



**Creative Services Limited (CSL)**  
**Workplace Bullying and Violence Prevention Policy**  
(Version-1, Effective from January 01, 2024)

## **1. Introduction**

Creative Services Limited (CSL) is dedicated to fostering a safe, respectful, and healthy work environment. This Workplace Bullying and Violence Prevention Policy outlines our commitment to preventing workplace bullying and violence and provides procedures for addressing incidents should they occur. CSL aims to ensure that all employees, suppliers, clients, and visitors are treated with dignity and respect. By adhering to this policy, CSL aims to create a safe, respectful, and inclusive workplace where all individuals can work without fear of bullying, harassment, or violence.

## **2. Scope**

This policy applies to all employees, suppliers, clients, visitors, and stakeholders of CSL. It covers all interactions and activities within CSL premises, during work-related travel, and at any events or functions organized by CSL.

## **3. Definitions**

**3.1 Workplace Bullying:** Workplace bullying is repeated, unreasonable behavior directed towards an employee or group of employees that creates a risk to health and safety. It includes behavior that intimidates, offends, degrades, or humiliates an employee. Examples include, but are not limited to:

- Verbal abuse, such as yelling, swearing, or name-calling.
- Excluding or isolating employees.
- Spreading malicious rumors or gossip.
- Assigning meaningless or impossible tasks.
- Undermining or deliberately impeding an individual's work.

**3.2 Workplace Violence:** Workplace violence includes any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. Examples include, but are not limited to:

- Physical attacks, such as hitting, shoving, or kicking.
- Threats of violence or harm.
- Harassment or intimidation through gestures or aggressive behavior.
- Possession of weapons on company premises.

## **4. Responsibilities**

### **4.1 Management**

- Promote a culture of respect, safety, and zero tolerance for bullying and violence.
- Ensure the implementation and enforcement of this policy.
- Provide training and resources on bullying and violence prevention.
- Handle complaints promptly, confidentially, and impartially.

### **4.2 Employees**

- Understand and adhere to this policy.

- Report any incidents of bullying or violence they experience or witness.
- Support colleagues who may be victims of bullying or violence.
- Participate in training sessions on bullying and violence prevention.

## **5. Reporting Procedures**

### **5.1 How to Report**

- Employees can report incidents of bullying or violence to their immediate supervisor, HR department, or designated Safety Officer.
- Reports can be made in person, via email, or through a confidential hotline.

### **5.2 Confidentiality**

- All reports will be handled with the utmost confidentiality to protect the privacy of all parties involved.
- Information about the complaint will only be shared with individuals directly involved in the investigation and resolution process.

## **6. Investigation and Resolution**

### **6.1 Investigation Process**

- All reports of bullying and violence will be investigated promptly and thoroughly.
- The investigation will be conducted by a trained and impartial team.
- Both the complainant and the accused will be given the opportunity to present their side of the story.

### **6.2 Disciplinary Action**

- If the investigation finds that bullying or violence has occurred, appropriate disciplinary action will be taken against the perpetrator, which may include warnings, suspension, or termination of employment.
- Retaliation against individuals who report bullying or violence or participate in an investigation will not be tolerated and will be subject to disciplinary action.

## **7. Support for Victims**

- CSL will provide support to victims of bullying or violence, which may include counseling services, medical assistance, and legal support.
- Victims will be informed of their rights and options, including the right to file a complaint with relevant authorities.

## **8. Training and Awareness**

### **8.1 Training Programs**

- Provide comprehensive training to all employees on preventing and addressing workplace bullying and violence.
- Cover topics such as recognizing signs of bullying and violence, handling disclosures, and reporting procedures.

## **8.2 Awareness Campaigns**

- Raise awareness among employees, stakeholders, and the community about bullying and violence prevention.
- Promote a culture of vigilance and accountability in maintaining a safe and respectful work environment.

## **9. Monitoring and Review**

### **9.1 Monitoring**

- The HR department will monitor the implementation of this policy and track reports of bullying and violence.
- Regular surveys and feedback mechanisms will be used to assess the work environment and identify areas for improvement.

### **9.2 Review**

- This policy will be reviewed annually and updated as necessary to reflect changes in laws, regulations, and best practices.
- Feedback from employees and stakeholders will be considered in the review process.