BULLYING & HARASSMENT POLICY

The Management and employees of the company are committed to maintaining dignity and respect for all in the workplace. The aim of our policy is to create and maintain a positive workplace, where the right of each individual to dignity at work is recognised and protected. Management is committed to providing a workplace that is free from bullying, harassment and sexual harassment.

Workplace bullying is defined as repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise conducted by one or more persons against another or others at the place of work and/or in the course of employment which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of this behaviour may be an affront to dignity at work but, as a once off incident is not considered to be bullying.

Sexual harassment is a form of discrimination on the gender ground in relation to conditions of employment. The definition of sexual harassment includes any:

- Act of physical intimacy
- Request for sexual favours
- Other act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material that is unwelcome and could reasonably regarded as sexually offensive, humiliating or intimidating.
- A single incident can constitute sexual harassment.

Harassment that is based on the following grounds – marital status, family status, sexual orientation, religion, age, disability, and race – is a form of discrimination in relation to conditions of employment.

Anti-bullying and anti-harassment procedures have been developed for making complaints about bullying, harassment and sexual harassment and the correct steps to be taken to deal with these complaints in an effective manner. It is up to each individual employee to determine what behaviour they find unwelcome, regardless of the opinions or attitudes of others. Employees lodging a complaint or providing evidence in the investigations shall not be victimised.

Management shall strive to investigate all allegations of bullying, harassment and sexual harassment in a fair and thorough manner, without reprisals for the complainant. Complaints of this nature shall be dealt with in a confidential and efficient manner.

Bullying behaviour includes behaviour that may:

- Humiliate
- Intimidate
- Verbally abuse
- Victimise
- Exclude and isolate

- Give repeated unreasonable assignments to duties which are obviously unfavourable to one individual
- Give repeated impossible deadlines or impossible tasks
- Imply threats
- Include making jokes that are obviously offensive to one individual by spoken word or email.
- Intrude on a person's privacy by pestering, spying and stalking
- Manipulate an individual's reputation by rumour, gossip, ridicule or innuendo.

Sexual harassment is a form of discrimination on the gender ground in relation to conditions of employment.

Non-exhaustive list of examples of sexual harassment:

Physical conduct of a sexual nature - unwanted physical contact i.e. unnecessary touching, patting, pinching or brushing against another employee's body, assault & forced sexual intercourse.

Verbal conduct of a sexual nature - unwelcome sexual advances, propositions or pressure for sexual activity, continued suggestions for social activity outside the work place after it has been made clear that such suggestions are unwelcome, unwanted or offensive flirtations, suggestive remarks, innuendos or lewd comments.

Non-verbal conduct of a sexual nature - display of pornographic or sexually suggestive pictures, objects, written materials, emails, text messages or faxes. Can also include leering, whistling or making sexually suggestive gestures.

Sex-based conduct - includes conduct that criticises or ridicules or is intimidating or physically abusive of an employee because of his or her sex.

Anti-bullying and harassment Controls

We are committed to providing a safe and healthy workplace including the protection of all staff from bullying, aggression and harassment as far as it is able. Staff who is potentially exposed to dealings with members of public shall have their work activities and work environment subject to risk assessment. These risk assessments shall be reviewed regularly.

Bullying or harassment by any staff member regardless of status shall not be tolerated. Management upon discovery of cases of bullying in the workplace shall take disciplinary action. Any areas or location in the workplace where bullying or harassment are a problem corrective action shall be taken. Every effort shall be made to provide assistance and support to victims of bullying or harassment.

Where a problem is identified management shall endeavour to take immediate action to rectify the situation. Management expects employees to co-operate and assist them in the event of such a situation arising. Advice and instruction to deal with difficult situations and training in the recognition and avoidance of violent situations shall be provided to specific employees where it is deemed necessary.

Staff should:

- Make every attempt to avoid confrontation in the event that a customer is becoming extremely irate.
- When encountering a situation where yourself or a colleague is experiencing difficulties with another individual (either from bullying or threatening situations) report as soon as possible to your supervisor. In the case of encountering potentially threatening situations, staff should approach the situation with caution and adhere to any instructions that have been given to you.
- Where possible and practicable: only trained personnel (Security staff / Gardai) should attempt to deal with potentially violent encounters e.g. with abusive members of public. Always seek their assistance. Never attempt to deal with the situation alone.
- Note that all incidents of aggressions, threat or actual harassment must be reported. We take these matters very seriously and any evidence of problems shall result in a review to seek better methods of elimination and control.

Management shall not tolerate bullying, harassing or sexually harassing behaviour from employers, employees and non-employees (includes clients, customers, sales representatives etc) and immediate appropriate steps shall be taken to resolve any existing bullying, harassing or sexual harassing issues.

This policy is explained and made available to all employees and reviewed on an annual basis. All employees have been trained on the procedures in place for dealing with complaints on bullying, harassment or sexual harassment.

Signed: _____ Managing Director

Date: _____