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| <a href="http://WWW.UQCGLOBAL.COM">WWW.UQCGLOBAL.COM</a> | <b>HARSH OR INHUMANE TREATMENT POLICY</b>              |
| <b>Doc. No.: UQC/POL/30</b>                              | <b>Issue No.: 01</b><br><b>Issue Date: Page 1 of 3</b> |

## Harsh or Inhumane Treatment Policy

**Date:**

### 1. Contents

1. Content
2. Code
3. Policy statement
4. Responsibilities
5. Scope of policy
6. Types of Abuse
7. Standards for Reporting
8. Action taken by the Management

### 2. CODE

Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

### 3. Policy Statement

**COMPANY NAME** has adopted the practice to ensure that all our colleagues, staff and workers enjoy fair and decent treatment and that their human rights are respected and fully met.

Where any potential impact is identified in relation to Human Rights it is the Company's policy to investigate such issues and implement appropriate action to prevent it from becoming an actual issue. In such matters the Director will be notified of the potential issue and, through consultation with the Manager, will agree on a corrective action plan to negate the issue.

### 4. Responsibilities

The Manager and members of the Admin Team are responsible for ensuring that the policy is clearly communicated to the colleagues, staff, line management and agency labour providers. The Manager is responsible for supporting

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production sites to comply with the policy. For example, a report is specifically required when a person suspects that an employee is a victim of human trafficking.

## 5. Scope of Policy

This policy applies to all processing sites and offices within the organization and in particular to all staff that have a managerial or supervisory responsibility for colleagues and workers.

## 6. Types of Abuse

### ➤ 6.1 Physical Abuse or discipline

Physical abuse is generally defined as “any non-accidental physical injury” and can include striking, kicking, burning, or biting, or any action that results in a physical impairment.

### ➤ 6.2 Sexual Abuse/Exploitation

Some States refer in general terms to sexual abuse, while others specify various acts as sexual abuse. Sexual exploitation is an element of the definition of sexual abuse in most jurisdictions. Sexual exploitation includes allowing the child to engage in prostitution or in the production of child pornography.

### ➤ 6.3 Verbal/ Emotional Abuse

Verbal/emotional maltreatment as part of their definitions of abuse or neglect. Typical language used in these definitions is “injury to the psychological capacity or emotional stability of the child as evidenced by an observable or substantial change in behaviour, emotional response, or cognition” and injury as evidenced by “anxiety, depression, withdrawal, or aggressive behaviour.”

### ➤ 6.4 Neglect

Neglect is frequently defined as the failure of an employer with responsibility for the workers to provide needed requirements, medical care, or supervision to the degree that the workers’ health, safety, and well-being are threatened with harm.

## 7. Standards for Reporting

A report must be made when an individual knows or has reasonable cause to believe or suspect that an worker has been subjected to abuse or neglect. Workers should have proper breaks, time for drinking water and go to the

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toilet. These standards guide mandatory in deciding whether to make a report for protective services. In addition to defining acts or omissions that company appointed Manager who can be reported to all workers protective services as perpetrators of abuse or neglect. This person will have some relationship or regular responsibility for workers; he will process of dealing with each individual complaint received. He will monitor, communicate, judge, train and revise the system if need be.

## 8. Action taken by the Management

### ➤ 8.1 Increased worker knowledge

Increased confidence is measured in being able to deal with harassment on a daily basis and having a clearer understanding that they have a right to be free from violence. Workers reported that they were more confident about raising problems and solving problems together with managers. Manager decides regularly what training will be given and to whom, on the need for harsh and inhumane treatment.

### ➤ 8.2 Anti-harassment committees

A grievance mechanism in place and is it documented. The election of the first group of anti-harassment committees is a major step towards better dialogue between workers and managers.

### ➤ 8.3 Training/ training record

The training on how the site expects staff to treat each other is above standard and every worker takes part in a specific training on this subject. Train the workers for awareness of their grievance rights and policies/procedures, and how to report for any harsh treatment. Discusses with workers whether they think disciplinary procedures and practices are fair, non- arbitrary and effective.

### ➤ 8.4 Union (If any)

Checks with union/worker representatives whether they are aware of the disciplinary policies and procedures and whether they have agreed to them.

### ➤ 8.5 Security practices

Reviewing the contracts of any security guards as well as their job descriptions to ascertain likelihood of harassment or extreme discipline (security should be used to keep the site safe i.e. intruders out, not keep workers in).

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