

Coca-Cola Amatil

WORKING TOGETHER

Policy and Procedures

September 2012



OUR
CCA

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1. WORKING TOGETHER POLICY

In line with our values of Citizenship related to doing the right thing by the company, community and each other, all Employees and Associates within the Coca-Cola Amatil group of companies [Coca-Cola Amatil (Aust) Pty Limited, Coca-Cola Amatil Limited ("CCA"), and SPCA] have the right to be treated fairly and with respect. Therefore professional and appropriate conduct is expected at all times. CCA will not tolerate conduct which amounts to discrimination, bullying or harassment. It is against the law and Company Policy .

The Working Together Policy and Procedures relates to all full-time, part-time and casual employees of CCA ("**CCA Employees**"), as well as contractors, temporaries and subcontractors working for or on behalf of either company or any associated companies in the CCA workplace ("**CCA Associates**").

The Working Together Policy outlines the company's commitment to a safe, harmonious and professional working environment free of discrimination, bullying and harassment as well as the company's commitment to legislative compliance. The Working Together Procedure details the responsibilities of management, employees and contractors in relation to compliance with this policy.

CCA Employees and CCA Associates should use common sense and a philosophy of general respect for others in complying with this policy on an everyday basis.

CCA Employees and CCA Associates should clearly understand that discrimination, bullying and harassment are unacceptable and report any incidents of harassment to their supervisor, Manager or their Human Resources Manager or another appropriate senior CCA Manager. Any CCA employee or Associate who reports a genuine breach or suspected breach of this policy will have their complaint dealt with appropriately, in a timely manner, fairly, professionally and confidentially.

The CCA Grievance Policy and Procedure contains options for dealing with complaints formally or informally. Where a complaint is addressed formally, following an investigation, if discrimination, bullying or harassment is found to have occurred, action will be taken to ensure the harassment stops. Action may be taken against any individual engaging in such conduct which may result in counselling, training in the requirements of anti discrimination and bullying legislation warnings or in some cases termination of employment.

This Policy and Procedure will be updated from time to time by CCA management. The Policy and Procedure must be complied with but is not incorporated into the contract of employment.

2. SCOPE

This Policy and Procedure will apply whenever a CCA Employee or Associate is present, during business hours, after hours if related to a business situation, or on social occasions.

It is the responsibility of CCA Employees and Associates to ensure that the behaviour of family

or other guests accompanying CCA Employees or Associates to CCA social events/functions also complies with this Policy.

3. RESPONSIBILITIES

3.1 All CCA Employees and Associates

All CCA Employees and Associates are required to respect the rights of other Employees and Associates and have a responsibility to ensure that this philosophy is applied in an everyday context. This means:

- Complying with the requirements of this Policy at all times;
- Not getting involved in any form of inappropriate behaviour or conduct or using an inappropriate tone or words;
- An employee should ask anyone who engages in such conduct to cease the behaviour. Alternatively, if they do not feel comfortable with that approach, the employee should speak to their manager.

- If an employee sees or hears anything inappropriate but not necessarily addressed to them, the employee should speak to the person about its inappropriateness and/or report the matter to their Manager or another appropriate senior manager.

Employees and Associates should use common sense and general respect for others in complying with this policy on an everyday basis.

3.2 People Leaders

People Leaders within CCA have a key role to play in terms of responsibility for this policy by ensuring:

- They understand the policy and its intent so that queries, concerns or complaints can be dealt with effectively;
- Their direct reports are aware of and understand this policy and the responsibility they each have for general day to day compliance;
- Their direct reports understand that harassment of any form will not be tolerated;
- The working environment is required to be free of inappropriate material (e.g. Sexist, racist etc.), and that there are no processes that make it easy for discrimination, bullying or harassment to happen;

- New team members are made aware of the established culture and what is acceptable behaviour and what is not acceptable behaviour;
- Team members (including any relevant Associates) understand that the Manager/supervisor should be advised immediately if they experience any harassment they cannot manage themselves;
- Team members are aware of the Grievance Policy and Procedure;
- They act immediately upon the receipt of any complaint or the witnessing of an event that may constitute a breach of the policy;
- They set an example for their team in applying and upholding the policy.

3.3 Human Resources Department

The Human Resources Department within CCA is accountable for:

- Education of management and staff on policy content and intent

- Assisting management during a complaint procedure and investigation process.

4. DEFINITIONS

4.1 Harassment/Discrimination/Workplace Bullying

Harassment is any type/s of behaviour directed to another person that has the potential to offend, embarrass or intimidate. CCA considers all forms of harassment as unacceptable behaviour.

In all cases the behaviour becomes harassment when one of the parties involved does not welcome the attentions of the other/s. Every individual is entitled to reasonably define what behaviours are unwelcome and offensive to them. The intention behind the behaviour is therefore irrelevant. If the behaviour is unwelcome then it becomes harassment.

Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, where a reasonable person would anticipate that reaction in the circumstances.

