



PREVENTION OF VIOLENCE AT WORK POLICY



Document Summary

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Commitment

ER Group (as defined below) recognises that, as a humane and caring employer, it has a moral and legal duty to ensure that its employees are treated, and treat one another, with dignity and respect in the course of their work. We are committed to providing a work environment that is free from any form of abuse, discrimination, violence, or harassment to our stakeholders.

In line with ER Group's **Code of Ethics** and with its strategic intent to drive for positive impact on society, the natural environment and the economy, we:

- promote fair, respectful, ethical and equal treatment of our employees; we are diligent in promoting an environment that fosters positivity, harmony and respectful behaviours;
- do not directly or indirectly support unfair and/or disrespectful behaviour by ignoring what is happening around us; and
- contribute to a working environment that is free of abuse, harassment, discrimination or any other undignified behaviour.

ER Group requires the highest standards of conduct from its employees as well as from Third Party/ies dealing with its employees.

Applicability

This Policy applies to ER Group Limited and its Associated Companies that have adopted ER Group's compliance framework.

This Policy purports to be without prejudice to any right which an employee has by law.

Definition and Interpretation

In this document:

1. any reference to one gender shall include the other gender;
2. 'we' or 'our' refer to ER Group or the company; and
3. "in the course of the employee's work" shall include all activities, inside or outside normal working days and hours, in which the employee is involved as a result of his work or training.

For the purposes of this Policy, the following words shall have the following meanings:



“Associated Company” means any company related to, or associate of, ER Group Limited and “related” shall be construed in accordance with the Companies Act 2001 while “associate” shall mean those companies disclosed as associates in the audited financial statements of NewELRogers Limited.

“Bullying” includes a pattern of offensive, intimidating, malicious, insulting or humiliating behaviour or an abuse or misuse of power or authority, which attempts to undermine an individual or group of individuals, gradually eroding their confidence and capacity which may cause them to suffer stress.

“Company” means ER Group Limited or an Associated Company to which this Policy applies.

“Employees” means all workers within ER Group or the Company and includes all categories of employees and workers employed on an indeterminate or determinate duration, including full-time, part-time, casual workers and trainees under an apprenticeship, traineeship/training scheme.

“ER Group” or the **“Group”** means ER Group Limited and its Associated Companies to which this Policy applies.

“Harassment”, in relation to an employee, includes any unwanted conduct towards the employee, whether verbal, non-verbal, visual, psychological or physical, based on age, impairment, HIV status, domestic circumstances, sex, sexual orientation, gender, race, colour, language, religion, political, trade union or other opinion or belief, national or social origin, association with a minority, birth or other status, which occurs in circumstances where a reasonable person would consider the conduct as harassment of the employee.

“Third Party/ies” refers to any contractor/s, sub-contractor/s, visitor/s or client/s present on the premises of the company.

“Perpetrator/s” refers to any person/s, including employee/s and Third Party/ies.

“Verbal abuse” includes screaming, yelling, name-calling and making mean and disrespectful remarks with a view to humiliating any person.

The term **“violence”** includes any harassment, sexual or otherwise; assault; verbal abuse, swearing at or insult or humiliation in any manner whatsoever; any expression of an intention to cause any type of harm to; bullying or use of threatening behaviour; the use of aggressive gesture indicating intimidation, contempt or disdain; or any words or act, which hinders any employee in the course of his work.



Scope and Responsibilities

As per the Violence at Work provisions of Section 114 of the Workers' Rights Act 2019 (as amended), no person shall commit any act of violence towards any employee in the course of his work.

In this context, this Policy shows ER Group's commitment to curtail all types of violence and harassment, sexual and otherwise, on its employees in the course of their work and sets out the procedure for dealing with complaints of violence and harassment in accordance with the applicable legal provisions on violence at work.

All allegations of violence or harassment will be promptly, fairly and fully investigated, and will be dealt with in a discreet manner in accordance with the provisions of the law and of this Policy.

It is the responsibility of all ER Group employees and, in particular, managers and supervisors as well as human resources representatives to ensure that any known incident of unacceptable behaviour, including any form of violence at work, is promptly dealt with and corrective action taken.

Managers and supervisors as well as human resources representatives have the added responsibility to

- a. lead by example;
- b. clearly explain to and remind all employees under their responsibility of this Policy;
- c. create and perpetuate a positive working environment/culture in which any form of violence does not occur; and
- d. ensure a prompt adherence to this Policy.

Senior Management of ER Group companies shall ensure that members of the public attending their work premises are informed of ER Group's commitment to a violence-free workplace. This may be in the form of posters/notices on site.

Employees' conduct outside working time and workplace, be it online and/or offline, are generally regarded as private, as long as such conduct does not create problems within the workplace and for the Company.

ER Group employees are made aware that romantic relationships can impede performance at work and/or negatively prejudice the smooth running of the business given that they can lead to harassment and perceived or actual preferential/unfair treatment issues depending on the fate of such relationships.

As per the Violence at Work provisions of Section 114 of The Workers' Rights Act 2019 (as amended), an employer or his agent shall not carry out a search on an employee's body.



Procedure for Dealing with Violence at Work

Discouraging any Case of Alleged Violence at Work

It is of cardinal importance to discourage any violence at work at an early stage. In this respect, employees should make it clear to any Perpetrator that his behaviour is unwelcome, in a situation where the employee feels that it is possible to do so. The employee can also, and according to law, promptly report on any case of alleged violence at work through the below mentioned processes. In accordance with ER Group's Code of Ethics, the employee may consult the ethics officer prior to deciding on a course of action.

