

Policy of Zero Tolerance of internal workplace violence

INTRODUCTION

The European Parliament, the World Health Organisation, the International Labour Organisation and the European Agency for Safety and Health at Work, among other institutions, have highlighted the importance of preventing violence at work given its consequences in terms of individual, group and organisational health.

In addition to physical aggression, internal workplace violence includes verbal, written and/or gestural behaviour such as yelling, disrespect, ignoring, insulting, mistreating, humiliating, intimidating, threatening and harassing. Other types of behaviour, such as those aimed at producing group isolation, discrediting a person's professional and/or personal reputation directly or through third parties and attacking people for reasons of sex, gender or race are also regarded as violence.

The possibility that people at work could behave in a hostile way towards other colleagues is an issue that must be addressed within the organisation itself as it represents a significant risk to occupational health and safety.

This being the case, and based on the right of workers to protection against occupational risks provided in Law 31/1995 on Occupational Risk Prevention, the Agreement of 2 December 2003 regarding moral harassment at work approved by the Provincial Council of Bizkaia and the European Framework Agreement of 26 April 2007 on harassment and workplace violence, the Board of Directors, the Management and the social representation of the workers of PALACIO EUSKALDUNA JAUREGIA, undertake to promote work practices that contribute to the prevention and, where possible, eradication of internal psychological and physical violence. To achieve these objectives, cooperation and consensus are essential in order to design and implement the necessary measures within the framework of a Policy that aims to minimise the risk of internal workplace violence.

This Policy is applicable to all the staff of PALACIO EUSKALDUNA JAUREGIA without any distinction either because of their connection to it or because of the duration of this connection, as well as to the personnel of the companies that provide services to the Palacio Euskalduna, within the context of the coordination of business activities and in accordance with the Law on Occupational Risk Prevention.

The Policy against internal violence also establishes the procedure to manage any incident that has occurred and to help individuals, groups and the organisation itself to overcome the physical and/or psychological effects of the incident.

ZERO TOLERANCE

PALACIO EUSKALDUNA JAUREGIA has a Zero Tolerance Policy against internal violence: No type of violence will be tolerated or justified and the necessary measures will be adopted to put an end to violent behaviour and protect the health and rights of workers.

In all levels of the hierarchy, groups and posts, violence must be prevented. The staff are responsible for using the Incident Record Sheet to record any incident that might imply a violation of the established policy, in order to provide a safe and healthy environment at work.

All information recorded will be promptly investigated and kept confidentially by the Evaluation Committee, following the established procedure for action.

The Evaluation Committee or Group for the monitoring of psychosocial risks and a healthy company will be made up of a person from the Board of Directors or person delegated, the Managing Director of the company or person delegated, the Security and Logistics Manager, the staff delegate and 2 volunteer workers.

GUARANTEES

Any person who may participate directly in this prevention process will be required to keep confidentiality. The protection of the right to privacy will also be guaranteed and the processing of the personal information generated in this process is governed by the provisions of the Data Protection Law.

PALACIO EUSKALDUNA JAUREGIA will also ensure that the persons who intervene as witnesses or who provide information to the internal process will not be subjected to intimidation, persecution, discrimination or reprisals. Any action in this regard will be considered a disciplinary matter.

COMMUNICATION

This Policy will be communicated to all interested parties and will be accompanied by a written institutional statement to raise awareness among managers, middle managers and other workers.

Managing Director

Bilbao, 27 May 2021