

ISON BPO

ISON BPO Process Management System

Standard Harassment Policy

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Document Release Note & Control Sheet

Integrated Management System (QMS & ISMS) – The Standard Harassment Policy documentation is released for use in the ISON BPO, with effect from 01-October-2015.

Revisions if any, to this documentation will be available at the ISON Intranet site.

Comments, suggestions or queries should be addressed / mailed to the Corporate Legal Function in writing.

Ver. No.	Release Date	Description of Change	Authored / Revised by	Reviewed By	Approved By
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Policy Description

1.0 Introduction

It is **ISON BPO group's** policy to provide a work environment that is free of harassment based upon race, colour, sex, gender, religion, national origin or ancestry, physical or mental disability, genetic information, medical condition, age, marital status, pregnancy, citizenship, gender identity, sexual orientation or any other legally-protected status.

The objectives of this policy are to:-

- a) Ensure all staff members are entitled to employment that is free of any form of harassment which include but not limited to sexual, bullying and victimization of any form.
- b) Take steps to ensure that no staff member is subjected to any form of harassment;
- c) Ensure disciplinary action is taken against any person who subjects any staff member to harassment;
- d) Outline the procedure of reporting harassment cases; and
- e) Ensure confidentiality is maintained at all levels on matters reported to the committee except where investigation on the complaint is concerned or when taking disciplinary measures in relation to the same.

2.0 Scope

This document applies to all employees of ISON BPO Limited at all Locations.

3.0 Responsibility

Defined in the guidelines.

4.0 Definitions and Abbreviations

Abbreviation	Description
BPO	Business process outsourcing
CS	Company Secretary

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5.0 Policy Guidelines

5.1 Prohibited Conduct

5.1.1 ISON will not tolerate harassment of any kind in relation to the protected categories listed above, including sexual harassment, which is harassing conduct based on an individual's sex or gender (including sexual orientation or status as transgender or transsexual), regardless of whether such conduct is sexual in nature.

Examples of offensive conduct forbidden by this Policy include: -

- a) Verbal conduct such as epithets, derogatory jokes or comments;
- b) Visual conduct such as derogatory pictures, photographs, cartoons, drawings, screen savers, or sexual gestures; and
- c) Physical conduct such as assault, unwanted touching, patting, grabbing, pinching, brushing against another's body, leering or blocking normal movement or interfering with work.
- d) Bullying, characterised by offensive, intimidating, malicious or insulting behaviour or misuse of power through means intended to undermine humiliate, denigrate or injure the recipient.

5.1.2 This Policy forbids harassment based on gender regardless of whether it is sufficiently severe or pervasive to rise to the level of a legal violation. In addition, this Policy prohibits any gender-based harassment regardless of whether the individual engaged in harassment and the individual being harassed are of the same or different genders.

5.2 Complaint Handling

The effectiveness of our efforts to maintain a workplace free from discrimination, harassment, or other types of misconduct depends largely on employees reporting inappropriate workplace conduct. An employee who believes he or she is being subjected to conduct that may violate this Policy is encouraged to inform the person engaging in the conduct that it is inappropriate and should be stopped, and/or to report such conduct as required under this Policy.

5.2.1 Filing a Complaint of Discrimination or Harassment

An employee is required to file a complaint with the Manager, Human Resources or to his/ her boss, if the complaint is against that person. Regardless of whether the complaint is made in writing or orally or by the employee or someone else, the complaint must include supporting evidence and list of witnesses of the alleged incident(s).

5.2.2 Timing of a Harassment Complaint

An employee filing a complaint of harassment must file the complaint as soon as possible after the incident, in any case within 1 month of the incident or, if there were a series of incidents, within 1 month of the last incident. The Manager/ Committee may, for the reasons to be recorded in writing, extend the time limit of one month, if it is satisfied that the circumstances were such which prevented the aggrieved employee from filing a complaint in 1 month.

5.2.3 Internal Complaints Committee

5.2.3.1 Upon receipt of a complaint, the Manager who received the report will report same to the HR Department who will establish, a minimum of three member committee, to consider and resolve complaints of any of the above forms of harassment. The constitution of such committee shall typically include a member of the local country staff, and any other senior members of the executive team.

5.2.3.2 Any Communication to such a committee could be emailed to the email ID's that shall be provided at the time of making the complaint.

