



**December 2016**

Innovation • Performance • Growth

# **Corporate Presentation**

*WORKPLACE BULLYING AND  
HARRASSMENT*

# The OceanaGold Perspective

## OceanaGold Corporation Our Values

The "right way" to do things at OceanaGold is through demonstrating the following values:

### Respect

We commit to the long-term well-being of the company, its employees and the communities and environments in which it operates.

### Integrity

We are true to ourselves and others.  
We act on principle with courage.  
We do what is right.

### Teamwork

We involve people and value the power of teams.

### Innovation

We challenge ourselves and others to improve our business.

### Accountability

We take ownership and are measured on the outcomes of our decisions and actions.

### Action

We move efficiently from concept to implementation to achieve superior results.



Recent research has shown that New Zealand has some of the highest rates of workplace bullying in the world, with nearly one in five employees being subjected to overbearing or belittling behaviour.

This is why it is so important that we all play a part in identifying and stamping out any of this type of behaviour in accordance with OceanaGold's Company values.

# Bullying vs Harassment

## What is the Difference ?

### Workplace Bullying:

Refers to repeated, unreasonable actions of individuals (or a group) directed towards an employee (or a group of employees), which are intended to intimidate, degrade, humiliate, or undermine; or which create a risk to the health or safety of the employee(s).

It is an abuse or misuse of power and is psychological violence

### Whereas Workplace harassment:

Is unwanted behaviour that offends, humiliates or intimidates a person, and targets them on the basis of a characteristic such as gender, race or ethnicity

- Stress, loss of self-confidence and self-esteem caused by **harassment** or **bullying** can lead to job insecurity, illness, absence from **work**, and even resignation. Almost always job performance is affected and relations in the **workplace** suffer.

# Types of Bullying

## \* Verbal

Name calling, threatening, nasty or hurtful comments, racial slurs, and rude remarks.

## \* Emotional

Spreading rumours, leaving people out, gossiping, harming someone's reputation, ignoring.

# BULLYING

## Cyberbullying\*

Using the Internet to: send nasty messages, spread rumours, send inappropriate emails, share private information and post inappropriate photos.

## \* Physical

Hitting, kicking, pushing, punching, hurting, slapping.

# Examples of Workplace Bullying

- ▶ Being shouted at or humiliated
- ▶ Being the target of practical jokes
- ▶ Blame without justification
- ▶ Exclusion or social isolation
- ▶ Physical intimidation (proximal)
- ▶ Excessive micro-managing
- ▶ Purposely withholding vital information
- ▶ Setting impossible goals for subordinates to reach
- ▶ Blocking potential training and employment
- ▶ Tampering with an employee's personal belongings
- ▶ Removing areas of responsibility without cause





- ▶ “Bullying is Just a Personality Clash”
- ▶ “Bullying is a Leadership Style”
- ▶ “Bullying is a Matter of Perception”
- ▶ “Ignoring it will Make it Go Away”

