



## Zero Tolerance Policy

The Featherston Community Centre Charitable Trust has zero tolerance of unwelcome or inappropriate behaviour, including abusive language, bullying, harassing or violent behaviour.

We are committed to providing a workplace that is healthy, safe, respectful and professional for both volunteers and paid staff in line with good employer principles.

Where someone becomes aware of unwelcome or inappropriate behaviour in the Community Centre they are encouraged to speak up and report such behaviour – irrespective of whether they are the recipient or a witness.

### **Unwelcome or inappropriate behaviour**

The reference to “unwelcome or inappropriate behaviour” does not replace the specific definitions below.

#### **Harassment**

Harassment is any unwelcome verbal or physical behaviour, conduct or display of material that has no legitimate workplace function and that has the effect of offending, humiliating or intimidating another person in the workplace.

A person behaving in such a way may consider it good natured behaviour, but it is harassment if the person on the receiving end considers it unwelcome.

Harassment is not:

- friendly banter
- light-hearted exchanges
- occasional compliments
- behaviour which is based on mutual friendship or respect
- interaction which is consensual, welcome and reciprocated.

Harassment can involve the actions of an individual or a group and can be from a colleague, manager, staff member, member of the public, contractor, agent or a person that a staff member or volunteer meets in their official capacity. It includes behaviour that occurs at the community centre or between workplace participants in settings outside the community centre. Harassment can occur through the inappropriate use of devices such as phones and computers.

Sexual and racial harassment have specific definitions set out in the Employment Relations Act 2000 and the Human Rights Act 1993.

Harassment is unacceptable and will not be tolerated by the Featherston Community Centre Charitable Trust.

### **Workplace Bullying**

Workplace bullying is *repeated and unreasonable* behaviour directed towards a staff member or volunteer that creates a *risk to health and safety*.

- repeated behaviour is persistent and can involve a range of actions over time
- unreasonable behaviour means actions that a reasonable person in the same circumstances would see as unreasonable. It includes victimising, humiliating, intimidating, or threatening a person.

A single incident of unreasonable behaviour is not considered workplace bullying, but it could escalate and should not be ignored. It might qualify as harassment or discrimination – please refer to relevant definitions listed earlier in this policy.

Bullying isn't any of these:

- one-off or occasional instances of forgetfulness, rudeness or tactlessness
- setting high performance standards
- constructive feedback and legitimate advice or peer review
- a manager requiring reasonable verbal or written work instructions to be carried out
- warning or disciplining staff in line with our constitution, individual employment agreements or contracts, or our health and safety policy.
- a single incident of unreasonable behaviour
- differences of opinion and disagreements.

Reasonable management actions directed at a staff member or volunteer can't be construed as bullying as long as they're delivered in a reasonable way.

Workplace bullying is unacceptable and has no place at the Featherston Community Centre.

### **Workplace Violence**

Workplace violence is any incident in which a staff member or volunteer is abused, threatened or assaulted by fellow staff members, volunteers, or by a member of the public in circumstances arising out of the course of their engagement at the Featherston Community Centre.

Violence can be verbal including verbal abuse, threats, shouting, swearing – or physical, including stalking, throwing objects, hitting, damage to property.

Workplace violence will not be tolerated and may be referred to the Police by the Featherston Community Centre Charitable Trust.

### **Procedure for reporting unwelcome or inappropriate behaviour**

The reporting procedure will be exercised in a way that ensures all parties have the opportunity to be heard and treated fairly, and that the report will be treated with sensitivity by the Chairperson/ Trust.

The procedures are to be worked through step by step. The procedures can be ended at the completion of any step, so long as both parties are satisfied. If not, continue to the next step.

At any point of intervention, all parties have the right to have their supervisors and/or advocate and/or whānau/family support present.

**Step 1:** Contact the chair of the Trust. The chair will notify the person/organisation making the complaint that the complaint has been received.

**Step 2:** The Trust Board will discuss the complaint at the next board meeting or earlier and recommend a course of action to the parties involved.

**Step 3:** If the complaint remains unresolved, mediation with an independent facilitator will be pursued.

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