5.2.3.3 A quorum of a minimum of 3 members is required to be present for the proceedings to take place

5.2.4 Investigations into Complaints

5.2.4.1 All complaints will be reviewed promptly and may be investigated as circumstances warrant. As requested by Human Resources and/ or the Committee, the employees must cooperate in an investigation of such matters as requested by Human Resources and/ or the Committee.

5.2.4.2 Failure to cooperate in an investigation or the giving of wrong or misleading information, or withholding information shall be a violation of this Policy and may in itself lead to disciplinary action, up to and including termination of employment. In investigating and in imposing any discipline, ISON will attempt to preserve confidentiality, except to the extent reasonably necessary to conduct the investigation, take any remedial action, and in accordance with applicable law.

5.2.4.3 With respect to investigations conducted by the Committee, all proceedings, documents and other records maintained under this Policy shall be confidential. All persons involved in the proceedings under this Policy, including the Committee, shall be under a duty to respect and maintain confidentiality. Any person breaching this provision shall be subject to disciplinary proceedings in accordance with ISON policies. This provision shall, however, not apply to disclosures made to statutory authorities/court or disclosures made in compliance with any statutory requirement.

5.2.4.4 If the matter affects a senior member of staff the matter shall be forwarded to the Senior Management for further advice.

5.2.5 Malicious or False Complaint

5.2.5.1 If on investigation, Human Resources, the Committee, or any other unit of ISON determines that a complaint of harassment or discrimination was malicious or the complainant has made the complaint knowing it to be false or the complainant has produced any forged or misleading document as evidence, the investigating

unit will conclude that the employee has engaged in inappropriate conduct/misconduct in terms of ISON policy and shall will recommend that action be taken against the complainant in accordance with Company policy.

5.2.5.2 The mere inability to substantiate a complaint or provide adequate proof, however, will not attract action against a complainant under this provision. Where the investigating unit arrives at a conclusion that during the inquiry any witness has given false evidence or produced any forged document, it may recommend necessary action against such witness in accordance with ISON policy

5.2.6 Complaints Resolution

Any committee member receiving any complaint against a staff member will refer the matter immediately to the committee. Any reporting will necessitate any of the following:-

- a) **No action:** Behaviour is not deemed as harassment and the complainant agrees.
- b) **Resolve:** If harassment is mild or obvious and the complainant agrees, the complaint is resolved informally by the committee members
- c) **Refer:** If the complaint represents moderate or severe punishment, or if it involves abuse of power, then it will be referred for further investigation/Police.

5.2.7 Action

The committee will consider the appropriate action based on the evidence obtained and the circumstances of the case. Action may include but not limited to:-

- a) Suspension
- b) Termination/dismissal
- c) Referral to police or other legal authorities
- d) Referral to counselling.

5.3 Appeal

The complainant or alleged harasser may appeal in writing in accordance through the Corporate HR within 48 hours of being notified of the action taken.

5.4 Confidentiality

5.4.1 Complaints of harassment will be dealt with in a confidential manner and information to be shared will be on a "need to know" basis.

5.4.2 All allegation or complaint of harassment will be considered personal and "supplied in confidence." Name of complainant or details of complaints will not be disclosed except where disclosure is for such purposes of investigations. Details of the investigations reports and of meetings will be protected from third parties unless when required for legal purposes.

5.4.3 Strict confidentiality will not be guaranteed to anyone who wants to make a complaint of harassment. Where complaint reaches investigative stage,

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the respondent and other people involved will learn of the same. Complainant will only be assured that only those people who "need to know" will be informed.

5.4.4 No investigation information is to be kept in the employees file except official disciplinary/termination/dismissal papers. Other reports will be maintained in a confidential file and a file note attached in the personal file. Confidential file will be maintained by the CHRO or his assignee.

6.0 Handling Violations

Violations of this policy may include, but are not limited to, any act that:

- a) Does not comply with the requirements of this policy; and
- b) Involves the disclosure of information relating to harassment complaints to unauthorized persons or unauthorized use of such information.

The Human Resources Head shall be responsible for getting violations investigated and take disciplinary action as deemed appropriate.

Non-compliance to the minimum requirements or violation of this policy could result in action that may include, but is not limited to, the following:

- a) Suspension;
- b) Termination;
- c) Other disciplinary action; or
- d) Civil and/or criminal prosecution.

7.0 Key Outcomes

Adherence to this policy shall enhance the protection of employees' fundamental rights and ensure fairness in handling harassment related complaints.

8.0 Related Policies and Documents

This policy operates in conjunction with the following policies and documents:-

- a) Employee Handbook.
- b) Relevant laws of the Land.