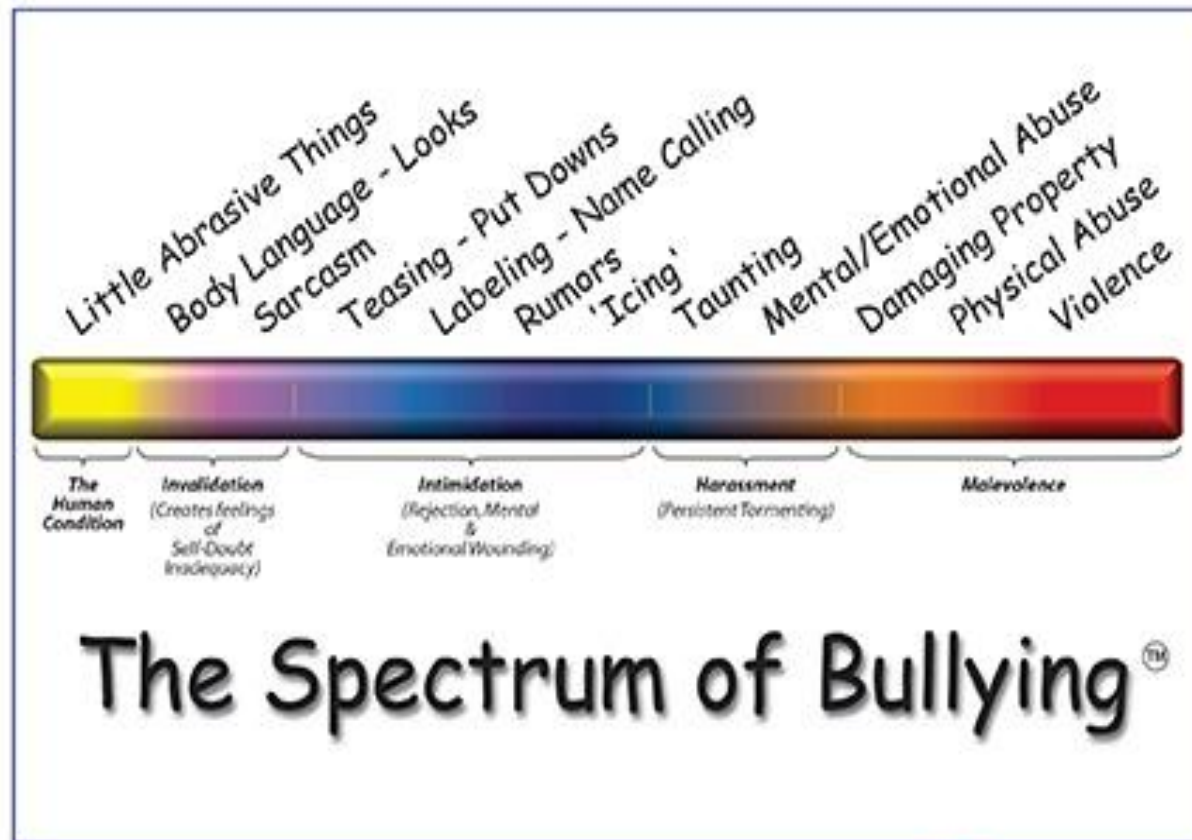
# What is Not Bullying ?

- ▶ Expressing differences of opinion
- ▶ Offering constructive feedback
- ▶ Making a legitimate complaint about another worker's conduct
- ▶ Reasonable management action, including decisions about:
  - » Job duties and work to be performed
  - » Workloads and deadlines
  - » Layoffs, transfers, promotions, and reorganizations
  - » Work instruction, supervision, or feedback
  - » Work evaluation
  - » Performance management
  - » Discipline, suspensions, or terminations

# Bullying Will Escalate if Not Addressed



Starts Here



Leads to Here

Unchecked  
Bullying



Violence



Tragedy



Prison  
Suicide  
Long-term Effects



# The Dynamics of the Situation

- ▶ People being bullied are often in denial
- ▶ They avoid the person for fear of escalation
- ▶ Or they raise the issue with coworkers hoping that they will do something about it
- ▶ They will often surround themselves with protection from other coworkers for support and reverse bully
- ▶ Or it may well get to the stage where they “check-out” at work; look for other jobs



# Effects of Bullying

- ▶ Absenteeism
- ▶ Decreased productivity
- ▶ Manifestation of illness
- ▶ High turnover
- ▶ Increased accidents on the job
- ▶ Violence



# 10 Tips for Coping with Bullying

## 1. Keep Your Emotions in Check

Sometimes a bully's intention is to get a rise out of you. Though this is difficult, it's a good idea to remain calm and rational.

## 2. Don't Be Undermined

Continue to be productive. If you're being bullied by your boss, it may seem tempting to let your work slide. But this may justify the bully's behaviour.

## 3. Get Support

Seek moral support from co-workers, family or friends.

## 4. Remember Who's to Blame

Bullies are very good at manipulating situations and their behaviour may even leave you wondering whether you are indeed incapable or incompetent.

Try to keep confident, and remember the bully's actions are usually down to their own insecurities, and are not a true reflection of you or your work.

Unfortunately, workplace bullying usually results in the target (rather than the bully) quitting their job.

