

ZERO HARM POLICY

Carlisle Homes is committed to a work environment that prioritises the psychological and physical safety of our team members. Carlisle Homes has zero tolerance towards any form of abuse, aggression, and/or violence towards our team members.

Policy objective

Our Zero Harm program is a proactive initiative to eliminate emotional and psychological harm and distress our team members may experience due to unprofessional and inappropriate interactions with external parties.

This policy aims to educate visitors, customers, trades, suppliers, and team members on:

- Identification of a Workplace Hazard or incident
- Carlisle Homes' minimisation of harm in the workplace
- Carlisle Homes' Internal Professional standards
- What do to in the instance of a hazard or harm

Policy audience

This policy will apply to Carlisle Homes visitors, customers, trades, suppliers, and team members. It is the firm objective of Carlisle Homes that all stakeholders maintain exceptional professional standards throughout every interaction, both verbal and written.

This document is to be read in conjunction with the Carlisle Homes' Customer Service Charter.

Governing legislation

This policy is governed by but not limited to the *Occupational Health and Safety Amendment (Psychological Health) Regulations*.

What is a workplace hazard or incident?

A hazard is a situation or event that has the potential to cause harm. Harm may present in the form of physical or psychological harm. A hazard or harm may be in the form of, but not limited to:

- Acting with disrespect and lack of professional courtesy
- Yelling, aggressive tones, belittling conversations
- Physical altercations
- Threats or intimidating behaviour
- Personal attacks or vilification, including comments of a sexual, racial, or discriminatory manner
- Disparaging or defamatory comments on social media platforms

Carlisle Homes' minimisation of harm in the workplace

Carlisle Homes readily accepts our responsibility that all team members must act with complete professionalism and respect in all interactions.

This policy underpins various components of the Carlisle Homes' Zero Harm program. Carlisle Homes is committed to ensuring our service and interactions with external parties.

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This may be achieved through:

- Education and training programs for team members
- Phone call recording and coaching
- Clear Zero Harm messaging and expectations
- Duress safety systems in place
- Empowerment of team members to diffuse and refuse harmful interactions
- Clear processes and support mechanisms in the instance harm occurs in the workplace

Carlisle Homes' Internal Professional standards

It is the expectation that the following professional standards will be upheld by all Carlisle Homes Team Members.

Leaders will:

- Model Carlisle Homes' values, including behaving in a way that promotes a physically & psychologically safe culture and workplace
- Extending mutual courtesy and respect to our visitors, customers, suppliers and trades
- Report any instances of hazards or harm via the reporting process
- Actively participate in all related training opportunities
- Encourage team members to actively participate in training opportunities
- Sensitively and confidentially communicate with any team members experiencing concerns
- Take prompt and appropriate action to address any reports of team members impacted
- Ensure appropriate levels of support are provided to impacted team members

Team members will:

- Model Carlisle Homes' values, including behaving in a way that promotes a physically & psychologically safe culture and workplace
- Extending mutual courtesy and respect to visitors, customers, suppliers and trades
- Actively participate in all related training opportunities
- Report any instances of hazards or harm via the reporting process

Steps Carlisle Homes will take to minimise risk

Carlisle Homes is committed to proactively assessing and managing risks in the workplace. All psychological risks will be managed in an equally systematic way as all workplace health and safety risks.

Reporting

Internal (Carlisle Team Members)

A team member that experiences an instance or event that may have impact, or has impacted, their physical or psychological safety should immediately report the incident to their People Leader.

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- Immediately following an incident, the team member must complete an incident report:
 - o Construction and Warranty via Safety Culture App – Incident Injury Form
 - o All other team members via The Hub – [Internal incident/injury form](#)
- Send the completed form to the direct manager, the GM People & Culture and the Safety Manager.
- A meeting will be set with the Team Member to assess the incident and provide suitable support
- Immediate remedial action will be taken in severe circumstances

All reports will be treated in a confidential manner. Carlisle Homes may be required to report notifiable physical or psychological incidents to WorkSafe Victoria as per regulation reporting requirements.

External (Visitors, Customers, Suppliers, Trades)

Any external stakeholder that experiences a hazard or harmful event (related to Carlisle Homes) should immediately report the incident via email to our [Customer Care team](#)

The Customer Care team will engage with the appropriate stakeholders to investigate and confirm what, if any, action will be taken.

Escalation

In the event that an incident has occurred, has the potential to, or has resulted in harm, the incident will be escalated to the General Manager of the relevant department. The General Manager will review and determine the appropriate action which may include but is not limited to:

- A revised process for all communications/interaction with Carlisle Homes
- Carlisle Home reserves the right to decline the acceptance of a sale, cancel a job in progress, or involve police where deemed reasonably necessary.

Carlisle Homes is always striving for better. We ask that you support us on this critical initiative in order to protect our people and the industry by maintaining respectful and professional interactions.

Additional information

For any further information on our Zero Harm program, please visit our website –

<https://carlislehomes.com.au/zeroharm/>

Additional reference information on Physical and Psychological safety can be found on the [Worksafe Victoria website](#).

For any other questions or feedback on our Zero Harm program, please email people.team@carlislehomes.com.au