

**C2A/ECDC POLICIES AND PROCEDURES
ANTI – Bullying Policy**

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1. Introduction

1.1 Definition of Workplace

C2a is an alternative Internet and Phone Service Provider that provide competitively priced Fixed Wireless Broadband, ADSL Broadband, NBN and VoIP phone services at competitive and affordable prices while remaining local to Port Macquarie and surrounding areas.

ECDC is a subsidiary of c2a. ECDC is a local Data Center where computers can be stored in a safe, air conditioned environment with access granted to only enrolled and authorized users.

1.2 Constitute

We aim for c2a to be a bully-free workplace where everyone is treated with respect. Bullying is taken seriously by c2a, and will be addressed. Disciplinary action may be taken if this policy is breached.

This policy will be made available to all c2a employees including contractors as well as ECDC Shared Hosting Users. New workers will be given a copy of this policy at their induction. Managers and supervisors will remind workers of the policy from time to time.

1.3 Filing and Storage of documents

This policy and Procedure is displayed in the c2a premises entry and must be accessible to all staff, contracted persons and Shared Hosting Users.

Complaints and incident reports- must be filed and kept for a minimum of 7 years.

2. Purpose of this Document

The purpose of this policy is to:

- ensure the dignity at work of all c2a employees and ECDC Shared Hosting Users
- ensure we are fair and just in our dealings
- build happy and constructive working relationships
- ensure we respect and value differences
- encourage constructive discussion of differences of views and approaches
- ensure we are open and constructive in our communications
- prevent actions of bullying, exclusion, unfair treatment and other negative or demeaning behaviours
- deal firmly and fairly with negative behaviours, including bullying and harassment
- protect the dignity of all our employees

- review all policies and procedures so that they are consistent with the principles of justice, fairness and respect for employees and c2a/ECDC
- educate all employees on their responsibility to behave in a way that respects the dignity of co-workers
- provide advice, information and support that protects the dignity of our employees

3. Persons affected

- Employers
- C2A Workers (Employees, Contactors)
- ECDC Shared Hosting Users
- Visitors –authorized access to premises

4. Definitions

- PCBU: Person Conducting a Business or undertaking
- Shared Hosting Users: Customers who use our premises for hire for hosting purposes
- Office areas/On-site: These include the Office, Server Room and Storage Shed
- Off-site areas: Houses/Business' where workers perform installs of our services
- Complaint: is an expression of dissatisfaction that requires a response or resolution.

5. Responsibilities

5.1 (PCBU) Director/Officer/Manager/team leader

Employers have a duty to reduce or eliminate risks to workers' health and safety under work health and safety laws.

Director/Manager must:

- provide induction and information to c2a employees and ECDC Shared Hosting Users in this policy
- model positive and constructive behaviour in their treatment of employees and Shared Hosting Users
- monitor their workgroups and act if they become aware of any potential hazards
- address breaches of this policy

5.2 C2A Workers

- treat fellow workers with dignity and respect
- treat Shared Hosting Users with dignity and respect
- comply with the ANTI-Bullying policy
- where possible, report incidences of breaches of this policy to supervisors or management

5.3 ECDC Shared Hosting Users

- treat c2a employees/workers with dignity and respect
- treat fellow Shared Hosting Users with dignity and respect
- comply with the ANTI-Bullying policy
- where possible, report incidences of breaches of this policy to supervisors or management

6 Bullying

6.1 What is workplace bullying?

The Fair Work Act 2009 specifies that bullying happens when two criteria are met:

a person or a group of people repeatedly behaves unreasonably towards a worker or a group of workers at work AND the behaviour creates a risk to health and safety¹.

This behaviour must occur repeatedly – that is, more than once – and must create a risk to health and safety in order for it to be considered bullying. This includes behaviour that is victimising, humiliating, intimidating or threatening.

Some examples of workplace bullying include²:

- abusive or offensive language or comments
- aggressive and intimidating behaviour
- belittling or humiliating comments
- practical jokes or initiation
- unjustified criticism or complaints.

