

Standard Operating Procedures to Address Any Harassment or Abuse at Workplace

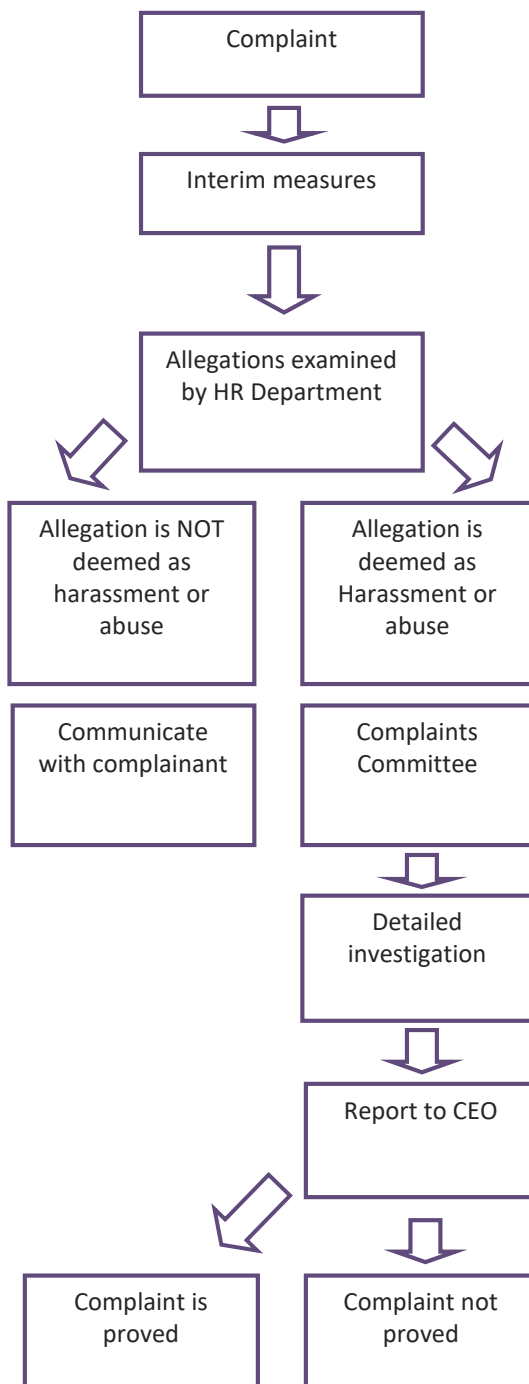
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REMEDIATION PROCESS – RECOMMENDED STANDARD OPERATING PROCEDURES (SOPS)

This is an example of a process to follow when there is an indication of potential abuse or harassment in the company. It is vital to maintain the dignity, safety and anonymity of both parties.

Abuse Remediation Process - to Investigate a Harassment or Abuse Case



- 1). Upon receipt of a complaint, the Management shall take immediate interim measures to address concerns regarding safety and well-being of the complainant (and the respondent). Such interim measures could be:
 - No contact between the alleged perpetrator (respondent) and the complainant;
 - Changes in work schedules;
 - Alternative living arrangements; and
 - Or other measures the Management deems appropriate.
- 2). The complaint is examined by Human Resource department (minimum 2 people), preferably within 5 working days of receipt of the allegation.
- 3). If the allegation is **not** deemed as harassment or abuse, the concern will be dismissed and this will be communicated to the complainant. If the allegation does prove to be harassment or abuse, the Management refers the matter to a "Complaints Committee" (the Committee should have a balance of management and employee representatives)
- 4). Complaints Committee conducts a detailed investigation (separately) with the complainant, accused and other individuals.
- 5). Complaints Committee submits a Report to the CEO/ED preferably within a set number of days from receipt of Complaint. Report shall determine if the complaint is legitimate or false.
- 6). If the complaint is proved, disciplinary action shall be taken against the accused; if complaint is not proved, disciplinary action may be taken against the complainant if deemed fit.

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