

INDIANIC

GROUP Pty Ltd



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UNACCEPTABLE BEHAVIOUR POLICY (OHS-POL-006)

INTRODUCTION

All Indianic Group (IG) employees are responsible for fostering a cohesive, fair, equitable and safe work environment, void of Unacceptable Behaviour (UB) including head office, workshop and onsite. WorkSafe WA has a number of source documents relating to the management and reporting of Unacceptable Behaviour (UB). Any company, by law, is required to take all reasonable practicable steps to preserve the health and safety of employees. UB will be managed in accordance with this policy and UB along with the mis-management of UB is not condoned.

OVERVIEW

Indianic Group (IG) is committed to providing all employees with a safe and fair work place which instils a sense of pride and purpose. IG is also committed to providing a work place where you want to come to work rather than having a sense of dread. Unacceptable behaviour (UB) can create angst between employees and create an unsafe and unfair work place. UB will not be tolerated at IG and can have administrative consequences which are in line with company policies.

UB is behaviour that would be offensive, belittling, abusive or threatening to another person or adverse to workplace cohesion, or otherwise not in the aligned with interests of IG. All employees from the Managing Director (MD) to the apprentices including casual employees have the right to be treated with respect, fairness and without harassment. All employees are to accept personal responsibility and accountability for their actions and to think clearly about the consequences of their actions. Employees have an inherent responsibility to do the right thing even when no one else is around, this means that if you see and incident occur you should do something about it. You can step in and assist the incident to cease or you could report the incident to HR on behalf of another person if they do not feel like they can.

SUPERVISORS / MANAGERS

Supervisors and Managers shall be responsible for ensuring their team do not have to endure UB when they become aware of it. During the investigation into the report, if it is found that the supervisor/manager was aware of the issue and did nothing; they could also face administrative consequences. Turning a blind eye will not be tolerated and all employees have a responsibility to protect not only their health and safety but the health and safety of others, including mental health.

If a supervisor witnesses UB and is unsure of how to proceed, they are to speak with HR, management, QHSE officer or another colleague that could offer them advice. The UB is to be reported and is not to be covered up. Society's tolerance for UB is changing and the age old 'well it happened to me so they can put up with it' will not be tolerated. This mentality will also receive administrative consequences for omitting to do something.

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WHAT DOES NOT CONSTITUTE UB

UB is not always present in a situation of unease, examples of what UB is not are:

- Legitimate, constructive feedback for an employee's performance;
- If supervisor uses a gruff, harsh or loud tone due to a safety issue;
- Isolated incidents of unreasonable behaviour such as abruptness, sharpness or rudeness, whilst unacceptable are not bullying;

TYPES

If a staff members mental health and safety or physical health and safety have been put at risk; or another person's behaviour has created or has the potential to create a risk then this is unacceptable behaviour. Mental health may also be affected by work related stress and exposure to traumatic events in the work place. Examples of UB include, but are not limited to:

- Bullying
- Emotional, psychological or physical violence or abuse
- Workplace/Occupational violence
- Coercion, harassment and/or discrimination
- Aggressive/abusive behaviour
- Unreasonable demands and undue persistence
- Disruptive behaviour

UB COMPLAINT / CONFLICT AND BULLYING

Bullying is an issue that will not be tolerated and there are steps that you can take to resolve the issue:

Step 1. Talk to the person and tell them what specific behaviours have affected you and tell them that you want it to stop.

Step 2. Report the issue in writing to Human Resources (HR)

If the behavior continues, give a written notice to HR and include:

- What the issue is and provide examples
- What about the behaviour concerns you
- How the issue is effecting you; and
- What outcome would you like to see.

Step 3. If the behaviour has not ceased after two weeks, follow up with HR and ask them to update you on what has occurred and inform them in writing if the issue is continuing.

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Workplace conflict can occur when different people's actions, demeanour, ideas, decisions or actions relating to the job are in disagreement, or when people don't get along. If conflict in the workplace arises, it may end up having a positive outcome if it leads to constructive change; however, it can be stressful and hostile; as such it is paramount to resolving disputes in the work place.

Bullying in the workplace can be incidences of repeated inappropriate behaviour that can occur at work and/or in the course of employment. This can be direct or indirect, verbal or physical, or some form of negative interaction between one or more persons against another or others.

If a complaint is judged to be vexatious or malicious, administrative action could be taken against the person making the false complaint.

DISCRIMINATION

Discrimination takes place when; in the same or similar situation, one person is treated less favourably than another person. Indirect discrimination happens when a rule has a negative effect on an individual or group differing from others and the rule is unreasonable in the circumstances e.g. race, gender, age or sexual orientation.

WORKPLACE OR OCCUPATIONAL VIOLENCE

Workplace or occupational violence can have significant short and long term impacts on a worker's psychological and physical health. *Workplace* violence can be any incident where a person is abused, threatened or assaulted in circumstances arising out of, or in the course of their work. The violence can be either directed at the person or as a result of witnessing violence against someone else. Examples include:

- Biting, spitting, scratching, hitting, kicking
- Punching, pushing, shoving, tripping, grabbing
- Throwing objects
- Verbal threats
- Aggravated assault
- Any form of indecent physical contact
- Threatening someone with a weapon or armed robbery.

All forms of UB will not be tolerated between IG employees or with external stakeholder. If an issue has arisen with an external stakeholder you are not to use UB towards them in any way. This affects the reputation of IG and has the potential to loose contracts which in turn affects the profitability of IG.

INAPPROPRIATE BEHAVIOUR

Inappropriate behaviour is a behaviour that is not considered appropriate or socially acceptable or misbehaviour. Examples of this are:

- Not following directions
- Back chat

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- Arguing
- General poor attitude
- Making a comment that is criticism

INVESTIGATION

An investigation will be conducted into the report of UB, this will include HR or a Manager speaking with the complainant or the respondent. If the complaint is found to be proven, consequences can be administered to the individual or group. The administrative consequences can be any of the following and do not have to follow in this order and are in line with Indianic's discipline policy:

- HR or Management will speak with the respondent and give an informal warning – this means that it's a conversation to advise the respondent that the behaviour is to cease. The respondent may have a representative with them if they wish to. This will include written points of specific actions. The conversation is recorded in the HR file.
- HR or Management will speak with the respondent and give a formal warning - this means that it's a formal meeting with HR or management advising the respondent to cease the UB. The respondent may have a representative with them if they wish to. This discussion will be in an open and objective environment. This will be recorded in the HR file.
- MD will give warning on potential termination.

It is important to note that both the complainant and the respondent will not be discriminated against for making/receiving the complaint. The complainant will be informed that administrative action has been taken; however, they will not be told the details due to privacy.

OUTCOME

On completion of the investigation the outcome of any decisions for the resolution will include reasonable steps in an attempt to stamp out the behaviour. The UB will be recorded both in the respondents HR file as well as the HR Incident Report and Issues Register which is in confidence and only available to Management and HR.



Michael Gray
General Manager

**This policy is reviewed and approved by the General Manager on an annual basis.