In the event that the alleged violence at work persists after it has been discouraged or if the employee is not comfortable with handling the situation on his own, the matter must be reported and addressed in accordance with the following process:

Reporting the Matter

In line with ER Group's commitment to curtail all types of violence and harassment, sexual and otherwise, on its employees in the course of their work, and in accordance with this Policy, employees are encouraged and should come forward and report any case of alleged violence at work.

When an employee witnesses or feels that he is a victim of a case of alleged violence at work by any Perpetrator and wishes to report the matter to the employer, he shall promptly report the case, including in writing, to his supervisor/line manager and/or to the human resources representative.

Where an employee reports a case of alleged violence at work to his supervisor/line Manager only, the latter should promptly seek the guidance of the human resources representative for handling the matter.

Speak Up – the Group's whistleblowing platform

To ensure the effectiveness of ER Group's Code of Ethics, the codes of conduct, and core values, and encourage accountability at all levels, ER Group centralises the management of whistleblowing alerts and malpractice reporting into a single, accessible reporting channel, for employees and third parties.

The Group's online reporting channel, Speak Up, is available to all stakeholders and can be accessed through-

- a link on the Group Companies' websites, as well as MyExperience
- QR codes displayed in emails, on websites and in various locations within Group Companies.

<https://er.whispli.com/speakup>



Speak Up allows anonymous alerts which will be processed as far as practicable. However, employees are encouraged to identify themselves when making an alert as admissibility of the alert may be impacted or an investigation may be limited without the source of information.

Speak Up allows for ongoing communication with the whistleblower including, if deemed necessary, the request for additional information from the whistleblower.

Please consult the Speak Up Policy for more details.

The Process

- **Step 1: Enquiry**

An enquiry shall be promptly conducted by the employer in accordance with the delay prescribed by law, which is not later than 15 days after the case is reported to the employer or the employer becomes aware of the case.

A. The employee reporting the case of alleged violence at work should provide sufficient information on the incident and describe:

- i. the specific unwelcome conduct/behaviour/act;
- ii. the date/s and time/s;
- iii. the location/s;
- iv. the full set of circumstances under which it took place;
- v. the identity of the Perpetrator/s;
- vi. whether and in which circumstances the employee made it clear to the Perpetrator/s that the said conduct/behaviour/act was unwelcome;
- vii. any witness/es to the incident; and
- viii. anyone else to whom the incident has been related.

B. Witness/(es,) if any, will be called to provide information in relation to what they witnessed of the incident.



C. As far as possible, Perpetrator/s will be called to provide his/their version of the case of alleged violence at work.

Statements and information gathered during the enquiry are internal and will be kept confidential unless processing such as disclosure is required or is permissible under law.

- **Step 2: Take Appropriate Action**

Following the enquiry, the employer shall take appropriate action with regard to the outcome of the enquiry undertaken, in accordance with the delay prescribed by law, which is not later than 15 days after the case is reported to the employer or the employer becomes aware of the case.

On the basis of the enquiry, the employer will review the matter and decide whether:

- a. the matter be closed;
- b. to initiate disciplinary proceedings or any other action in accordance with law; or
- c. to advise the employee having reported the case of alleged violence at work as to any other course of action.

Should the employee wish to resolve his complaint with respect to a case of alleged violence at work in a discreet manner, the following informal process may be followed, where the employee and the supervisor/line manager or between the employee and his supervisor/line manager and the human resource representative consider the informal process to be appropriate:

- **The Informal Process**

The informal Process aims at resolving the complaint through the provision of advice and counsel in a discreet manner and exploring the possibility of a mediation between the parties involved.

With the assistance of the supervisor/line manager and/or the human resources representative (or anyone designated by the latter), the complaint will be discussed discreetly among the relevant parties with a view to resolving the reported case of alleged violence at work.

- **The Formal Process**

Should the above-mentioned informal process not be elected or not be successful, the employer shall at its discretion with a view to protecting the rights of the employee, where the matter is not closed, take appropriate action.

Such action may include but is not limited to:

- disciplinary actions;
- transfer/relocation;



- counselling sessions and/or medical consultations;
- leaves being taken;
- the case of alleged violence at work being reported to the Police;
- legal proceedings; or
- any other action deemed appropriate by the employer.

The parties shall be informed of the decision taken.

Should the whole issue end up in a court of law, then the employee who made the complaint must make himself available to give testimony on behalf of Management, should Management's decision be subjected to the scrutiny of a court of law, irrespective of whether the concerned employee(s) is/are still in employment at the time he/they is/are required/summoned to give testimony in court.

Violation of this Policy

Any breach of this Policy and of the related legal provisions in relation to a case of alleged violence at work may lead to appropriate disciplinary action and/or the matter being reported to the Police and/or to the Ministry of Labour.

Failure to comply with the Violence at Work provisions of Section 114 of the Workers' Rights Act 2019 (as amended) is an offence and is punishable by a fine and imprisonment.

Any false or misleading information and/or frivolous claims in respect of a case of alleged violence at work or harassment and/or any retaliation or threat of retaliation against any employee making a complaint or assisting in any complaint or subsequent investigation, will be considered as a violation of this Policy and will lead to appropriate disciplinary action, which may include dismissal for misconduct.

Revision of the Policy

The Policy shall be reviewed and updated in accordance with amendments to mandatory legal provisions and on a periodic basis to ensure it remains relevant to ER Group. The revised version of the document will be submitted to the Board of ER Group Limited for approval and once approved will automatically apply to the Associated Companies within ER Group to which this Policy applies.

Requests for revision or amendments to this document must be submitted to the Group Compliance Function and the Group People Function for review and subsequent updates. A list of authorised changes to the Policy will be summarised in the revision history as shown on cover page.