



# RESPECT AT WORK

## Never Walk Past

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## 1. Providing a safe, respectful, and inclusive working environment

CSR Limited (**CSR**) is committed to providing our workplace participants with a safe, respectful, and inclusive working environment. This means an environment that is free from unlawful discrimination, harassment including sexual harassment, harassment on the grounds of sex, bullying, vilification, hostile working environments and victimisation (definitions of these acts and behaviours are set out in this policy).

By ensuring safe and respectful work environments, we can attract and retain the best talent, drive better performance across the sector, accelerate our diversity and inclusion efforts, and enhance innovation. This is good for our people and good for our customers and communities.

This policy sets out behavioural expectations on all CSR workplace participants and the role we all play in preventing poor workplace behaviour and our commitment to never walking past issues or incidents.

CSR has a **zero tolerance** approach to unlawful and unacceptable conduct in the workplace.

## 2. Scope

This policy applies to all CSR workplace participants which includes:

- a. all employees, including casual employees, trainees and apprentices, senior executives and the board;
- b. contractors or subcontractors, and any employees of contractors or subcontractors;
- c. employees of any labour hire company, or employees of any other organisation, performing work at the workplace;
- d. job applicants, outworkers, apprentices and trainees, persons gaining work experience and volunteers; and
- e. CSR customers, visitors and suppliers.

This policy applies to:

- a. all aspects of employment including recruitment and selection;
- b. on-site and off-site work, including that performed by contractors;
- c. out of hours interactions, functions or events which do or may impact on the workplace or on workplace relationships;
- d. interactions on communication devices and social media which do, or may impact on the workplace or on workplace relationships; and
- e. how CSR provides services to clients and customers and how it interacts with members of the public.

It's important to remember that the working environment and therefore the requirements outlined in this policy, extend beyond the physical location that a person attends to perform work.

Inappropriate behaviours can also occur beyond the usual workplace and outside normal working hours. For example, workplace sexual harassment can occur where there is a connection to employment including (but not limited to):

- a. at team social functions which are not sponsored or paid for by CSR;
- b. in accommodation (including hotel rooms) provided or paid for by CSR; or

- c. online via use of technology and social media.

The consumption of alcohol at work functions or at a work-related event outside the usual workplace and hours of work is not an excuse for conduct that is inconsistent with this policy.

### **3. Responsibilities**

#### **3.1. ALL WORKPLACE PARTICIPANTS**

It is the responsibility of all workplace participants to:

- a. role model respectful and appropriate behaviours;
- b. understand and comply with this policy and to seek further information if unclear about any aspect of this policy;
- c. treat all workplace participants fairly and with respect;
- d. not engage in the behaviour prohibited by this policy;
- e. report any incidents in breach of this policy to your Line Manager, a HR representative or via our confidential Speak Up process - email [makeareport@stoline.com.au](mailto:makeareport@stoline.com.au) or call 1300 30 45 50 (AUS) or 0800 42 50 08 (NZ);
- f. ensure they do not victimise any person involved in a complaint of harassment or unlawful discrimination; and
- g. ensure that concerns and complaints are treated sensitively and confidentially.

#### **3.2. NEVER WALK PAST – BYSTANDERS**

Individuals who witness or are aware of unacceptable and unlawful behaviours such as sexual harassment or other types of unacceptable behaviours, can play an important role in preventing these incidents occurring in the workplace. When grounded in behaviours of integrity and respect, action taken by colleagues can positively impact on defining workplace culture. It is CSR's expectation that employees will "Never Walk Past" any behaviours that are unacceptable or unlawful.

When safe to do so, bystanders who are aware of any type of unacceptable behaviour are encouraged to:

- a. provide support to the colleague who is being subjected to inappropriate behaviour;
- b. respectfully ask for the behaviour to stop; and/or
- c. report any incidents in breach of this policy to your Line Manager, a HR representative or via our confidential Speak Up process - email [makeareport@stoline.com.au](mailto:makeareport@stoline.com.au) or call 1300 30 45 50 (AUS) or 0800 42 50 08 (NZ).

