

## **1. OBJECTIVES**

This policy provides employees with information and procedures on preventing and handling workplace harassment.

## **2. GUIDING PRINCIPLES**

The Company is committed to maintaining a work environment that is safe from harassment for its employees. Every employee shall be treated with respect and dignity. No employee shall be subject to any physical, psychological, verbal or sexual abuse. Employees should be culturally sensitive, tolerant and respectful towards each other, taking into consideration the workplace environment and multi-culturalism.

This policy extends to dealing with incidents involving external customers/ stakeholders who conduct themselves in a manner that constitutes harassment of the employees, within and beyond company premises.

## **3. DEFINITIONS OF WORKPLACE HARASSMENT AND BULLYING**

Workplace harassment can occur when one party at the workplace demonstrates behaviour that causes or is likely to cause harassment, alarm or distress to another party. Such behaviour can violate a person's dignity or create an unfavourable work environment for him/her, which poses a risk to the person's safety and health.

Workplace harassment can take different forms. Examples of behaviour that may be considered harassment include but are not limited to:

- Threatening, abusive or insulting language, comments or other non-verbal gestures
- Physical violence
- Bullying, including cyber-bullying
- Sexual harassment
- Stalking

Workplace harassment can also take place through different modes of communications, such as email, text messaging or social media. It can occur outside of the office space, such as on business trips, clients' premises or other work-related occasions.

Workplace harassment can be directed at and/or carried out by:

- Co-workers
- Managers
- Other people at the workplace e.g. customers, contractors, interns and volunteers

Workplace harassment cases may also be addressed under the Protection from Harassment Act (POHA) – an Act to protect persons against harassment and unlawful stalking and to create offences, and provide civil remedies related thereto or in relation to false statements of fact.

Bullying is offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient. Bullying can include the use of personal strength or the power to coerce through fear or intimidation, not necessarily from someone in a position of authority.

Bullying may be physical, verbal or non-verbal. It can include conduct that is not face-to-face, including via text message, email and social media. Examples of bullying include:

- Verbal bullying. Slandering, ridiculing or maligning a person or his or her family; persistent name-calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- Physical bullying. Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property
- Gesture bullying. Nonverbal gestures that can convey threatening messages
- Exclusion. Socially or physically excluding or disregarding a person in work-related activities.

Legitimate and reasonable criticism of an employee's performance or behaviour, or reasonable management instructions, do not amount to bullying.

#### **4. EARLY PREVENTION**

The company has a set of code of conduct policy to guide behaviours and is communicated to and complied with by all employees. Managers, supervisors and employees at all levels need to be professional in their own behaviour and ensure that appropriate standards of behaviour are maintained in the workplace. Managers and supervisors should identify potential acts of harassment either within the Company or by external customers/stakeholders against employees through regular communications with their employees.

Once an incident is raised, the manager/ supervisor must talk with the parties concerned and ensure that appropriate action is taken to manage the issue at the onset. The manager/ supervisor should also advise the affected person to make a police report if the case contravenes the POHA. A safe environment should be provided for the employee to speak up about their discomfort and concerns to allow for early intervention.

#### **5. REPORTING AND INVESTIGATION PROCEDURES**

An employee who witnessed or was subjected to workplace harassment or bullying is encouraged to put a stop to it as early as possible by making it clearly known to the alleged harasser, that his/her behaviour is not appropriate and that it should cease immediately. The affected employee should also report his/her case to management in accordance with the company's grievance handling process.

