



BULLYING POLICY

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DOCUMENT CONTROL

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AUTHORISATION

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1. PURPOSE AND SCOPE

Invenio recognises that all employees have a right to work in an environment in which the dignity of individuals is respected and which is free from harassment and bullying. It is committed to eliminating intimidation in any form. Bullying is not legitimate or constructive criticism of your performance or behaviour, or reasonable instructions given during your performance; nor is it an occasionally raised voice or an argument.

2. DEFINITION

“Bullying is the intimidation or belittling of someone through the misuse of power or position which leaves the recipient feeling hurt, upset, vulnerable or helpless.

3. EXAMPLES OF BULLYING

The following are examples of bullying:

- **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.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Unjustified criticism of an individual's personal or professional performance, criticising an individual in front of others.
- Spreading malicious rumours or making malicious allegations.
- Intimidation or ridicule of individuals with disabilities and/or learning difficulties.
- Ignoring or excluding an individual from the team/group
- Persistent singling out of one person.
- Shouting or raising one's voice at an individual in public or in private.
- Using obscene or intimidating gestures.
- Not allowing the person to speak or express himself or herself (i.e., ignoring or interrupting).
- Personal insults and use of offensive nicknames.
- Repeated hurtful remarks or attacks, or making fun of someone's work or as a person (including family, sex, sexuality, gender identity, race or culture, education or economic background;)
- Constant criticism on matters unrelated or minimally related to the person's job performance or description.
- Public reprimands.
- Repeatedly accusing someone of errors that cannot be documented.

- Spreading rumours and gossip regarding individuals.
- Manipulating the ability of someone to do his or her work (e.g., overloading, underloading, withholding information, setting deadlines that cannot be met, giving deliberately ambiguous instructions).
- Assigning menial tasks not in keeping with the normal responsibilities of the job.
- Taking credit for another person's ideas.
- Playing mind games, or other types of psychological harassment.
- Giving pointless tasks that have nothing to do with a job.
- Giving impossible jobs that cannot be done in the given time or with the resources provided.
- Deliberately changing work hours or schedule to make it difficult for employee.
- Deliberately holding back information needed for getting work done properly.

The above examples do not represent a complete list of bullying behaviours. They are indicative of the type of behaviours which may constitute bullying and are totally unacceptable. A single incident of unreasonable behaviour does not usually constitute bullying. However, it should not be ignored as it may have the potential to escalate into bullying behaviour. Safety and wellbeing are important. A person's intention is irrelevant when determining if bullying has occurred.

Bullying can occur unintentionally, where actions which are not intended to victimise, humiliate, undermine, or threaten a person have that effect. Bullying in the workplace is harmful not only to the target of the behaviour, but it also damages the Company's culture and reputation. It is unacceptable and will not be tolerated.

4. CYBER BULLYING

Cyber-bullying is when an individual or a group uses technology (i.e. mobile 'phones or the internet) to deliberately upset someone. Cyber-bullying can happen at any time of day and occur on a large scale and at speed, due to the nature of the technology, and includes:

- making threatening, abusive, defamatory or humiliating remarks via e-mails, texts or calls on mobile 'phones or on social media;
- posting threatening, abusive, defamatory or humiliating material on websites including blogs and social networking sites;
- the use of mobile 'phone cameras to cause distress, fear or humiliation;
- hijacking/cloning e-mail accounts.

5. RESPONSIBILITIES OF MANAGERS

Every manager has an obligation to prevent bullying and to take immediate action once it has been identified whether or not a complaint has been made.

Allegations of bullying, received either informally or formally, must be dealt with promptly and sensitively.

6. RESPONSIBILITIES OF EMPLOYEES

Every employee has a personal responsibility NOT to bully other members of staff. An employee who becomes aware of bullying occurring should bring the matter to the attention of his/her manager.

It may not always be appropriate for a manager to be involved with specific complaints. For example, if the complainant is male and wishes to speak to a male, but the manager is female, or, if the complaint relates to the conduct of the manager. In this event the employee should contact HR or another senior manager.

7. INFORMAL RESOLUTION

An employee may wish to attempt to resolve the problem in the first instance by explaining to the person responsible why the behaviour is offensive and ask him/her to stop the unwelcome behaviour. It is accepted that this will not always be appropriate, but people can cause offence unintentionally and a quick word to explain how you feel may solve the problem quickly and efficiently.

The intention of the informal stage is to resolve the matter as quickly and amicably as possible. It is particularly appropriate in circumstances where the person responsible may be unaware that he/she is causing offence. At this stage you may not wish any investigation to take place and where possible your wishes will be complied with.

8. FORMAL PROCEDURE

If the informal resolution is inappropriate or the outcome has been unsatisfactory, the formal procedure may be appropriate.

To bring a formal complaint of bullying, follow the Company's Grievance Procedure. You can also take your complaint to any manager and should make it clear that it is a formal complaint.