

## **DIVERSITY POLICY – GLOBAL**

Melbourne IT is committed to ensuring that its employees and contractors work in an environment that is open, friendly and free of discrimination, harassment and bullying. To ensure employees can work to the best of their ability, Melbourne IT aims to create an environment where employees are treated with dignity, fairness and respect, and where everyone is judged according to merit.

This commitment is also underpinned by your country, Commonwealth/Federal/National and State legislation relating to equal opportunity and anti-discrimination.

### **1. Policy**

#### **Equal Opportunity**

Melbourne IT acknowledges that employee differences such as age, race, sex etc can give rise to different working styles that can enhance creativity and service delivery. Melbourne IT will endeavour to provide an environment that supports diverse working styles that positively contribute to the business.

Reasonable adjustments will be made for employees or contractors who have a disability, or parental or carer requirements (or other special needs protected by law) to enable equal participation.

The evaluation of an employee or prospective employee will be based on the principles of merit and fairness. Decisions relating to recruitment, selection, career advancement, promotion and access to training and development opportunities will be based on merit and operational requirements.

Melbourne IT will work to create an environment that supports equal access to opportunity and is intolerant of the unfair treatment of any employee or contractor because of their age, race, sex, physical features, impairment or any other characteristic protected by law.

#### **Discrimination and Harassment (including Sexual Harassment)**

Unlawful discrimination is treating someone unfairly because of a real or assumed personal characteristic that is protected by law. This includes unfair treatment on the basis of age, breastfeeding, carer status, impairment, employment activity, family responsibilities, gender identity, industrial activity, lawful sexual activity, marital status, parental status, physical features, political beliefs, pregnancy or potential pregnancy, race, religious belief, sex, sexual orientation, medical record, relevant criminal record, social origin or any other characteristic protected by law.

Harassment is unwelcome comments or behaviour that could reasonably be expected to offend, humiliate or intimidate another person. Harassment is unlawful when it is based on the protected personal characteristics listed above.

Sexual harassment is unwelcome comments or behaviour of a sexual nature that could reasonably be expected to cause offence, humiliation or intimidation. This can include comments of a sexual nature, jokes, propositions, display of offensive material (including emails) or any other behaviour that creates a sexually hostile environment.

Unlawful discrimination, harassment and sexual harassment can adversely affect working relationships, damage customer service delivery and can be detrimental to the health and wellbeing of employees. Unlawful discrimination, harassment and sexual harassment will not be tolerated by Melbourne IT.

## **Workplace Bullying and Violence**

Workplace bullying is repeated, unreasonable behaviour directed toward an employee or group of employees that poses a risk to health and safety. Bullying may include abusive or inappropriate language, excluding or isolating employees, continual and unjustified comments about a person's capacity for work. Bullying does not include sound management action taken in a reasonable way such as performance management processes.

Workplace violence can be physical assault, threatening behaviour, verbal abuse, racial or sexual harassment or workplace bullying.

Workplace bullying and violence can be detrimental to the wellbeing of employees and to the creation of a positive and supportive workplace. Melbourne IT is committed to the elimination of bullying and violence in the workplace.

Any reports of harassment (including sexual harassment, workplace bullying and violence) or unlawful discrimination will be investigated and dealt with in a confidential manner. Where allegations are proven, disciplinary action will be taken which in certain circumstances may lead to summary dismissal.

## **2. Complaint Reporting and Resolution**

Melbourne IT encourages employees who feel subjected to inappropriate behaviour to raise their concerns so that issues can be addressed.

Melbourne IT recognises that deciding to make a complaint can be difficult and that the severity and complexity of a complaint can vary. For these reasons, Melbourne IT provides a range of options for resolving a complaint.

### **Option 1 – Self Management**

Self Management involves raising the matter directly with the person who you believe is behaving inappropriately. To self manage a concern about another person's behaviour: politely and clearly ask that the offending behaviour stops; explain how the behaviour makes you feel; and advise that if the behaviour persists, you will raise the matter with your Manager or Human Resources.

Prior to raising the matter directly, it may be useful to seek advice from Human Resources or your Manager.

Self management may be the best option when the alleged behaviour is not serious and the person making the complaint (the complainant) is confident of a resolution by drawing the behaviour to the attention of the alleged offender.

### **Option 2 – Informal Resolution**

Informal resolution means a third party talks to the alleged offender on your behalf. This may be your Manager or your Manager’s Manager. To initiate an informal resolution to your concern, please contact your Manager or your Manager’s Manager.

An informal resolution process may be appropriate when the matter is not serious; the alleged offender may be unaware of the impact of their behaviour; and the complainant does not feel confident in talking to the alleged offender directly.

### **Option 3 – Formal Resolution**

A formal complaint resolution process involves a complaint made in person or in writing to Human Resources or a complaint referred to Human Resources. To initiate a formal complaint resolution process, please contact Human Resources.

Formal complaints may be appropriate when the allegations involve a serious breach of Melbourne IT Policy; when informal attempts at resolution have failed; when there is a risk of victimisation if an informal path is followed; or when the allegations have been denied or are likely to be denied and an investigation is required.

Melbourne IT will follow a fair process for investigating and resolving formal complaints. A fair process means that the complainant is entitled to have their complaint responded to in a reasonable period of time; that the respondent is entitled to be informed of the allegations against them and to respond to those allegations; and that the person resolving the complaint is impartial.

### **Option 4 – External Resolution**

Complaints may be made to the Victorian Equal Opportunity, Human Rights Commission, (Federal) Human Rights Commission or another external authority in the country of residence.

### **Confidentiality**

All complaints will be dealt with in confidence on a need to know basis. Information associated with the complaint shall be maintained in a confidential manner.

### **Record Retention**

All records relating to complaints of discrimination, harassment, bullying and violence will be retained in secure storage in the Human Resources Department in accordance with the Public Record Office requirements. Information pertaining to the complaint and/or investigation is not retained on the employee personnel file. Disciplinary action taken as a result of substantiation of complaint is placed on the personnel file.

### **Possible Outcomes of making a Complaint**

A range of outcomes may result from resolving a complaint. These include, but are not limited to: the behaviour stops; no action is taken; mediation; counselling; a verbal or written apology; education and awareness training; a verbal or written warning; relocation; demotion; suspension; dismissal.

### **Serious Breach**

If it becomes clear that a serious breach of Melbourne IT Policy may have occurred, the matter may be referred to a formal investigation or external authority without the consent of the employee.

### **Victimisation**

Victimisation is treating someone unfairly because they have been involved in a complaint, or are likely to be involved in a complaint. Victimisation of anyone involved a complaint will not be tolerated by Melbourne IT. This includes people who make a complaint, act as a witness or are the subject of the complaint.