Bullying Policy

ISS is committed to achieving and maintaining workplaces where people are treated with mutual respect and where they can enjoy a harmonious and productive environment free from bullying.

Bullying is repeated, unreasonable behaviour directed toward an employee or group of employees that creates a risk to health and safety. Examples of behaviour that could be considered bullying include:

- Demeaning language or verbal abuse.
- Threats, physical or verbal intimidation.
- Outbursts of anger or aggression.
- Excluding or isolating employees.
- Setting employees unreasonable work demands.

Reasonable management actions carried out in a fair way are not bullying. For example:

- Setting performance goals, standards and deadlines
- Informing a worker about unsatisfactory work performance or inappropriate behaviour
- Deciding not to select a worker for promotion
- Implementing organisational changes
- Rostering and allocating work hours

All employees have a legal responsibility to care for their own health and safety and that of co-workers and accordingly, bullying will not be tolerated by ISS. Managers and Supervisors have the responsibility to implement and enforce the Bullying Policy ensuring that:

- They set an example by their own behaviour and take corrective action if they become aware of any unreasonable behaviour
- All staff are aware of the appropriate standard of conduct in the workplace
- All staff are aware they have access to senior managers to discuss any form of bullying in confidence
- All complaints are treated seriously, confidentially, sympathetically and sensitively
- An enquiry into a complaint commences as quickly as practicable to attempt to resolve it
- The person making the allegation and any witnesses will not be victimised in any way, provided that vexatious complaints with no genuine basis may result in disciplinary action
- All employees are aware that legislation makes bullying in the workplace unlawful.

If you believe you are being bullied you need to take the following action:

- If you can, try to resolve the problem yourself with the person(s) involved;
- If not, or if the behaviour continues, tell your Supervisor or Manager or contact the People Manager or another management representative at your Regional or National Office. You may also contact your Union if you are a member.

For further details refer to the Grievance Policy. Any breach of this policy may lead to disciplinary action up to and including termination of employment.

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