



BULLYING

CONTROL MEASURES

Control measures are specific actions or procedures that are put in place to manage or mitigate identified risks. They are reactive measures that are implemented after risks have been identified and assessed as part of the risk management process. Control measures are designed to reduce the likelihood or impact of risks, and they can take many forms, including administrative controls, engineering controls, and personal protective equipment.

Developing and implementing a clear anti-bullying policy, which sets out expectations for employee behaviour and outlines the consequences of bullying behaviour.

Providing training to managers and employees on what constitutes bullying behaviour, how to identify it, and how to respond appropriately.

Encouraging employees to report any incidents of bullying in a safe and confidential manner, and providing multiple avenues for reporting. Investigating all allegations of bullying promptly, thoroughly, and impartially, and taking appropriate action to address any substantiated claims.

Promoting a positive workplace culture that values respect, diversity, and inclusion, and provides support for employees who may be experiencing bullying.

Encouraging open communication and fostering a supportive work environment that values feedback and encourages collaboration.

Regularly monitoring the workplace for signs of bullying behaviour and taking steps to address any identified issues.

Encouraging bystanders to speak up when they witness bullying behaviour and provide support to the targeted employee.

Reviewing and updating anti-bullying policies and procedures regularly to ensure they remain effective and relevant.

Train managers and employees on how to appropriately address bullying behaviour.

Take disciplinary action against employees who engage in bullying behaviour.

DO

DO NOT

allow unacceptable behaviour to continue



PSYCHOSOCIAL HAZARDS FACT SHEET 12

provide education on work-related bullying, violence and conflict resolution.
define what is acceptable behaviour within the workplace (e.g. code of conduct) and ensure all workers and managers understand this

promote communication within and between teams
provide information on support services available and how to access them

put processes in place which address action to be taken in the event behaviour is unacceptable (e.g. complaints handling and investigations, potential disciplinary actions)

treat each case individually and ensure that it is addressed in a fair and just manner

leave conflict unresolved

delay acting on any complaints received