

CONVOY

T R A N S P O R T

CONVOY TRANSPORT PTY LTD

Occupational Health and Safety



Workplace Bullying Policy

Objective:

To outline strategies and mechanisms to prevent incidents of Workplace Bullying.

Scope:

This policy covers all workers who are engaged to undertake tasks at Convoy Transport Pty Ltd workplaces/locations including workers, independent contractors, work experience students, trainees, apprentices, and volunteers.

Policy:

Convoy Transport Pty Ltd recognises the risk to worker health and safety from exposure to bullying at work and has adopted a ZERO tolerance policy.

Workplace bullying can include:

- Verbal abuse;
- Demeaning language;
- Threats;
- Outbursts of anger or aggression;
- Humiliation;
- Physical or verbal intimidation;
- Excluding or isolating workers;
- Deliberately:
 - Assigning meaningless tasks;
 - Unrealistic volume of jobs;
 - Withholding information that prevents people from working effectively;
 - Changing rosters to inconvenience person.

Convoy Transport Pty Ltd will engage a 3-part approach to bullying.

1. Prevention:
 - a. Training workers about what constitutes bullying behaviour;
 - b. Creating awareness of the health and safety risks associated with bullying;
 - c. Encouraging reporting;
2. Investigation:

- a. Suitably trained individuals investigate all reports;
 - b. Following set guidelines, investigate all cases in a fair, unbiased manner;
3. Control:
- a. Put control strategies in place that includes (where relevant):
 - i. Re-assigning tasks/shifts/work locations;
 - ii. Mediation (internal or external);
 - iii. Counselling;
 - iv. Disciplinary action, possibly resulting in termination of employment.



Amendment	Workplace Bullying Procedure	Issue #: 1	Revision #: 0
Record	Reviewed by: Jason Haywood Managing Director	Approved by: Jason Haywood Managing Director	

Workplace Bullying Procedure

Responsibilities:

At Convoy Transport Pty Ltd, the Organisation is responsible for ensuring that:

- Convoy Transport Pty Ltd provides a safe workplace for all people where there is a demonstrated zero tolerance of proven workplace bullying behaviour;
- There are an effective Workplace Bullying Procedure and support mechanisms in place;
- All workers are trained and familiar with the Workplace Bullying Procedure;
- Conduct a review of the Workplace Bullying Procedure as required.

The HSR/OHS Manager/Coordinator is responsible for:

- Maintaining and reviewing the Workplace Bullying Procedure as required;
- Ensuring all workers understand and are familiar with the Workplace Bullying Policy and Procedure
- Assisting workers with informal or formal notifications and resolutions of workplace bullying matters or concerns;
- Informing and consulting with Convoy Transport Pty Ltd regarding any reported workplace bullying matters or concerns as necessary;
- Be familiar with relevant investigation procedures;
- Remain impartial and treat all cases fairly;
- Manage each case in a confidential and timely manner;
- Respond to all reported cases;
- Ensure prompt referral to support/mediation;
- Oversee controls and follow-up as required;
- Maintaining records required by legislation relating to workplace bullying.

Managers/Supervisors are responsible for:

- Identifying any inappropriate behaviour in the workplace that may lead to workplace bullying;
- Ensuring workers understand what is considered to be appropriate and inappropriate behaviour in a workplace in respect of workplace bullying;
- Assisting workers with informal notifications and resolutions of workplace bullying matters or concerns as required;
- Informing and consulting with (HSR/OHS Manager) regarding any reported workplace bullying matters or concerns as necessary;

- Maintaining records required by legislation relating to workplace bullying.

All workers are responsible to:

- Ensure their behaviour in the workplace is appropriate for the work environment at all times;
- Not act in a manner which could be considered or interpreted as being workplace bullying against others;
- Follow reasonable directions in respect of workplace bullying while working at Convoy Transport Pty Ltd;
- Cooperate with investigations and follow-ups regarding bullying issues and/or complaints as required;
- Report bullying to a supervisor and/or complete incident report form.

Procedure:

A person who has been the subject of conduct which they believe constitutes workplace bullying may make a formal complaint or may seek to have the matter resolved on an informal basis. Information provided by a complainant will be kept confidential.