#### **3.3. ADDITIONAL RESPONSIBILITIES OF MANAGERS**

CSR's Risk Management Framework identifies organisational behaviour as a material risk. Key controls to mitigate this risk include communication and adherence to CSR's Code of Business Conduct & Ethics Policy and Respect at Work Policy. Managers are responsible to communicate these policies to employees. CSR will direct managers to conduct hazard assessments, identifying areas of increased risk of unlawful or disrespectful behaviour, and will implement targeted plans to further mitigate risk as a result.

In addition to the individual responsibilities set out above, CSR's people leaders must:

- a. promote and develop a working environment that is free from inappropriate behaviour including unlawful discrimination, harassment including sexual harassment, harassment on the grounds of sex, bullying, vilification, hostile working environments and victimisation;
- b. model appropriate behaviour;
- c. ensure that all workers who report to them are aware of this policy and CSR's requirement that they behave in accordance with this policy;
- d. be familiar with CSR's Incident Reporting Policy and their role;
- e. treat all complaints and queries seriously and follow appropriate procedures for reviewing and/or investigating complaints;
- f. take steps to proactively identify factors that may increase the likelihood of inappropriate behaviour occurring, and implement or suggest measures to control those risks;
- g. take proactive and immediate action to deal with any behaviour which is inconsistent with the requirements of this policy;
- h. ensure victimisation does not occur; and
- i. take appropriate disciplinary action against any workplace participant who has breached this policy.

## **4. Unacceptable workplace conduct**

### **4.1. HARASSMENT**

Harassment is unwelcome or uninvited behaviour or conduct which a reasonable person would regard as offensive, humiliating or intimidating.

The person's intention or motive is irrelevant for the purposes of determining whether harassment has occurred.

Harassment can be a single or repeated act of offensive behaviour. If such behaviour is repeated, it may also amount to bullying. Harassment can also amount to sexual harassment and may also amount to unlawful discrimination.

Any form of harassment in the workplace will not be tolerated by CSR. Employees who engage in harassment in the workplace will be subject to disciplinary action, up to and including termination of employment or engagement.

Even if the behaviour is not considered harassment by the person or group of people it is directed at, someone witnessing the behaviour may consider it harassment.

Harassment can include, but is not limited to:

- Insults, taunting, jokes or innuendo including gestures or sarcasm
- Inappropriate or personal questions
- Rough or offensive physical contact
- Using threats, intimidation, or a promise of a reward to interfere with another person's work

- Verbal or non-verbal abuse or ridicule
- Sending offensive messages or material
- Displaying, distributing or handling pornographic, racist or offensive materials
- Posting offensive comments or sending offensive messages via social media
- Pranks or practical jokes

#### 4.2. SEXUAL HARASSMENT

Sexual harassment is unwelcome behaviour of a sexual nature which could be expected to make a person feel offended, humiliated, or intimidated.

Sexual harassment can include but is not limited to:

- Whistling, catcalling or honking
- Staring or leering, sexual gestures, or following, watching or loitering
- Requesting intimate images or videos of a person
- Sharing, showing or commenting on intimate or sexualised images or videos of a person, including material that has been posted on social media or the internet.
- Making sexually suggestive comments, jokes or actions
- Unwanted invitations for drinks, dinner, or non-work-related social events
- Questions or comments about a person's private life or sexual activities
- Comments about a person's appearance
- Requests or pressure for sex
- Sending or making sexually explicit comments, images, videos, or gifts, including the use of emojis with sexual connotations
- Uninvited acts of intimacy, for example, touching, holding, massaging, hugging, cornering, or kissing a person
- Sending or displaying pornography or sexually graphic imagery or coercing a person to look at pornography or sexually graphic imagery
- Touching or fiddling with a person's clothing including lifting skirts or shirts, flicking bra straps, or putting hands in a person's pocket

It is unlawful for sexual harassment to occur where there is a connection to the workplace or a worker. It is not necessary for the worker to be performing their work duties at the time the conduct occurs.

