

## Safe, Inclusive and Respectful Workplace Policy

### 1. Purpose

Greater Western Water (**GWW**) is committed to providing a safe, inclusive and respectful workplace free from discrimination, harassment, bullying, victimisation and to provide a productive and positive work environment for all employees, visitors, contingents/contractors and consultants.

This commitment is based on the need to work together to prevent and eliminate discrimination, harassment, bullying and victimisation.

This policy also supports GWW's aim to facilitate an inclusive environment embracing differences in gender, culture, language, sexual orientation, gender identification, age, qualifications, experiences, a person's disability, and difference in approach & opinions.

At GWW we recognise the benefits these aims make to our people, our community, and our business.

To the extent that the contents of this policy refer to obligations on GWW, they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions, or representations on which a staff member may rely.

### 2. Objectives

GWW will endeavour to ensure that in the application of all company policies, practices and procedures, no discrimination takes place and that its company policies, practices and procedures, so far as reasonably practicable, actively promote substantive equality. The basis of employment decisions is based on the individual merit of employees.

GWW will also endeavour to ensure that no sexual, racial, or other harassment, bullying or victimisation occurs in the workplace.

GWW is committed to achieving the following Equal Employment Opportunity (**EEO**) objectives:

- 2.1 To ensure everyone, including You, is treated fairly;
- 2.2 To provide a safe, flexible, and respectful work environment for employees and customers free from all forms of discrimination, bullying and sexual harassment;
- 2.3 You are required to treat others with dignity, courtesy, and respect;
- 2.4 To keep all policies and procedures consistent with EEO principles; and
- 2.5 To ensure achievement of our objectives through our EEO program which includes training on EEO and related issues.

### 3. Scope

This policy applies to:

- 3.1 Board Members;
- 3.2 All GWW employees, "in house" contingents/contractors and consultants including those engaged through an employment agency; job candidates; student placements, cadets, trainees and volunteers ("You", "You" or "Your");
- 3.3 Delivery Partners (and their sub-contractors) engaged by GWW;
- 3.4 How GWW provides services to customers and how it interacts with other members of the community;
- 3.5 All aspects of employment, including but not limited to recruitment, and selection; conditions and benefits; training and promotion; task allocation; shifts; hours; leave arrangements; workload; equipment and transport;
- 3.6 On-site, off-site, or after-hours work; work related social functions; work conferences;
- 3.7 Your visits to other workplaces in connection with work;
- 3.8 Your interactions with other staff over the internet (e.g. via social media), including outside of working hours; and

- 3.9 Your treatment of other employees, employees of clients/third parties and of other members of the public encountered in the course of Your GWW duties.

## 4. Roles and Responsibilities

### Greater Western Water's responsibilities

Greater Western Water will ensure that this policy is readily accessible and take all reasonable steps to ensure compliance with the policy through its Safe, Inclusive and Respectful Workplace Programs.

GWW will promote and support our Safe, Inclusive and Respectful Workplace program, and endeavour to ensure all complaints are treated seriously, confidentially and managed in a timely and fair manner in accordance with the GWW Discrimination, Bullying and Harassment Guidelines.

It is the responsibility of the Board and Managing Director to ensure that:

- 4.1 All People Leaders understand and are committed to the principles and legislation relating to GWW's Safe, Inclusive and Respectful Workplace Policy, program and applying it in the workplace;
- 4.2 Employment decisions relating to appointment, promotion and career development are determined according to individual merit and the individual's inherent ability to carry out the job;
- 4.3 The organisation has a workplace culture that strives for and promotes substantive equality; and
- 4.4 They set an example by their own behaviour.

### People Leader responsibilities

All Greater Western Water People Leaders are responsible for taking all reasonable steps to prevent and address all forms of unlawful discrimination, harassment, bullying and victimisation consistent with this policy.

