

Workplace Harassment, Victimization & Bullying:

Purpose:

Quality Hospitality International (QHI) promotes open friendly and professional communication at all times between its staff, contractors and course participants. It views harassment in any manifestation negatively as it is invariably detrimental to the harmony and productivity of its people. This policy sets out clearly what actions are considered harassment and provides guidelines for action to be taken by the victim of harassment.

Types of Harassment:

Harassment in the workplace can take many forms. It can be overt (obvious) or subtle, direct or indirect (for example where a hostile feeling/environment is created without any direct attacks being made on a person).

Verbal Harassment:

- Sexual or suggestive remarks
- Making fun of someone
- Imitating someone's accent
- Propositions (sexual invitations)
- Spreading rumours
- Obscene telephone calls
- Repeated unwelcome invitations
- Offensive jokes
- Repeated questions about personal life
- Threats or insults
- The use of language that is not suitable in the workplace
- Name-calling
- Wolf whistling

Non-verbal Harassment:

- Putting sexually suggestive, offensive or degrading/insulting material on walls, computer screen savers, email and so on
- Suggestive looks or leers
- Unwelcome practical jokes
- Displaying or circulating racist cartoons or literature
- Mimicking someone with a disability
- Being followed home from work
- Ignoring someone or being particularly cold or distant with them
- Not sharing information
- Offensive hand or body gestures

- Unnecessarily leaning over someone
- Sending offensive material through computer, fax or email.
- Continually ignoring or dismissing someone's contribution in meetings/discussions

Physical Harassment:

- Unnecessary physical contact (pinching, brushing up against a person, touching, kissing, hugging against a person's will.
- Indecent or sexual assault or attempted assault
- Pushing, shoving or jostling
- Putting your hand or an object like payslip or a wage packet into someone's pocket (especially breast, hip or back pocket)

Sexual Harassment:

We consider sexual harassment as unacceptable behaviour, which will not be tolerated under any circumstances. The company believes that all people have the right to work or participate in classroom based learning in an environment, which is free from sexual harassment.

Under the Victorian Equal Opportunity Act (1984) and the Commonwealth Sex Discrimination Act (1984) sexual harassment is illegal.

Managers and other supervisors of staff are required to ensure that all employees and course participants are treated fairly and equitably and are not subject harassment. We must also ensure that complainants and witnesses are not victimized in any way. Any reports of sexual harassment will be treated seriously by the Chief Executive Officer and will be investigated thoroughly and confidentially. Disciplinary action will be taken against anyone found to be guilty of sexually harassing a co-worker, guest or course participant.

The Victorian Act states that a person sexually harasses another person if:

1. A person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed; or
2. Engages in other unwelcome conduct of a sexual nature in relation to the person harassed;
3. in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Bullying:

Bullying is defined as an act of aggression causing pain, discomfort or embarrassment to another. There are many forms of bullying including verbal, physical, social or psychological. Examples include name-calling, territorial ownership, physical violence, emotional hurt, put-downs, exclusion and demands for money or possessions.

Bullying can be planned or unintentional by individuals or groups, of a continual or isolated nature. Acts of bullying can be greatly reduced in an educated, co-operative, fair and supportive environment.

QHI does not accept any form of bullying. Any employee found guilty of bullying will be instantly dismissed.

All staff, contractors and course participants should be alert to signs and evidence of bullying and report it to the Chief Executive Officer immediately, whether as an observer or victim. QHI recommends that you involve management when dealing with bullying. All reported incidents of bullying will be investigated and acted upon.

All facts will be established clearly, taking separate accounts from victims, perpetrators and witnesses. Comfort and support will be offered to victims. Perpetrators will be confronted with the seriousness of the offence and at the same time, be offered support and counselling to help them readjust their behaviour.

A complaint of bullying will be reported in writing either by the victim or by QHI management on behalf of the victim. If after investigation the complaint is found to constitute bullying, the perpetrator will be advised and counselled. A record will be made on their personal file and the bully will be subject to the performance management procedure for misconduct.

If you have witnessed an act of bullying or have been the victim of bullying you have a responsibility to report it to management.

Victimisation:

Victimisation of any kind towards any employee or course participant is completely unacceptable within QHI. Victimisation of employees or course participants is contained in the Code of Conduct - "An employee, when acting in the course of QHI employment, must treat everyone with respect and without harassment, victimisation or discrimination".

All employees and course participants should be aware that victimisation of any employee or course participant is a breach of the Code of Conduct. Victimisation of a person who has reported an alleged breach of the Code of Conduct is also not permitted.

At all times during and following the resolution process, all reasonable steps must be taken to ensure that victimisation does not occur to:

- the complainant;
- the person/persons about whom the complaint was made, ie the respondent; and/or
- any other employee or course participant with knowledge of the complaint.

Confidential Harassment Procedure:

If you can, tell the person(s) to stop. You should also tell them that you do not like what they are doing and that it is not OK with you or with management. Contact either the Office Manager or Chief Executive Officer to advise them of the harassment.

Keep a note of any harassment that happens with dates, times, witnesses if any, with accounts of what happened and what you said, did or felt. The Office Manager or Chief Executive Officer will take action to prevent further harassment.

Responsibility of the Office Manager & Chief Executive Officer:

Legally, QHI is responsible for what happens in the work place or learning environment. Management is responsible for making sure that all staff, contractors and course participants understand that harassment will not be

tolerated in the workplace or learning environment, that complaints will be taken seriously and handled in the appropriate manner.

Management will at all times ensure that names of anyone involved in a complaint will be kept private.

As management is legally responsible for making sure that no staff or course participant is harassed, you should tell them immediately if any harassment is going on.

Responsibility of Staff, Contractors & Course Participants:

It is the responsibility of all staff, contractors and course participants to respect the rights of others and never encourage harassment. If you become aware that someone you work with is being harassed, help prevent it by offering you support to the person being harassed. You can do this by:

- telling them that you are willing to act as a witness if the person being harassed decides to lodge a complaint;
- refusing to join in with any harassing activity;
- supporting them to say so.

It is not your responsibility to say anything to the person who they say is harassing them or to spread rumours about someone. If you participate in spreading rumours you may be subject to a defamation action.