It is important for all workplace participants to understand:

- a. sexual harassment does not have to be repeated or ongoing behaviour - a single incident may constitute sexual harassment;
- b. a person does not need to object to the behaviour in order for it to be unwelcome. There are many reasons someone may not tell you your behaviour is not appropriate or not welcome. This may include your role in the organisation relative to them;
- c. whether a person intended to sexually harass another person or whether that person was actually offended is irrelevant - what matters is what a reasonable person would think of the behaviour. Workplace participants should be aware that comments and actions that do not offend one person, may offend another person; and

- d. sexual harassment is not limited to in-person interactions – the workplace includes electronic communications. This is why sharing, showing or commenting on intimate or sexualised images or videos of a person, including material that has been posted on social media or the internet, may amount to sexual harassment given such conduct could impact workplace relationships.

Context is also important when considering if a person has been sexually harassed. Where workplace participants engage in a consensual, personal relationship this is not sexual harassment because the conduct is not unwelcome or uninvited.

#### **4.3. SEX BASED HARASSMENT**

Sex based harassment is conduct that is unwanted or demeaning in nature which is engaged in because of the sex of the person harassed (or because of characteristics generally associated with persons of that sex) in circumstances where a reasonable person would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated.

Conduct includes making a statement to a person, or in the presence of a person, whether the statement is made orally or in writing.

As with sexual harassment, harassment on the grounds of sex can take many forms. Examples of sex based harassment include:

- making demeaning comments or gestures;
- displaying sexually explicit or suggestive pictures, posters, screensavers, or objects in the work environment;
- sexual banter, innuendo, and offensive jokes; and
- the sexual objectification of people in the workplace.

#### **4.4. HOSTILE WORKPLACE ENVIRONMENT**

It is also unlawful for a person to subject another person to a workplace environment that is hostile on the grounds of sex. This will occur if a person engages in conduct that a reasonable person, would have anticipated may result in the workplace environment being offensive, intimidating or humiliating to another person.

A person subjects another person to a workplace environment that is hostile on the grounds of sex if:

- a. both persons work in the workplace; and/or
- b. the person subject to the conduct is in the workplace at the same time as, or after, the conduct occurs; and
- c. a reasonable person would have anticipated the possibility that the person subject to the conduct would be offended, humiliated or intimidated.

Examples include:

- displaying sexually explicit or suggestive pictures, posters, screensavers or objects in the work environment;
- general sexual banter, innuendo, and offensive jokes; and
- the sexual objectification of people in the workplace.

#### 4.5. BULLYING

Bullying will not be tolerated by CSR. Any workplace participant who engages in bullying behaviour will be subject to disciplinary action, which may include termination of employment or engagement.

Bullying is repeated, unreasonable behaviour directed towards a workplace participant or group of workplace participants, which may create a risk to health and safety.

“Unreasonable” means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine, or threaten.

Behaviours that may amount to bullying include:

- "cyber bullying" such as sending rude or intimidating emails or text messages or posting such messages on social media
- sarcasm or other forms of demeaning language
- deliberately undermining a person's work performance
- giving someone the majority of unpleasant tasks
- setting tasks that are unreasonably below or beyond a person's skill level
- physical or verbal abuse
- setting impossible or constantly changing deadlines
- feedback or criticism that is delivered inappropriately e.g. with a raised voice/yelling or towards a person in front of others
- unjustified criticism or unjustified, false or vexatious complaints
- spreading gossip or false rumours about a person

There is no requirement that the person deliberately or intentionally bullied the person.

It is not bullying for a manager or supervisor to discuss your performance with you. Performance discussions are a necessary part of ensuring that workplace participants meet CSR standards of work and behaviour. Other reasonable managerial actions such as disciplinary action, work directions and orders, and allocation of work in accordance with business needs and systems do not constitute bullying.

#### 4.6. WORKPLACE VIOLENCE

Workplace violence and aggression is where a person is abused, threatened or assaulted at the workplace. This includes verbal and emotional abuse or threats, and physical attacks to an individual or to property. Such conduct can cause both physical and psychological harm. The impact of violence on a victim depends on the severity of the violence, his or her own experiences, skills or personality.

Violent/aggressive acts include:

- verbal abuse, in person or over the telephone
- written abuse
- ganging up, bullying and intimidation
- physical or sexual assault
- armed robbery

- threats
- malicious damage to the property of staff, customers or the business

Workplace violence sometimes follows a pattern of escalating behaviour – from agitation, expressed anger or frustration and intimidating body language, to verbal/written abuse and threats, physical threats, or assault. Violence can be internal to the organisation or from external sources.