# 10 Tips for Coping with Bullying Cont.

## 5. Gather Information

WorkSafe NZ advises you document each instance by recording:

- » Date, time, place and who was present
- » What was said (verbatim if possible)
- » How you then felt
- » How you responded
- » What other people said and did.

Listen to what others are saying about the situation, or discuss it to see if they're experiencing similar behaviour. Ask yourself (and others who might have experienced similar incidents) if the behaviour was:

- (1) unreasonable,
- (2) repeated and
- (3) is a risk to health and safety.

**These points define behaviour as 'bullying'**

## 6. Look After Yourself

Don't let the situation you're in consume you. Try to maintain a healthy lifestyle by eating properly, sleeping well and exercising. This will help you cope with the extra stress you may be under.

Feeling bullied raises many negative emotions. WorkSafe NZ have found that depression and anxiety, combined with suicidal thoughts are not uncommon when someone is being bullied. If you are experiencing any of these reactions you need to seek help from your health professional doctor immediately.

## 7. Your Response

Depending on the extent of the bullying, there are different options available if you decide to take action. You may decide to approach a manager in the first instance.

At all times, it's a good idea to talk about behaviours, instead of making a bullying accusation. Check the company policy around bullying, and try to stay in-line with this. (This keeps emotions out).

## 8. Where to Find Help

- ▶ Your workplace health and safety representative, Site Nurse, HR Department or union delegate
- ▶ An EAP counsellor –Instep 0800 284 678  
(username: inst699 Password oceanagold) or  
[www.insteplimited.com](http://www.insteplimited.com) (User name: insta700 Password: oceanagold)
- ▶ Your lawyer, or a community Law Centre
- ▶ Citizens Advice Bureau or MBIE (Ministry of Business, Innovation and Employment) 0800 20 90 20. Parties can use MBIE's mediation or choose independent mediators
- ▶ WorkSafe NZ 0800 030 040





## 9. Types of Discrimination

If you believe you have been targeted because of your gender, age, religious beliefs, race or disability, you can lay a complaint to the Human Rights Commission.

## 10. Focus on Yourself, Not the Bully!

Though you may feel the bully is in the wrong and their behaviour needs to change, it's not up to you to ensure they make these changes.

The bully needs to accept that their behaviour is problematic before they can begin making changes

# Other Sources of Support

- ▶ **Youthline:**  
Free, confidential and non-judgmental. Call 0800 37 66 33 or text 234
- ▶ **Depression Helpline:**  
Call 0800 111 757
- ▶ **Lifeline:**  
Nationwide 24-hour counselling service – call 0800 543 354
- ▶ **What's Up:**  
Free counselling service for young people, operates Monday to Friday 1-10pm, and Saturday and Sunday 3-10pm – call 0800 WHATSUP (0800 942 8787). They also have a free online chat 5-10pm every day.
- ▶ **Anxiety Line:**  
0800 ANXIETY (0800 2694 389) – provides education and support around anxiety

# Keep in Mind

- ▶ Conflict happens
- ▶ Situations happen but work should not hurt
- ▶ Remember: The only thing you can truly control is how you choose to respond



- ▶ 10 tips for dealing with workplace bullying - Business - NZ Herald News
- ▶ [www.nzherald.co.nz/business/news/article.cfm?c\\_id=3&objectid=1133969](http://www.nzherald.co.nz/business/news/article.cfm?c_id=3&objectid=1133969)
- ▶ Thirlwall, A., & Haar, J. M. (2010). Bullying in New Zealand: Comparing NAQ findings to European and USA studies. *New Zealand Journal of Human Resource Management*, 10, 99–115.
- ▶ WorkSafe NZ Best Practice Guidelines // Preventing and Responding To Workplace Bullying



# Spider Bites

If you suspect you have been bitten by a spider, as with any puncturing of the skin:

Clean the bite area with antiseptic or warm soapy water  
place ice on the bite (not directly onto the skin) to reduce any pain or swelling.

**For any suspected spider bite, see a doctor if the bite area becomes very red or painful, blisters, appears infected, or forms an ulcer.**

