

MS – Toolbox Meeting Records				MRG-CF-TCR-07
Rev: 2.0	Next Rev Date: July 2028	Issue Date:	July 2024	

Toolbox Talk No: 299			
Issue:	Inappropriate Behaviour – ZERO TOLERANCE for Bullying & Harassment		
Location:	Via SMS, MRG Employee Portal, & On-site	Date:	17/06/2026
Briefed by:	Via SMS, Michael Petrovski	Time:	Various
Points Raised and Comments			
<u>Purpose of this Toolbox Talk</u> Our workplace has zero tolerance for bullying, harassment, intimidation, threats or aggressive behaviour. Everyone must be treated with dignity and respect, including during disagreements or stressful situations. <u>Recent Incident</u> A recent disagreement between two workers occurred in front of a client and escalated into verbal threats and harassment by one worker toward another. This behaviour is unacceptable. It creates safety risks; damages working relationships and reflects poorly on the company. Disagreements must never escalate into abuse, intimidation or threats. Expected Workplace Behaviour • Speak respectfully and professionally. • Remain calm when disagreements occur. • Never make threats, insults or intimidating comments. • Never bully, harass or deliberately humiliate another person. • Avoid arguing in front of clients, the public or other workers. • Follow reasonable directions from supervisors. • Report inappropriate behaviour promptly. What to Do if You Feel Overwhelmed 1. Stop the conversation before it escalates. 2. Clearly state: "I need to step away and calm down." 3. Move to a safe, separate area. 4. Take time to regain control before continuing the discussion. 5. Contact your supervisor or manager for assistance. 6. Do not continue the conversation until both people are calm and a third party is present if necessary. Walking away to calm down is encouraged and will not be viewed as weakness or refusing to resolve the issue. How to De-escalate a Situation • Use a calm voice and avoid shouting. • Maintain a safe distance and respect personal space. • Avoid swearing, blaming, threatening or pointing aggressively. • Listen without interrupting. • Focus on the work issue rather than attacking the person. • Move the discussion away from clients and other workers.			

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If you feel unsafe, remove yourself from the area immediately. Do not retaliate or respond with further threats.

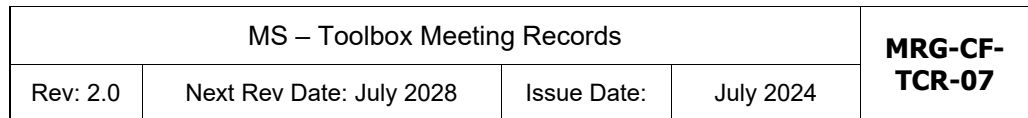
Reporting Bullying or Harassment

Anyone who experiences or witnesses bullying, harassment, threats or intimidation must report it to their supervisor or management as soon as possible. Reports will be handled seriously and as confidentially as reasonably possible. Workers who raise a genuine concern will not be victimised or treated unfairly for speaking up.

Key Message

Disagreements can happen, but threats, harassment and intimidation are never acceptable. Stop, step away, calm down and involve a supervisor before the situation escalates.

Breaches may result in removal from site and disciplinary action, up to and including termination of employment or engagement.

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