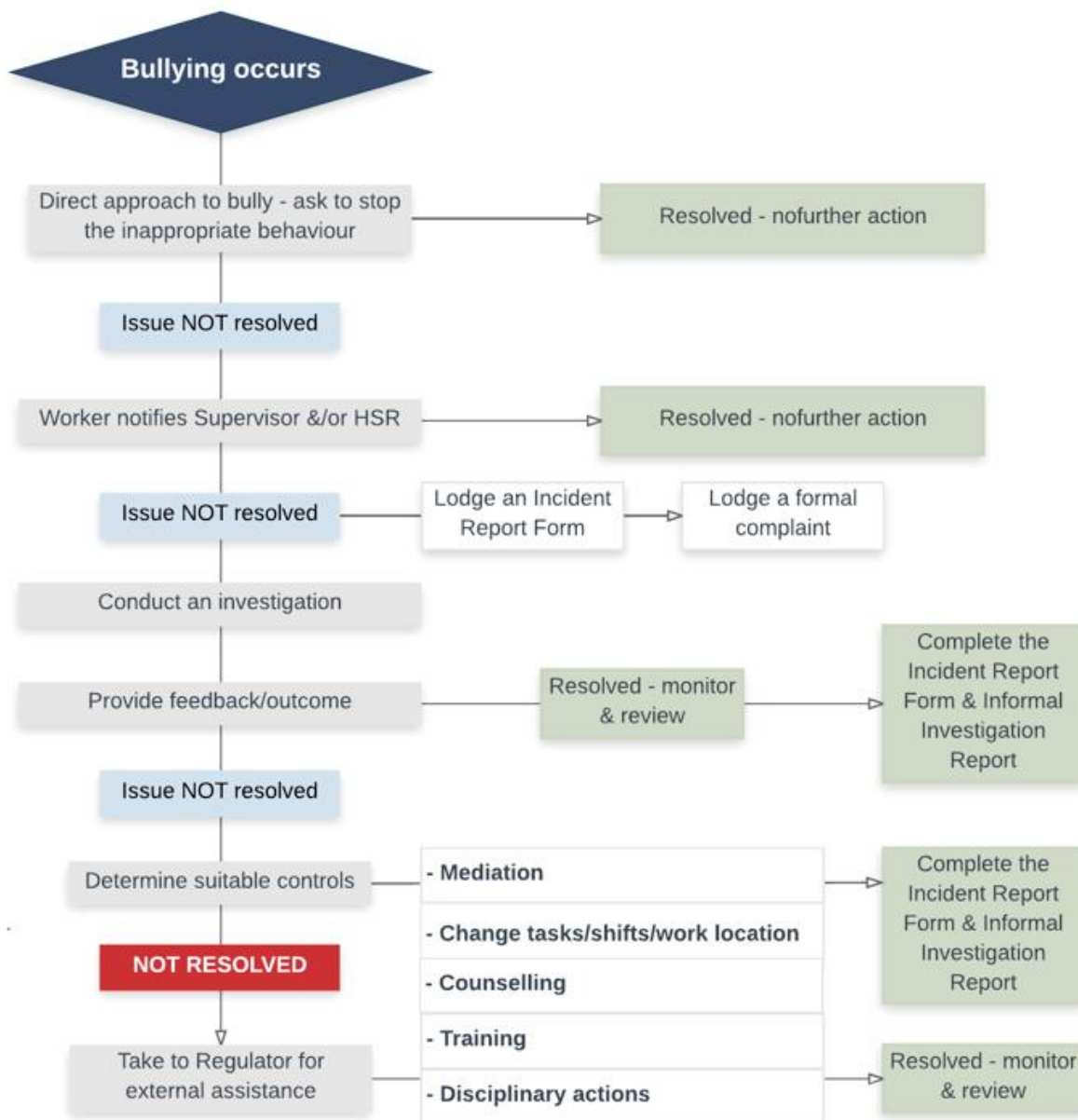
Informal Complaint:

1. The complainant may wish to communicate directly with the person with whom they have a concern and ask that they refrain from further conduct of that nature;
2. If direct communication is not possible or does not resolve the complainants' concerns, they should then discuss the matter with their **Operations Manager/Managing Director** who will explain potential strategies for dealing with the conduct complained of;
3. The complainant, in consultation with the **Operations Manager/Managing Director**, will decide on a course of action to attempt to resolve the matter;
4. If deemed appropriate, Convoy Transport Pty Ltd may be able to assist in the informal resolution process by the appointment of a mediator agreed to by the parties involved, who may be able to help the parties resolve the matter;
5. After achieving a satisfactory resolution, the issue will be monitored by **Operations Manager/Managing Director** to ensure there are no re-occurrences or further concerns;
6. Documentation will be kept during the resolution process.

Formal Complaint:

1. Where a complainant's endeavours to resolve a complaint informally have failed, he or she may choose to make a formal complaint;
2. The particulars of the complaint should be submitted in writing, to the **Operations Manager/Managing Director**, this would include a completed Incident/Injury Report Form and any supporting statements or documents;
3. **The Operations Manager/Managing Director** will investigate the complaint in consultation with the relevant persons. The investigation will follow and apply the principals of Natural Justice;

4. After completing the investigation, **The Operations Manager/Managing Director** will make a finding as to whether workplace bullying has occurred, or whether it is likely to have happened;
5. **The Operations Manager/Managing Director** will then submit a detailed report with a recommended course of action to the appropriate decision-maker (senior management);
6. An appropriate course of action will then be decided and implemented, in consultation with all relevant persons;
7. Where a formal disciplinary action against a worker employed or engaged by Convoy Transport Pty Ltd, this shall be instituted under the disciplinary procedures applicable to the worker concerned. Initiate disciplinary action following these procedures following a recommendation from **Jason Haywood Managing Director**.
8. If and when required, and per relevant legislation, assistance to achieve an acceptable resolution will be initiated by Convoy Transport Pty Ltd management from the appropriate external Authority.



Workplace Bullying Flowchart

Reference	Title and Description
Document #: OHSM300001	OHSMS Manual
Document #: OHSF300048	Incident Report Form (<i>OHSMS Recording Forms</i>)
Document #	
Document #	
Document #	