

Discrimination, Harassment and Bullying Policy

1 HAVING A DISCRIMINATION BULLYING AND HARASSMENT POLICY IS IMPORTANT

1.1 Reason

Everyone deserves to work in a safe, respectful and inclusive workplace that is free from all forms of discrimination, harassment and bullying. BINGO does not tolerate behaviour that constitutes harassment (including sexual harassment), bullying, discrimination, victimisation or vilification under this policy or under applicable law.

1.2 Application

This policy has been developed to assist GOgetters understand what behaviour constitutes workplace bullying, harassment and discrimination. BINGO considers behaviour that discriminates, harasses or bullies to breach our Code of Conduct. In addition, such behaviour may also contravene various laws and regulations. In line with the BINGO Values, all GOgetters are required to behave in a manner that is professional, which includes demonstrating courtesy and respect to others so that our workplace remains positive, inclusive and creates an environment of Belonging for all GOgetters.

This policy should be reviewed in context of our Diversity Policy, (DEIB) Diversity, Equity, Inclusion and Belonging Framework and our Grievance Resolution Process.

This Policy applies to work and work-related activities (including training and officially sanctioned work-related functions) both at and away from BINGO premises.

It also applies to interactions that GOgetters have with customers and the communities in which we operate, including our dealings with any other person or company on behalf of BINGO. These interactions may be face to face, or via technology.

2 OUR DISCRIMINATION, HARASSMENT & BULLYING POLICY PRINCIPLES

2.1 Safety first

It is everyone's responsibility to ensure our working environment is free from all forms of Discrimination, Harassment and Bullying. This is to ensure both physical and psychological health and to maintain a safe, healthy, fair and respectful workplace.

2.2 Respect and responsibility is at the core of who we are and what we do

BINGO expects all GOgetters to respect and protect the individuals they come into contact with at work, and to take responsibility for ensuring your own behaviour does not, and could not be seen to, offend, humiliate, intimidate or discriminate against those individuals. As a GOgetter you are expected to show respect, trust and care for the company, your colleagues and our customers.

2.3 We proactively manage grievances

BINGO encourages GOgetters to deal actively with grievances as they arise. This means that if you are subject, or witness, to inappropriate conduct or behaviour, we expect you to act promptly to raise the issue. This also means that if you receive a complaint or grievance, we expect you to take appropriate action in response to it in accordance with this policy and our Grievance Policy. **If in doubt, ask for help.**

2.4 No frivolous or vexatious actions

BINGO will not tolerate frivolous or vexatious grievances; such grievances may be considered misconduct or serious misconduct. Any person who makes a complaint or raises a grievance dishonestly, mischievously or maliciously may be subject to disciplinary action. The raising of a false grievance, including as a response to reasonable performance management, will not be tolerated

3 WHAT IS WORKPLACE BULLYING

Workplace bullying is behaviour that is victimising, humiliating or threatening. The behaviour must be unreasonable and repeated and can be intentional or unintentional. It can occur in a number of ways including electronically (via email, text, workplace messaging or telephone for example), face to face or through social media platforms.

3.1 Examples of Workplace Bullying

- Bullying behaviour may include any of the following types of behaviour:
- Aggressive, intimidating or belittling conduct;
- Joking, sarcasm or teasing;
- Constant unconstructive criticism;
- Placing unreasonable work demands on a team member;
- Withholding information needed by a team member to perform their role;
- Social isolation*;
- Exclusion from team events; and
- Exerting pressure on a team member to behave in an inappropriate manner.

** Speaking in native tongue to other employees, although not a deliberate form of discrimination, may be perceived by others who do not speak the language as a form of discrimination through exclusion.*

4 REASONABLE MANAGEMENT IS NOT BULLYING

BINGO operates in a commercial and competitive environment. Management action should encourage GOgetters to achieve objectives, meet high professional standards (often with time pressures) and is aimed at enabling GOgetters to perform at their best. This does not constitute bullying. Management action that is not carried out in a reasonable way may be considered bullying.

4.1 Reasonable Management Action can include:

- Conducting the performance management processes; and
- Directing and controlling the way that work is carried out;
- Carrying out disciplinary action for misconduct

5 WHAT IS DISCRIMINATION AND HARASSMENT

5.1 Discrimination

Discrimination occurs when a GOgetter is adversely affected by unfair or unreasonable treatment on the basis of certain attributes that are protected by law. These attributes may include gender, age, race, religion, disability, parental status or status as a carer, pregnancy or breastfeeding, or sexual orientation, intersex status and gender identity.

5.2 Harassment

Harassment can be a single incident or repeated behaviour in respect of the protected attributes that makes a person feel intimidated, insulted or humiliated. Harassment can take the form of actions, comments, physical contact or inappropriate behaviour.

5.3 Sexual Harassment

Sexual harassment is a serious form of harassment. It is unwelcome behaviour of a sexual nature which could make a person feel offended, threatened, humiliated or intimidated. It can occur at work or at work-related events.

A person may not necessarily voice their objections to the inappropriate behaviour but that does not mean that they are not offended by the behaviour. By way of example, it may include, but is not limited to, any of the following:

- Asking intrusive personal questions based on a person's sex;
- Making inappropriate comments and jokes to a person based on their sex, or
- Making it more difficult for someone to do their job based on their sex;
- Sexually suggestive comments or jokes;
- Accessing or sharing inappropriate content or displaying offensive material;
- Unwanted sexual advances or actions;
- Sexually explicit emails, texts or posts on social media; and
- Accessing sexually explicit internet sites.

