

Zero tolerance policy in regard to violence in the workplace

INTRODUCTION

The European Parliament, the World Health Organisation, the International Labour Organisation and the European Agency for Safety and Health at Work, among others, stress the importance of preventing violence in the workplace, in view of its consequences for individual, group and organisational health.

"Violence in the workplace" is understood to mean not only physical aggression but also verbal, written and/or gestural actions such as shouting at, disrespecting, ignoring, insulting, mistreating, humiliating, intimidating, threatening and harassing others. Conduct considered as violent includes, among other things, actions intended to isolate persons from a group, discredit their professional and/or personal reputation directly or via third parties and attack them on grounds of sexuality, gender or race.

Certain individuals may behave in a hostile manner towards others in the workplace, and this issue needs to be tackled at the level of the organisation as a whole, since it represents a major risk to health and safety at work.

On the basis of the right of workers to protection against occupational risks as envisaged in Act 31/1995 on the Prevention of Occupational Risks, the Agreement of 2 December 2003 passed by the Provincial Council of Bizkaia on moral harassment at work and the European Framework Agreement of 26 April 2007 on Harassment and Violence at Work, the Board of Directors, the Management and the representatives of the workers at the Palacio Euskalduna complex undertake to promote working practices that help to put an end to any psychological or physical violence in the workplace. To that end, cooperation and consensus are required in designing and applying the necessary measures under a policy drawn up to minimise the risk of violence in the workplace.

This policy applies to all personnel at the Palacio Euskalduna without distinction in terms of the type or duration of their links with the complex, and to personnel at firms providing services at the complex, in the context of the coordination of business activities and in compliance with the legislation on the prevention of occupational risks.

This policy for preventing violence in the workplace also includes a procedure for managing incidents and helping individuals, groups and the organisation as a whole to overcome their physical and/or psychological effects.

ZERO TOLERANCE

The Palacio Euskalduna complex has drawn up a zero tolerance policy against violence in the workplace. No violence of any kind will be tolerated, and all necessary measures will be taken to put an end to violent conduct and protect the health and rights of workers.

Violence must be prevented at all hierarchical levels, in all groups and in all jobs. Personnel have a duty to report (via the Incident Report Form) any incident that may involve a breach of the policy in place, so that a safe, healthy working environment can be provided.

All reports received will be investigated promptly and confidentially by the Assessment Committee, via the procedure for action established.

The Assessment Committee will be formed by one member of or person delegated by the Board of Directors, the Manager of the company or a person delegated by same, the relevant Area Manager or a person delegated by same, the Occupational Risk Prevention Officer and the personnel delegate.

ASSURANCES

All those who may be called on to take part directly in this risk prevention process will be required to maintain secrecy. The right to privacy will be guaranteed, and all personal data processed during the procedure will be handled as required by the Data Protection Act.

The Palacio Euskalduna complex also assures all those involved in this in-house process as witnesses or as providers of information that they will not be subjected to intimidation, persecution, discrimination or reprisals. Any such action will be grounds for disciplinary action.

REPORTING

This policy is to be made known to all interested parties and accompanied by a written institutional statement intended to heighten awareness among area heads, middle management and other workers.

General Manager
Bilbao, 15 June 2018