Workplace bullying means any behaviour that is repeated, systematic and directed towards an employee or group of employees that a reasonable person, having regard to the circumstances, would expect to victimise, humiliate, undermine or threaten and which creates a risk to health and safety.

Discrimination is any type of behaviour that targets an individual or group of individuals and treats them differently because of reasons that include their:

- race (includes colour, nationality, descent, ethnic or ethno religious background)
- sex (gender)
- sexuality
- pregnancy
- marital status
- disability (past or present, actual or presumed)
- age
- relationship to or association with a person of a particular sex, race, marital status, disability, homosexuality, transgender or age

The behaviour can be verbal, non verbal, physical, or visual. It can be an isolated incident or repetitive in nature, and it can be intentional or unintentional.

THE POLICY IN PRACTICE

THE SITUATION: A member of your team has a calendar of swimsuit playboy models in your area. Although some of your colleagues seem to like the calendar, you are worried it may embarrass visitors to your area.

THE OUTCOME: This is a breach of the Working Together Policy and an example of harassment. The calendar was immediately removed and the person who displayed the calendar was advised that it was unacceptable and was subject to a formal disciplinary process.

THE SITUATION: A colleague has asked you out on several occasions for dinner and drinks. You do not wish to go out with them socially, but they are very persistent. You have already turned them down several times.

THE OUTCOME: You advise your colleague that you are not interested in going out with them socially, and to please do not ask you again.

THE SITUATION: Your team regularly tease each other about most things. In particular the team tease one individual regularly about their weight. They seem to be the target of all jokes. The individual is upset and asks them repeatedly to stop, and advises them that it is not funny.

THE OUTCOME: This is a form of bullying, and is a breach of the Working Together Policy. The situation was investigated further and disciplinary action was taken.

4. DEFINITIONS (Cont.)

4.2 Unacceptable Behaviour Examples

Examples of sexually harassing behaviour include:

- Unwelcome touching
- Staring or leering
- Sexually explicit pictures or posters
- Unwanted invitations to go out on dates
- Requests for sex
- Intrusive questions about a person's private life or body
- Unnecessary familiarity, such as deliberately brushing up against a person
- Insults or taunts based on sex
- Sexually explicit physical contact
- Sexually explicit emails or SMS text messages.

Other examples of unacceptable behaviour include:

- Stalking another person at work – harassment/bullying
- Making fun of someone because of their race, accent, disability, age, sex, sexuality etc. - discrimination

- Offensive jokes – sexual harassment, discrimination or bullying
- Threats – breach of policy and/or bullying
- Unsuitable and offensive language – breach of policy
- Aggressive conduct, including physical assault – breach of policy
- Unwelcome practical jokes – breach of policy
- Offensive hand or body gestures – breach of policy

Workplace discrimination can occur in:

- Recruiting and selecting staff
- Terms, conditions and benefits offered as part of employment
- Who receives training and what sort of training is offered
- Who is considered and selected for transfer, promotion, retrenchment or dismissal.

THE POLICY IN PRACTICE

THE SITUATION: A member of your team is always a little close for comfort. They always invade your personal space and make sexually explicit remarks about your body, and tell jokes that make you extremely uncomfortable. You have told them you are uncomfortable with their behaviour, and they continue.

THE OUTCOME: This is a breach of the Working Together Policy and an example of sexually harassing behaviour. The situation was investigated and the person was subject to a formal disciplinary process.

THE SITUATION: A contractor who works with your team is constantly swearing and calling you horrible names. When you ask them to stop they threaten you. You receive threatening SMS messages and voicemails

THE OUTCOME: You report the behaviour which is a breach of the Working Together Policy and is unacceptable behaviour. The situation was investigated and the contractor was subject to a formal disciplinary process.

THE SITUATION: You invite your team to coffee or lunch each day. One of your team never accepts but you continue to invite them, so that they feel included.

THE OUTCOME: This is not a breach of the Working Together Policy.

5. PROCEDURES

5.1 Resolution Procedures

In instances of a grievance (complaint) the CCA Grievance Policy and Procedure should be followed.

The CCA Grievance Policy and Procedure includes formal and informal procedures to

effectively and equitably resolve the complaint. The use of one over the other depends on the complainant's wishes, the gravity of the problem and whether the grievance involves potential legal liability.

5.2 Non CCA Workplaces

CCA recognises that in the course of normal day to day duties, CCA Employees and CCA Associates visit other sites that are not controlled by CCA.

In the event that an Employee or Associate considers that they are in an inappropriate environment or where inappropriate material is being displayed or they are being discriminated against, bullied or harassed, they should contact their Manager, who in consultation with the Human Resources Manager, should take

appropriate steps to ensure that the Employee or Associate should not have to operate within such an environment and nor should they be victimised in future for their desire to do so.

This may include making the company or individual responsible for the site aware of the problem and requesting that it be resolved, and/or making arrangements so that the Employee or Associate is no longer required to visit site.

6. CONSEQUENCES OF BREACHING THE WORKING TOGETHER POLICY

Breaches of this policy may result in disciplinary action up to and including termination of employment.