Bullying, Harassment and Discrimination Policy *(POL-010)*

Purpose

PetraClean is committed to providing a safe, respectful, and inclusive workplace where every employee, contractor, and representative is treated with dignity and fairness.
This policy outlines PetraClean's position on workplace bullying, harassment, and discrimination and provides guidance for prevention, reporting, and resolution.

Policy Statement

PetraClean has zero tolerance for bullying, harassment, or discrimination in any form. All staff are expected to behave respectfully and professionally at all times, in line with PetraClean's *Employee Code of Conduct (POL-007)* and company values.

Unacceptable behaviour will not be tolerated under any circumstances, whether it occurs in person, online, through social media, via messaging platforms, or during work-related events.

This policy applies at all PetraClean worksites, including customer premises, off-site work locations, and company-related functions or activities.

Definitions

Workplace Bullying
Repeated unreasonable behaviour directed towards an employee or group of employees that creates a risk to health and safety.

Examples include:

- Verbal abuse, shouting, or humiliation.
- Unjustified criticism, exclusion, or isolation.
- Intimidation or deliberate interference with work.

Harassment

Unwelcome behaviour that offends, humiliates, or intimidates another person. Harassment can be physical, verbal, written, or visual and may relate to a protected attribute such as gender, race, age, religion, disability, or sexuality.

Discrimination

Treating a person or group less favourably because of a protected attribute under Australian law, such as age, gender, disability, race, religion, or sexual orientation. Discrimination may be direct (intentional) or indirect (policies or practices that disadvantage certain groups).

Responsibilities

All Employees and Contractors:

- Treat others with respect and uphold PetraClean's values and Code of Conduct.
- Refrain from behaviour that could be considered bullying, harassment, or discrimination.
- Report any concerns or observed incidents to their Manager or HR as soon as possible.

Managers and Supervisors:

- Lead by example and promote a respectful, inclusive workplace.
- Take all complaints seriously and act promptly.
- Ensure staff understand this policy and are trained in expected workplace behaviour.

Reporting and Investigation

- Any employee or contractor who experiences or witnesses bullying, harassment, or discrimination should report it immediately to their Manager, Supervisor, or the HR Manager.
- Reports can be made verbally or in writing and will be treated confidentially wherever possible.
- All reports will be investigated promptly, fairly, and impartially.
- Retaliation against anyone who makes a genuine complaint or assists in an investigation is strictly prohibited.
- Where a complaint is substantiated, appropriate action will be taken, which may include disciplinary action, termination of employment or contract, or referral to relevant authorities.

Support and Assistance

PetraClean recognises that reporting or being involved in a workplace incident can be distressing. Employees who need support are encouraged to speak with their Manager or the HR Manager for confidential assistance, or to seek independent advice from external workplace advisory bodies if needed.

Breach of Policy

Failure to comply with this policy, including behaving contrary to company values or engaging in misconduct, may result in disciplinary action, up to and including termination of employment or contract. Serious breaches may also lead to legal action where appropriate.

Responsibility and Review

PetraClean's management (Director and Human Resources Manager) is responsible for implementing and maintaining Company Policies. All staff are required to understand and comply with this policy and seek clarification if required.

This policy was created in October 2025 and will be reviewed and updated as required, or 12 months from the last publication date, to ensure it remains current and relevant to PetraClean's standards of practice and relevant laws and regulations.

Created / Updated by:	C Forzatti
Version:	1.0
Revised / Updated:	17/10/2025
Next Revision Date:	17/10/2026
Approved by:	J Billington  17/10/2025