



# BULLYING AND OCCUPATIONAL VIOLENCE POLICY

## VALUES

Quantum Building Services values a workplace which is healthy and safe that positively supports people to achieve organisation outcomes in a safe manner, while contributing to business effectiveness and sustainability.

## COMMITMENT

Quantum Building Services is committed to ensuring that the working environment is free from bullying and violence. This commitment extends to work that is conducted offsite and in the course of employment including company sponsored seminars, functions and events. This commitment also extends to our contracting workforce.

## OBJECTIVES

The objectives of this policy are to:

- Demonstrate Quantum Building Service's attitude toward bullying and violence;
- to encourage the early reporting of any allegations of bullying or occupational violence
- Identify responsibilities and behaviours;
- Define what bullying is and what bullying isn't;
- Identify potential situations where bullying may occur;
- Provide relevant sources of how and where to seek assistance;
- Indicate the likely consequences of bullying and violence; and
- Outline the steps to take if you feel that you have been the victim of workplace bullying or violence
- to investigate and resolve complaints of alleged bullying or occupational violence received from persons covered by the scope of this policy
- to ensure, as far as is practicable, that the persons covered by the scope of this policy are not victimised or penalised for reporting the alleged bullying or occupational violence to the University



### **WHAT IS WORKPLACE BULLYING?**

The repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice. It includes behaviour that intimidates, offends, degrades or humiliates an employee. Bullying behaviour can range from very obvious verbal or physical assault to very subtle psychological abuse. This behaviour may include (if repeated or unreasonable):

- physical or verbal abuse;
- yelling, screaming, offensive or threatening language;
- setting unreasonable deadlines/requirements and/or changing them
- setting tasks beyond or below a person's skill level
- abrasive, insulting, offensive language
- unjustified criticisms or complaints
- withholding or denying access to information
- denying reasonable requests
- spreading untrue or malicious rumours
- initiation rites
- excluding or ignoring a co-worker in the workplace
- changing arrangements so that they are inconvenient to a worker

### **WHAT IS WORKPLACE VIOLENCE?**

Workplace violence may not always be a critical or extreme situation from the outset. It sometimes follows a pattern of escalating behaviour – from agitation, expressed anger or frustration and intimidating body language, to verbal/written abuse and threats, physical threats, or assault. Violent acts include:

- Verbal abuse, in person or over the telephone
- Written abuse
- Harassment
- Threats
- Ganging up, bullying and intimidation
- Physical or sexual assault
- Malicious damage to the property of staff, customers or the business

### **WHAT IS NOT WORKPLACE BULLYING**

Organizations need to be able to run efficiently and profitably and therefore workers sometimes need to be managed to achieve outcomes. Although this may at times feel like bullying, if done in a reasonable way it is not. Below are some examples of behaviour that is not regarded as bullying.

- Setting reasonable performance goals, standards and deadlines
- Rostering and allocating working hours where the requirements are reasonable
- Transferring a worker for operational reasons
- Deciding not to select a worker for promotion for legitimate reasons
- Informing a worker about inappropriate behaviour in an objective and confidential way
- Implementing organizational changes or restructuring
- Termination of employment



## **LEGISLATIVE COMPLIANCE**

Quantum Building Services, as part of its strategic and day-to-day operations, will endeavour to comply with the relevant legislation, standards, code of practices and other guidelines.

Relevant legislation includes:

- Racial Discrimination act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Human Rights Commission Act 1986
- OSH Act 1984, WA
- OSH Regulation 1996, WA
- OSH Guidelines for development of industry standards Code of Practice

## **REPORTING BULLYING AND VIOLENCE**

Managers, employees and contractors have a responsibility to keep our workplace free from discrimination, harassment, bullying and violence. If a manager, employee or contractor becomes aware of an incident, whether by witnessing or being told of it, it must be reported to Quantum Building Services WHS representative or staff member with whom they feel comfortable.

If you have feel you have been the victim of discrimination please contact Quantum Building Services Managing Director David Fraser on 0478 154 711 dave@quantumbuildingservices.com.au. Please also complete *Incident Reporting Form on Bullying*. Located in FILE: QUANTUM BUILDING SERVICES->POLICIES AND PROCEEDURES->BULLYING AND VIOLENCE POLICY

## **REPORTING BULLYING IF YOU ARE AN INDEPENDENT CONTRACTOR**

Quantum Building Services has a responsibility to ensure, as much as possible, the welfare of its contractor workforce. This is a responsibility we take very seriously. As we have a lack of visibility on your everyday working environment there is an added layer of complexity around our ability to investigate reports of bullying. However we take any reports very seriously. Should you be a victim of workplace bullying or witness any workplace bullying please contact Quantum Building Services David Fraser on 0478 154 711 or dave@quantumbuildingservices.com.au

## **PROCESS ONCE AN INCIDENT IS REPORTED**

The process for reporting and resolving issues is located in the same file as this Policy under *BULLYING AND VIOLENCE PROCEDURE*

**It is a requirement that all employees, contractors and visitors comply with the requirements of this policy and our SHE management standards at all times.**

Managing Director  
January 2016

**DAVID FRASER**

A handwritten signature in black ink, appearing to read 'D Fraser', is written over a horizontal line.