6 TAKING ACTION

GOgetters are encouraged to raise any concerns of improper conduct with their Supervisor, Senior Manager or the People & Safety team.

If you witnesses bullying or harassing behaviour you are also encouraged to report this behaviour. Any allegations of bullying, harassment or unlawful discrimination will be investigated in line with this policy and our Grievance Policy. Confidentiality will be maintained. Unnecessary breaches of confidentiality are considered a serious matter and will result in disciplinary action. Where it is established that a GOgetter has engaged in behaviour which constitutes bullying, harassment or discrimination, disciplinary action will be taken which can include financial impact such as forfeiture of any short term or hourly bonus or other incentives, termination of employment (with or without notice) and/or referral of the matter to authorities where justified.

GOgetters who bring genuine complaints and/or make genuine reports must not be victimised for doing so.

6.1 Intent is irrelevant and ignorance is no excuse

Conduct in breach of this policy and relevant laws can occur even where there is no intention to cause offence, harm or distress. It can also occur where the perpetrator did not realise their behaviour was in breach of this policy or applicable law.

Just because a person does not ask for particular negative treatment to stop, it does not mean that they consent to being treated that way.

6.2 Reasonable adjustments for a disability / impairment

Reasonable adjustments are changes that allow people with a disability to work safely and productively. Reasonable adjustments will be made where required to enable the person to participate in the recruitment process or perform the genuine and reasonable requirements of the job. If you require such an adjustment, please contact your People and Culture representative or Safety Team representative.

6.3 Need Support?

GOgetters are welcome at any time to ask their manager or People and Culture representative for support in dealing with a complaint, concern or otherwise in relation to the matters covered by this policy or the Grievance Policy. You can also access SONDER, BINGO's Employee Assistance Program (EAP) at any time. EAP is a professional, confidential counselling service provided by independent counsellors for employees and their immediate family members. EAP is paid for by BINGO.

More information is contained in our Grievance Resolution Process.

7 POLICY BREACHES

All Policy breaches must be escalated to the People and Culture team.

Non-compliance with this Policy may result in disciplinary action. To the extent that this Policy imposes obligations on BINGO, it does not form a contractual term, condition or representation.

8 PUBLICATION OF THIS POLICY

This policy will be made available to all GOgetters and will be available on our internal website 'The Loop'.

9 KEY TERMS

9.1 Bullying

Includes repeated unreasonable or negative behaviour that is directed towards one or more employees that creates a risk to health and safety and/or which has the effect of humiliating, intimidating, offending, degrading, insulting, undermining or threatening them.

9.2 Direct Discrimination

Occurs when someone is treated unfavourably because of a personal characteristic that is protected under applicable law, or is treated less favourably than a person without that characteristic.

9.3 Indirect Discrimination

Occurs when a rule appears on its face to be neutral, but has a disproportionate, disadvantageous or discriminatory impact on certain people because of a personal characteristic that is protected under applicable law, and the rule is unreasonable.

9.4 Harassment

Includes verbal or physical conduct that is unwelcome or unsolicited, and/or which offends, humiliates, causes distress to or intimidates a person.

9.5 Sexual Harassment

Includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated, and a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would feel that way. Harassing someone based on their sex is also unlawful, for example, asking intrusive personal questions based on a person's sex, making inappropriate comments and jokes to a person based on their sex, or making it more difficult for someone to do their job based on their sex.

9.6 Victimization

Unfavourable treatment of a person because of the person's involvement as a complainant or as a witness to a complaint/grievance. Unfavourable treatment could include exclusion, adverse changes to the work environment, harassment, discrimination, bullying or other forms of adverse consequence.

9.7 Vilification

Includes any public act that could incite hatred, serious contempt or severe ridicule of or towards one or more employees because of their race, colour, sexual preference, HIV or AIDS status or transgender status, or any other protected personal characteristic. It also extends to differences in backgrounds, perspectives, life experiences, communication styles, education, personality and other belief systems.

9.8 GOgetter

GOgetter is an inclusive term for BINGO employees. This captures both employees at common law and persons who are captured by the extended definition of 'employee' which is: 'If a person works under a contract that is wholly or principally for the labour of the person, the person is an employee of the other party to the contract'. GOgetters include -

- Permanent full-time and part-time employees
- Employees on a fixed term or fixed task contract
- Casual employees
- Temporary employees

9.9 Workplace

Any place where work is carried out for BINGO and includes any place where a GOgetter goes, or is likely to be, while at work. This may include offices, factories, shops, construction sites, vehicles or other mobile structures on land or water, as well as working from home.

9.10 Subsidiary and Associated Companies

- BINGO Pty Ltd
- BINGO (VIC) Pty Ltd
- BINGO Recycling Pty Ltd
- BINGO Bins Pty Ltd
- BINGO Waste Services Pty
- Toro Waste Equipment
- Dial-A-Dump (EC) Pty Ltd
- Djurwa Pty Ltd
- United Hire Group Pty Ltd
- BINGO Queensland Pty Ltd
- Sheldon Resource Recovery Pty Ltd