each worker must ensure that they do not engage in harassing or bullying behaviour towards other workers, managers or supervisors, clients or customers.
- Workers should be aware that they can be held legally responsible for their unlawful acts. Workers, who aid, abet or encourage other persons to harass and bully can also be held legally liable.
- Raise any issues or concerns relating to workplace harassment with Manager or Supervisor.
- Ensure they have an understanding of the options available to resolve workplace harassment issues.

Behaviour standards

Budget Workforce has standards of behaviour for workers to:

- Act in a responsible and professional manner.
- treat others in the workplace with courtesy and respect.
- listen and respond appropriately to the views and concerns of others.
- be fair and honest in their dealings with others.

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Complaint Handling System

Any complaints of workplace harassment must be treated seriously and investigated promptly, confidentially and impartially. Harassment complaints can be lodged informally or formally. The complaint system developed must therefore be capable of managing both types of complaints.

Informal Complaints: An informal complaint handling system may encourage workers to raise their concerns with an appropriate contact person within the workplace and the matter resolved in an informal and fair manner.

Formal Complaints: The system implemented to manage formal complaints of harassment must include the following:

- a formal reporting procedure.
- an investigation procedure.
- a complaint resolution procedure.
- an appeal process;

Grievance Procedure

If you believe that you are being harassed/bullied, there are a number of important steps you should take:

- a) Tell the person that their behaviour is unacceptable, and that it must stop. It is important to say these things to the harasser otherwise they may interpret your silence as consent.
- b) Report the behaviour or incident to your manager. If the alleged perpetrator is a manager, then report the manager to a senior manager.
- c) Keep your complaint confidential – this will avoid idle gossip and the possibility of defamation proceedings against you or the company.

If you make a complaint of workplace harassment/bullying it will be taken very seriously and will be dealt with sympathetically and in a confidential manner. The complaint will be investigated and, if found to be proved, appropriate warnings or other disciplinary action will be taken against the harasser. In serious cases, the harasser may be dismissed. You will not be victimised or treated unfairly for making a complaint.

If you are not satisfied with the way in which the company has dealt with your complaint, you can apply to the Fair work Commission for an order to stop the workplace bullying. Such workers should contact the Fair Work Commission to find out if they are eligible to apply for an order.

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Education and Training

Budget Workforce will ensure that all workers are provided with the appropriate training and education on issues of workplace harassment which will enable them to:

- Understand the behaviours that are or are not workplace harassment.
- Understand the consequences of workplace harassing behaviours.
- Understand the process for lodging complaints of workplace harassment.

Signed:



Harjinder Singh
Managing Director
Budget Workforce Pty Ltd
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