People Leaders must also:

- 4.5 Model appropriate standards of behaviour;

- 4.6 Take steps to educate and make staff aware of their obligations under this policy;
- 4.7 Intervene quickly and appropriately when they become aware of inappropriate behaviour;
- 4.8 Act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard;
- 4.9 Help resolve complaints informally;
- 4.10 Refer formal complaints about breaches of this policy to People, Culture & Safety for investigation;
- 4.11 Ensure staff who raise an issue or make a complaint are not victimised;
- 4.12 Ensure that recruitment decisions are based on merit and that no discriminatory requests for information are made; and
- 4.13 Seriously consider and consult on requests for flexible work arrangements.

### **Employee Rights and Responsibilities**

All Greater Western Water employees are responsible for adhering to this policy, including reporting any potential breach of this policy to a member of the People, Culture and Safety team or Your People Leader. You are entitled to:

- 4.14 Recruitment and selection decisions based on merit and not affected by irrelevant personal characteristics;
- 4.15 Work free from discrimination, bullying and sexual harassment;
- 4.16 The right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised; and
- 4.17 Reasonable flexibility in working arrangements, especially where needed to accommodate family responsibilities, disability, religious beliefs, or culture.

You must:

- 4.18 Follow the standards of behaviour outlined in this policy;

- 4.19 Treat everyone with dignity, courtesy and respect;
- 4.20 Understand the process of how to make a complaint; and
- 4.21 Avoid gossip and respect the confidentiality of the complaint resolution procedures.

### **Unacceptable Workplace Conduct**

Discrimination, bullying, harassment and victimisation are unacceptable at GWW and are unlawful under the following Federal and State legislation:

- *Sex Discrimination Act 1984 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Age Discrimination Act 2004 (Cth)*
- *Australian Human Rights Commission Act 1986 (Cth).*
- *Equal Opportunity Act 2010 (Vic)*
- *Charter of Human Rights and Responsibilities Act 2006 (Vic)*
- *Racial and Religious Tolerance Act 2001 (Vic)*
- *Fair Work Act 2009 (Cth)*
- *Occupational Health and Safety Act 2004 (Vic)*

Any employee, who breaches this policy, knowingly makes false accusations, brings about complaints for malicious, vexatious or frivolous reasons or victimises another employee for making or participating in a legitimate complaint process or is found to have engaged in such conduct may be subject to disciplinary actions by GWW which may include termination of employment.

For (but not limited to) contractors, contingent workers, volunteers, students or other external parties that breach this policy, the association with GWW will be ceased immediately following the relevant provisions of the contractual requirements.

Greater Western Water also recognises that customers should interact with our employees in a respectful, courteous, and safe manner.

Where an employee is subject to unacceptable conduct by a customer, the employee has the right to immediately cease the call and escalate the matter to their people leader as soon as practicable.

**Other relevant GWW Policies, Procedures & Guidelines:**

- 4.22 Code of Conduct
- 4.23 Recruitment and Selection Policy
- 4.24 Diversity and Inclusion Policy
- 4.25 Accessibility Policy
- 4.26 Family Violence Policy
- 4.27 Dispute and Grievance Procedure
- 4.28 EEO Discrimination Bullying and Harassment Guidelines
- 4.29 Relevant Enterprise Agreements

**5. Review Process**

The Policy will be reviewed every two years or more frequently as required.

Approved by the Board: March 2023

Next review date by the Board: March 2025

**6. Version Control Table**

| Version Number | Author Title                    | Purpose/ Change   | Date       |
|----------------|---------------------------------|---|------------|
| V-4            | Workforce Integration Partner   | Updates to reflect joint Greater Western Water policy.<br>Updates to reflect 'Staff' inclusive of contingent workers, contractors, volunteers etc.<br>Update to reflect outcomes of breach for non-employees. | April 2021 |
| V4.1           | Manager HR Services and Systems | Change in title Safe, Inclusive and Respectful Workplace Policy.<br>Updates to reflect changes to legislation   | Jan 2023   |