

Bullying and Harassment Policy

1. Purpose

- 1.1 The purpose of this policy is to communicate that ServiceFM does not tolerate any form of workplace bullying or harassment.
- 1.2 This policy is supported by and is to read in conjunction with the Bullying and Harassment Procedure.

2. Scope

- 2.1 This policy applies to all ServiceFM employees, workplaces, and work activities.
- 2.2 This policy covers bullying or harassment which occurs at work and out of the workplace, including on work trips or at work-related events or social functions.
- 2.3 ServiceFM recognises that workplace bullying, and harassment can take place through several different methods of communication including face to face, email, text messaging and social media platforms.

3. Policy Statement

- 3.1 ServiceFM is committed providing a working environment free from bullying and harassment. Bullying and harassment are not tolerated in our workplace under any circumstance and all employees are required to treat each other, along with our customers, suppliers, and visitors, with dignity and respect.
- 3.2 ServiceFM recognises that workplace bullying, and harassment may involve comments and behaviours that offend some employees and not others. ServiceFM accepts that individuals may react differently to certain comments and behaviour. That is why a minimum standard of behaviour is required of employees. This standard aims to be respectful of all employees.

4. Principles

- 4.1 Harassment is any unwanted conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.
- 4.2 A single incident can amount to harassment. A person may be harassed even if they were not the intended "target". Harassment also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past.
- 4.3 It is unlawful under the relevant legislation to harass a person because of their age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex, or sexual orientation. It also includes conduct of a sexual nature (sexual harassment). Harassment is unacceptable even if it does not fall within any of these categories
- 4.4 Examples of harassment include, but are not limited to:

- Unwanted physical conduct including touching, pinching, pushing, and grabbing
 - Unwelcome sexual advances or suggestive behaviour
 - Offensive e-mails, text messages or social media content or the display of offensive materials; or
 - Unwanted jokes, banter, mocking, mimicking, or belittling a person
- 4.5 Bullying is offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate, or injure the recipient. Bullying can include the use of personal strength or the power to coerce through fear or intimidation, not necessarily from someone in a position of authority.
- 4.6 Bullying may be physical, verbal, or non-verbal. It can include conduct that is not face-to-face, including via text message, email and social media. Examples of bullying include:
- Physical or psychological threats
 - Overbearing and intimidating levels of supervision
 - Inappropriate derogatory remarks about a person or their performance
 - Shouting at employee
 - Persistently picking on people in front of others or in private
 - Blocking promotion and training opportunities
 - Regularly and deliberately ignoring or excluding employee from work activities or work-related social events
 - Setting a person up to fail by overloading them with work or setting impossible deadlines; or
 - Regularly making the same person the butt of jokes
- 4.7 Legitimate and reasonable criticism of an employee's performance or behaviour, or reasonable management instructions, do not amount to bullying.
- 4.8 ServiceFM encourages any employee who feels they have been bullied or harassed to take immediate action. If an employee or feels comfortable, they can raise the issue with the person directly with a view to resolving the issue by discussion. The employee should identify the bullying or harassing behaviour, explain that the behaviour is unwelcome and ask that the behaviour stops.
- 4.9 However, given the seriousness of bullying and harassment, we recommend that this discussion happens in consultation with the Safety, People and Culture Manager or CEO

5. Feedback

- 5.1 Feedback about this document can be emailed to compliance@servicefm.com.au

6. Endorsement

- 6.1 This policy is authorised, supported, and approved by:



James Pollock – Chief Executive Officer

Date: 01/04/2021