You should report any incidents in breach of this policy to your Line Manager, a HR representative or via our confidential Speak Up process - email [makeareport@stopline.com.au](mailto:makeareport@stopline.com.au) or call 1300 30 45 50 (AUS) or 0800 42 50 08 (NZ). In the event of a complaint of workplace violence the above process should be followed, however in a severe instance of violence you should immediately remove yourself from the situation and report the instance to an appropriate leader.

Workplace violence will not be tolerated by CSR and serious disciplinary consequences, up to and including summary dismissal, may apply.

#### 4.7. UNLAWFUL DISCRIMINATION

Unlawful discrimination occurs when a person treats or proposes to treat someone with a protected attribute less favourably because of that attribute.

State and Commonwealth legislation prohibits discrimination on the grounds of stated attributes which may include:

- race
- colour
- sex
- sexual orientation
- gender or gender identity
- disability or medical condition
- age
- sexual preference
- marital status
- pregnancy or potential pregnancy
- carer status or family responsibilities
- breastfeeding
- irrelevant criminal record
- physical features
- industrial activity or affiliation
- religion, political belief or activity

The person's intention or motive is irrelevant for the purposes of determining whether discrimination has occurred.

Discrimination can occur directly or indirectly.

**Direct discrimination** occurs if a person treats, or proposes to treat, another person unfavourably because of that attribute. An example of direct discrimination would include not promoting someone due to their race, gender, sexual orientation or religious belief.

**Indirect discrimination** occurs if a person imposes, or proposes to impose, an unreasonable requirement, condition or practice that has, or is likely to have, the effect of disadvantaging persons with a protected attribute. An example of indirect discrimination would include a recruitment policy that required employees to be a particular height when that was not relevant to the performance of the role.



Unlawful discrimination will not be tolerated. Employees found engaging in discriminatory conduct may be subject to disciplinary action, up to and including termination of their employment or engagement.

#### **4.8. RACIAL AND RELIGIOUS VILIFICATION**

Vilification is a public act which encourages or urges others to hate, have serious contempt for, or revulsion or severe ridicule of a person or group of people because of their race or religion.

This includes spoken, written, online or physical behaviour towards a particular race or religious group that encourages others to ridicule them, be hateful or violent towards them, damage their property, or make false claims against them. Racial and religious vilification is unlawful.

It is also against the law to give permission or help someone to vilify others, for example by publishing or distributing information about them.

#### **4.9. VICTIMISATION**

Victimisation occurs when a person subjects or threatens to subject someone to a detriment because that other person has made a complaint, helped someone else make a complaint, or has been involved in a complaint.

Examples of victimisation include isolating someone because they made a complaint against a co-worker.

Victimisation could be unlawful and may result in disciplinary action against the individual, up to and including dismissal.

## **5. Reporting**

If you think you are experiencing, or have experienced conduct that may be consistent with the requirements of this policy or any other type of inappropriate conduct, you can:

- a. contact your manager / supervisor, if you feel comfortable doing so; and/or
- b. contact a HR representative to provide you with support and guidance.
- c. make a report under the [CSR Incident Reporting Policy](#), including via our confidential Speak Up process email and telephone hotline (makeareport@stopline.com.au or call 1300 30 45 50 (AUS) or 0800 42 50 08 (NZ)) – the policy above can also be provided in hardcopy on request.

Providing a working environment that is free from inappropriate and unlawful behaviours cannot occur unless all of CSR's workplace participants take an active role in the proactive elimination of these behaviours.

CSR expects all workplace participants to speak up about any behaviour witnessed that may be in breach of this policy to your Line Manager, a HR representative or via our confidential Speak Up process (email [makeareport@stopline.com.au](mailto:makeareport@stopline.com.au) or call 1300 30 45 50 (AUS) or 0800 42 50 08 (NZ)- [CSR Incident Reporting Policy](#)).

CSR will prioritise the complainant's wishes, safety and wellbeing in respect of the concern or complaint being raised, while also recognising the impact of trauma on the individual raising the concerns.