6.2 What is not workplace bullying?

Reasonable management action taken by Directors or managers to direct and control the way work is carried out. If the action is carried out in a lawful and reasonable way, taking the particular circumstances into account then it is not workplace bullying.

Reasonable management action may include:

- performance management processes
- disciplinary action for misconduct
- informing a worker about unsatisfactory work performance or inappropriate work behaviour
- directing a worker to perform duties in keeping with their job
- maintaining reasonable workplace goals and standards

¹Fair Work Commission. https://www.fwc.gov.au/documents/documents/factsheets/guide_antibullying.pdf. Published 17 January 2018. 15.5.18

²Safe Work Australia. <https://www.safeworkaustralia.gov.au/bullying>. 15.5.18

Director/manager is entitled to carry out actions and give directions that are consistent with managing the workplace. However, any reasonable management actions must not only be reasonable but must also be conducted in a reasonable manner. If not, their behaviour could still be considered to be bullying.

7. What can you do if you are being bullied?

If you feel you are experiencing or witnessing workplace bullying, we encourage you to raise the issue promptly either with the director/manager or write out a complaints form to inform the Director/Manager.

If you are a member of the union you may also raise any issues with your delegate for advice and information.

8. Management Responses to bullying

If workplace bullying or unreasonable behaviour is reported or observed we will take the following steps:

1. Director/manager will speak to the parties involved as soon as possible, gather information and seek a resolution to satisfactorily address the issue for all parties.
2. If issues cannot be resolved or the unreasonable behaviour is considered to be of a serious nature, an impartial person will be appointed to investigate. Both sides will be able to state their case and relevant information will be collected and considered before a decision is made.
3. All complaints and reports will be treated in the strictest of confidence. Only people directly involved in the complaint or in resolving it will have access to the information.
4. There will be no victimisation of the person making the report or helping to resolve it. Complaints made spitefully may result in disciplinary action.

The complaints form is located at the bottom of Management of Complaints Policy. If you want more information on complaints please refer to the [Management of complaints Policy](#).

9. Managing the risk of workplace bullying

Minimising the risk of workplace bullying is about taking a proactive approach to identify early, any unreasonable behaviour and situations likely to increase risk of bullying occurring in the workplace.

Control measures are implemented to manage these risks, monitor and review the effectiveness of these measures.

This includes activities such as:

- Regularly consulting with workers and health and safety representatives to find out if bullying is occurring or if there are factors likely to increase the risk of workplace bullying.
- Setting the standard of workplace behaviour, for example through a code of conduct AND workplace ANTI-bullying policy.
- Designing safe systems of work by clearly defining jobs and providing workers with the resources, information and training they need to carry out their work safely.
- Implementing workplace bullying reporting and response procedures.
- Developing productive and respectful workplace relationships through good management practices and effective communication.
- Providing information and training on workplace bullying policies and procedures, available support and assistance, and how to prevent and respond to workplace bullying.
- Prioritising measures that foster and protect the psychological health of employees.

10. Policy Compliance

If any user is found to have breached this policy, they may be subject to c2a's disciplinary procedure. If a criminal offence is considered to have been committed further action may be taken to assist in the prosecution of the offender(s).

If you do not understand the implications of this policy or how it may apply to you, seek advice from the director.

11. Policy Governance

The following table identifies who within c2a is Accountable, Responsible, Informed or Consulted with regards to this policy. The following definitions apply:

- **Responsible** – the person(s) responsible for developing and implementing the policy.
- **Accountable** – the person who has ultimate accountability and authority for the policy.
- **Consulted** – the person(s) or groups to be consulted prior to final policy implementation or amendment.
- **Informed** – the person(s) or groups to be informed after policy implementation or amendment.

Responsible	Director of Company
Accountable	Director of Company
Consulted	Director/Managers
Informed	All Employees, All Temporary Staff, All Contractors, Shared Hosting Users

12. Review and Revision

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 12 months.