Stage	Harassment Procedure
1.	<p><b>Employee and Supervisor / Head of Department</b></p> <p>The first step in the harassment process is a discussion between the employee and the supervisor. An employee having a harassment should lodge a complaint by submitting a harassment Lodge Form (Appendix 2) to the employee's immediate supervisor within three working days of its arising. The supervisor should forward a copy to the department's HR Business Partner. If the harassment involves the employee's supervisor, the employee should report the matter to the Head of Department. The supervisor/ Head of Department shall investigate the matter and provide a solution or response within five working days from the date the harassment was raised.</p> <p>If the supervisor provides a verbal response to the employee, the supervisor should follow through with a written record by completing the Follow Up on harassment Form (Appendix 3) and forward a copy to HR Department.</p>
2.	<p><b>Employee and Human Resources</b></p> <p>If the employee is still aggrieved after the harassment handling under Stage 1, the employee may proceed to Stage 2 by submitting a written statement to the HR Manager. This statement should outline the relevant facts that form the basis of the employee's harassment and bullying and state the resolution sought. The statement should also identify the supervisor who was involved in handling the harassment process at Stage 1.</p> <p>Upon receipt of the employee's written statement, HR will:</p> <p>a) Clarify with the employee's Head of Department if action / resolution in Stage 1 had taken place. If the Stage 1 process has not taken place, HR may refer the employee back to Stage 1 unless HR determines that such referral is not likely to solve the issue.</p> <p>b) Schedule meetings with the employees involved, their supervisors and / or Head of Departments within three working days of the receipt of the employee's written statement. HR will represent Management and assume the role as mediator and advisor, hearing both sides of the dispute and render a written decision following the hearing, providing copies of the resolution / decision to all involved.</p>
3.	<p><b>The Appeal</b></p> <p>If the employee is still aggrieved after the harassment handling under Stage 2, the employee can proceed to Stage 3 by submitting a written request to the Executive Committee (EXCO).</p> <p>Further investigations will be conducted. EXCO shall refer to the findings and recommendations and propose a final resolution / decision within one month from the time the appeal was brought up.</p>

Investigations shall be prompt and thorough and appropriate action shall be taken to protect the employee(s) from any further harassment or bullying. All complaints shall be dealt with fairly, with sensitivity, respect and in confidence for all parties concerned.

Every reasonable effort shall be made both by the Company and the parties concerned to handle grievances/complaints from employees as soon as possible.

## **6. Disciplinary Action and Closure of Incident**

An employee who has harassed his/her co-worker or has participated in an act of harassment or encouraged such conduct by others, shall be subject to disciplinary action. For severe cases, a police report may be made. Company disciplinary actions can include written warning and or demotion for more serious transgressions.

To ensure proper closure of the harassment incident, the Company may take further actions (e.g. redeploy or relocate the harasser to avoid future conflicts; monitor the harasser after the incident so that he/she does not repeat the act and monitor the well-being of the affected employee; positive interventions such as coaching and counselling for both harasser and the harassed).

If the harassment involves an external customer/stakeholder, the Company shall take appropriate actions to prevent recurrence.

## **7. Notes to Employees**

Some tips for you to protect yourself from harassment or bullying:

- Keep a distance from persons who exhibit unacceptable social behaviours, where reasonably possible.
- Be familiar with the harassment procedure and how you can lodge a report.
- Adopt a buddy system in situations where personal safety may be compromised.
- Escalate or report potential cases to your supervisor promptly so that necessary investigations can be carried out.