In some situations, a witness may wish to remain anonymous and where appropriate, anonymity will be provided. However, it may not be possible in all circumstances to keep the identity of a person, or people providing information, confidential. In some situations, it may be the case that full details of allegations are required for appropriate inquiries to be made or so that a respondent is afforded procedural fairness.

## 6. Consequences

All individuals covered by this policy are expected to adhere to the standards of behaviour set out at all times. Any CSR workplace participant found to have breached this policy may be subject to appropriate disciplinary action, including and up to termination of employment. If a contractor or external party to CSR is found to have breached this policy, their contract may be terminated.

## 7. Employee Assistance

At CSR we are committed to your wellbeing, not only in terms of supporting you through an immediate crisis, but also supporting you to proactively manage your wellbeing into the future.

We partner with Telus Health to provide you with both these resources. You can feel supported and connected with their confidential Employee Assistance Program (EAP) and take advantage of their innovative wellbeing resources – focused around the Telus Health platform.

### Employee Assistance Program – EAP

- Call in Australia – **1300 361 008**
- Call in New Zealand – **0800 155 318**

Telus Health offers support with mental, financial, physical and emotional well-being. Whether you have questions about handling stress at work and home, parenting and childcare, managing money, or health issues, you can turn to Telus Health for a confidential service that you can trust.

## 8. External Support

External support is also available from a range of external organisations. A person may contact one of the external bodies listed below for information or advice, or to lodge a complaint.

- In Australia, you can contact the Equal Opportunity Commission/Board in your State:
  - [South Australia Equal Opportunity Commission](#)
  - [New South Wales Anti-Discrimination](#)
  - [Victorian Human Rights and Equal Opportunity Commission](#)
  - [Equal Opportunity Commission Western Australia](#)
  - [Anti-Discrimination Commission Queensland](#)
  - [ACT Human Rights Commission](#)
  - [NT Anti-Discrimination Commission](#)
- [Australian Human Rights Commission](#)
- [Human Rights Commission New Zealand](#)
- [Fair Work Commission](#)
- [Fair Work Ombudsman](#)
- [Employment Relations Authority New Zealand](#)

## 9. Our CSR commitment

CSR has a zero-tolerance approach to unlawful and unacceptable conduct in the workplace.

We are committed to providing our workplace participants a safe, respectful, and inclusive working environment.

We look forward to working together with everyone at CSR to **Never Walk Past** creating a workplace that is free from disrespect.

## 10. Resources

### 10.1. RELATED POLICIES

This policy should be read in conjunction with the [CSR Incident Reporting Policy](#).

### 10.2. RELEVANT LEGISLATION

Commonwealth	State
<i>Age Discrimination Act 2004 (Cth)</i>	<i>Discrimination Act 1991 (ACT)</i>
<i>Australian Human Rights Commission Act 1986 (Cth)</i>	<i>Anti-discrimination Act 1977 (NSW)</i>
<i>Fair Work Act 2009 (Cth)</i>	<i>Anti-Discrimination Act 1991 (Qld)</i>
<i>Racial Discrimination Act 1975 (Cth)</i>	<i>Equal Opportunity Act 1984 (SA)</i>
<i>Sex Discrimination Act 1984 (Cth)</i>	<i>Racial Vilification Act 1996 (SA)</i>
<i>Workplace Gender Equality Act 2012 (Cth)</i>	<i>Equal Opportunity Act 1995 (Vic)</i>
<i>Disability Discrimination Act 1992 (Cth)</i>	<i>Racial and Religious Tolerance Act 2001 (Vic)</i>
<i>New Zealand Human Rights Act (1993)</i>	<i>Equal Opportunity Act 1984 (WA)</i>
<i>New Zealand Employment Relations Act (2000)</i>	
<i>New Zealand Health &amp; Safety at Work Act (2015)</i>	

## 11. Policy Information

### 11.1. OWNING DEPARTMENT

Human Resources

### 11.2. REVIEW DETAILS

Review period: 12 months

Next review date: November 2024

### 11.3. PROVIDING FEEDBACK

If you have feedback or suggestions about this policy, please contact any member of the HR Team.