

## **SAFE WORKING GUIDELINES VIOLENCE / BULLYING / HARASSMENT**

### **1. Introduction**

The objective of this procedure is to prevent the occurrence of injury and reduce the severity of injuries / illness resulting from violence, bullying and harassment from others whilst working on a Proline Building Commercial Pty Ltd worksite/s.

### **2. Purpose**

The purpose of this document is to provide suitable information for the identification, assessment and control of violence, bullying and harassment hazards associated with working on site.

### **3. Definitions**

Violence acts includes: verbal abuse in person or over the telephone, written abuse, harassment, threats, ganging up, bullying and intimidation, physical or sexual assault, armed robbery, malicious damage to property of staff, customers or the business.

Bullying Behavior includes: behavior or language that frightening, humiliates, belittles or degrades, loud verbal criticism, malicious rumors, gossip or innuendo, intimidation, offensive jokes

What is not Bullying Difference of opinion, poor or bad management practices on their own, constructive and courteous feedback, counseling or advice about work related behavior and performance, reasonable managerial actions taken in a fair and equitable way.

Harassment Under anti-discrimination laws, harassment in the workplace is any form of behavior that is not wanted, that offends, humiliates and that concerns the following aspects of the person being harassed: sex, pregnancy, race, marital status, disability, age, carers' responsibilities, homosexuality, transgender status.

### **4. Roles & Responsibilities**

Project Managers/ Supervisors and Site Supervisor are responsible for the following:

- Identification, assessment, control and evaluation of work activities which may result in violence, bullying or harassment of person/s on site.

Employees / subcontractors are responsible for the following:

- Co-operate with Project Managers/Supervisors and Site Supervisor in implementing the violence, bullying and harassment management controls.

## 5. Procedure

Employees and subcontractors are responsible for developing an understanding of and becoming competent in the implementation of risk management principles and practices on site/s.

This is a four phase process:-

1. Risk Identification
2. Risk Assessment
3. Risk Control
4. Risk Evaluation

### 5.1 Risk Identification

Identification of risks associated with young and inexperienced workers should be undertaken by the following means:

- Consultation with employees / subcontractors
- Observation of work practices
- Inspections of the task and associated work areas
- Examine workplace injury records to assess what activities have occurred to what tasks being carried out, which may cause injury, illness or incident in young and inexperienced personnel.

### 5.2 Risk Assessment

Identified hazards should then be prioritized according to the severity of injury, frequency of task and probability whilst performing the task. When assessing the risk, consideration will be given to:

- Occupation or job/task of the person exposed
- Work environment
- Duration and frequency
- The skills, training and experience of the young person

Who is at risk? – Everyone, however some employees may be at a higher risk of experiencing, violence, bullying or harassment.

1. People with disabilities
2. Young and inexperienced workers
3. Minority groups
4. Isolated workers



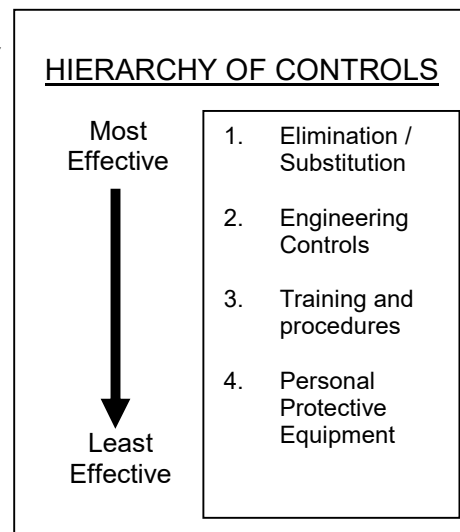
### 5.3 Risk Control

It is the responsibility of all employees and subcontractors involved in the violence, bully and harassment hazard management process to ensure that control measures that are put in place by Proline are adhered too. Risk Control is the means for minimizing or eliminates the identified risk and is carried out using the following heierarchy of control:

- *Eliminate the risk by ceasing the hazardous component or activity*
- *Substitute a less harmful alternative hazard substance or process*
- *Isolate the hazard at source using engineering means*
- *Introduce administrative controls to minimize exposure*
- *Use of Personal Protective Equipment*

When considering control options the following should be considered:

- Promote the principles of dignity and mutual respect and act decisively against discrimination
- Job re-design
- Clarify workers roles and responsibilities
- Introduce a buddy system for new and high risk workers
- Provide training in violence, bullying and harassment prevention
- Ensure that workers who supervise others have appropriate skills as supervisors
- Provide a secure work environment
- Ensure work systems and service do not provoke aggression from clients
- Deter offenders by making it known that security measures are in place
- Where staff must work alone or in isolated locations, keep in contact with them
- Ensure workers get can to and from the worksite safely
- Ensure workers are not alone when dealing with potentially violent client, subcontractors or others.



### 5.4 Risk Evaluation

It is important to evaluate the effectiveness of the control measures implemented, to ensure that they are effective and that they do not lead into the introduction of additional hazards within the work environment. An evaluation of control measures must be carried out by the Site Supervisor during the tasks Safe Work Method Statement Reviews.

### 6. Training

The Systems Manager will train employees during WHS EMS QA Seminars to ensure that employees can identify risky activities and receive appropriate training.

## 7. Review & Evaluation

In order to ensure this procedure remains effective, it will be reviewed by Senior Management on an annual basis or in the event of an injury or near miss resulting from any activity, changes in legislation or if raised by an employees concern.

## 8. References

- Work Health & Safety Act 2011
- Work Health & Safety Regulation 2017
- Preventing and Dealing with Workplace Bullying Guide 2008
- Violence in the Workplace Guide 2002

## 9. Version Control

<b>Date</b>	<b>Version</b>	<b>Owner</b>	<b>Comments</b>
14.05.09	1	Michelle Noy	For Issue
11.11.11	2	Michelle Murphy	Following External 3 <sup>rd</sup> Party Audit
18.04.12	3	Michelle Murphy	Changes in legislation
19.02.16	4	Michelle Murphy	General Review
01.09.17	5	Michelle Murphy	General Review
01.06.18	6	Michelle Murphy	Changes in legislation