## **8. REFERENCES**

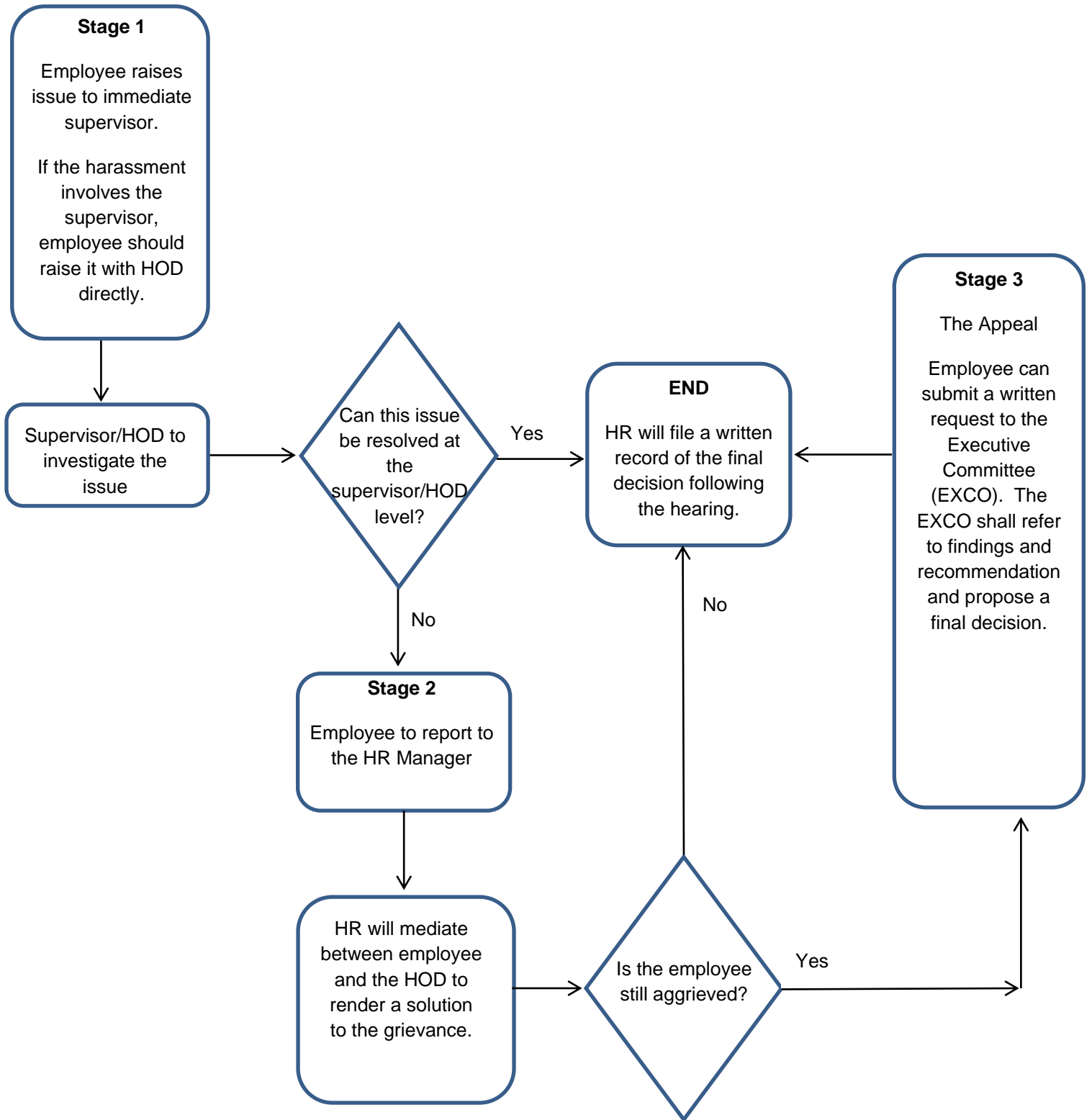
Appendix 1 – Handling Procedure  
Appendix 2 – Employee Harassment / Bullying Lodge Form  
Appendix 3 – Follow Up Report

## **9. DEFINITIONS**

Please refer to Section 3 above.

## 10. PROCESS CHART

### Appendix 1 – Handling Procedure



**Appendix 2 – Employee Harassment/ Bullying Lodge Form**



**CITY DEVELOPMENTS LIMITED**

**EMPLOYEE HARASSMENT/ BULLYING LODGE FORM**

**Employee Particulars**

Name : \_\_\_\_\_ Department : \_\_\_\_\_

Designation : \_\_\_\_\_ Date of Reporting : \_\_\_\_\_

<b>Grievance Lodging</b>	
Nature of Harassment or Bullying/ Complaint  (i.e. Harassment/ Bullying, Abuse of Authority, Discrimination, Verbal / Emotional Bullying)	
Details of Harassment/ Bullying	
Resolution Requested	
Other Comment / Remarks	

Name	Department	Signature	Date
Submitted by :			
Received by :			

cc: HR Business Partner

**Appendix 3 – Follow Up Report**



**CITY DEVELOPMENTS LIMITED**

**FOLLOW UP REPORT**

Name of Employee : \_\_\_\_\_ Department : \_\_\_\_\_

Designation : \_\_\_\_\_ Date of Meeting : \_\_\_\_\_

**Present at meeting**

1. Name : \_\_\_\_\_ Department : \_\_\_\_\_

2. Name : \_\_\_\_\_ Department : \_\_\_\_\_

3. Name : \_\_\_\_\_ Department : \_\_\_\_\_

<b>Grievance Reporting</b>	
Nature of Harassment or Bullying/ Complaint  (i.e. Harassment, Abuse of Authority, Discrimination, Verbal / Emotional Bullying)	
Was the harassment/ bullying resolved?  How was the harassment/ bullying resolved?	
Other comments / Remarks	

Name	Department	Signature	Date
Submitted by :			
Received by :			

cc: HR Business Partner