



# Discrimination, Bullying, Harassment and Victimisation

## Group Policy Level 1

**Overview:** This Group Policy is about making sure our workplace is free from unlawful discrimination, bullying, harassment, sexual harassment and victimisation. This Group Policy is supported by the [Discrimination, Bullying, Harassment and Victimisation Guidance Document](#). You are expected to read, understand and follow both of these documents.

**Scope:** This Group Policy applies to all employees and contractors of the Telstra Group, including its controlled entities (collectively "Telstra Group") except our entities within the United States of America. This Group Policy also applies to any other person notified that this Policy applies to them.

**Application:** This Group Policy applies in all jurisdictions in which we operate, except within the United States of America. Where local law or country-specific requirements are inconsistent with any part of this Group Policy then those requirements, laws and/or local Policy apply in relation to that part instead.

## Policy Principles

*Professional and Responsible / Fairness and Respect / Safety and Inclusion*

1. We are committed to providing a safe and inclusive working environment where we treat each other with respect. This means that **you must** not engage in any action or behaviour that involves unlawful discrimination, bullying, harassment, sexual harassment or victimisation, towards your colleagues, or anyone you deal with as part of your work. We also expect our customers and suppliers to behave in a way that's consistent with this Policy.
2. We have a legal obligation to, as far as possible, eliminate sex discrimination, sexual harassment and sex-based harassment, and conduct that creates a hostile workplace environment on the ground of sex and victimisation.
3. We expect you to behave in a professional and appropriate manner whenever you're representing the Telstra Group, even at informal events connected to your work. The availability or consumption of alcohol is no excuse for unacceptable behaviour or conduct.
4. If you have engaged in behaviour that involves unlawful discrimination, bullying, harassment, sexual harassment or victimisation your intention is irrelevant. This includes behaviour that subjects a person to a hostile work environment on the ground of sex, or aiding and permitting such unacceptable behaviour. This means you may be found to have unlawfully discriminated against, bullied, harassed or victimised another person, even if you didn't mean to, or you think your behaviour is acceptable.

**Effective Date:** 12 April 2024

**Policy Owner:** Wellbeing and Workplace Relations Executive

**Approval:** Policy Governance Committee

**N.B.** This Policy does not form part of any employment contract and Telstra may vary, revoke or replace this Policy from time to time.



## Investigation

5. If you have engaged in behaviour that involves unlawful discrimination, bullying, harassment, sexual harassment, or victimisation, not only will you have breached this Policy, but you will also have broken the law.
6. If you are a people manager, **you must** take all reasonable and proportionate steps to ensure that our workplace is free from unacceptable conduct. It is also important that you foster a culture where people feel comfortable to speak up and raise concerns.
7. We take reports of any unacceptable behaviour or conduct seriously. We will address any alleged action or behaviour that is inconsistent with this Policy, and ensure this process is carried out fairly and transparently. The reporter's wishes will be considered when determining how a report may be addressed.
8. If you are a people manager, you must take steps to address concerns or incidents about any alleged action or behaviour that is inconsistent with this Policy. We will not tolerate any form of retaliation against any employee or contractor for filing a bona fide report under this Policy.
9. We are committed to taking a person-centred and trauma-informed approach to reports of suspected unlawful conduct, and the safety and wellbeing of the reporter is a priority.
10. Your company or functional unit may set additional rules which **you must** understand and comply with.
11. If you are concerned that you, or someone else in the workplace has been exposed to behaviour in breach of this Policy, you can raise your concern via the steps outlined in the Discrimination, Bullying, Harassment and Victimisation Guidance Document.

### Breach of Group Policy

Compliance with this Group Policy will be monitored. If you don't comply with this Group Policy you could face disciplinary action. This may include termination of your employment or engagement. If you break the law you, and your employing Telstra Group company, may also be personally liable.

### Feedback on this policy

Telstra's Discrimination, Bullying, Harassment and Victimisation Policy is maintained by the People, Culture and Communications team and due for review in February 2025. You can provide feedback on the policy by emailing [globalemploymentrelations@team.telstra.com](mailto:globalemploymentrelations@team.telstra.com), contacting your human resources representative, or raising a request via [AskHR](#).



## Group Policy Definitions

Term	Definition
Bullying	<p>Workplace bullying is repeated unreasonable behaviour, directed towards an employee, customer, contractor or other person that creates a risk to their health and safety.</p> <p>"Unreasonable behaviour" is any behaviour which, in particular circumstances, a reasonable person would expect to victimise, humiliate, undermine, or threaten the person being bullied.</p> <p>Bullying can be directed in a range of ways in the workplace - downwards (from managers to workers), sideways (between workers or co-workers) and upwards (from workers to managers). Bullying can be directed at a single worker or more than one worker. It can be carried out by one or more workers.</p> <p>Bullying can arise out of a course of conduct, where any incident taken alone might look insignificant, but put together the incidents establish a working environment that is hostile to an individual and creates a risk to their health and safety.</p>
Bullying (examples)	<p>Depending on the circumstances, bullying may include:</p> <ul style="list-style-type: none"><li>• verbal or written abuse (for example, being sworn at, threatened or insulted, being criticised or put down continually, being called offensive names or being the subject of practical jokes or unjustified threats of dismissal);</li><li>• direct violence, including physical assault and harassment;</li><li>• threatening body language or communications;</li><li>• the undermining of someone's work performance, deliberately withholding work-related information from someone or deliberately supplying incorrect information to them;</li><li>• unjustified criticism or complaints;</li><li>• spreading rumours or innuendo about someone;</li><li>• excessive scrutiny of work;</li><li>• setting unreasonable timelines that are very difficult to achieve;</li><li>• constant and intrusive surveillance or monitoring;</li><li>• inappropriate interference with personal belongings or work equipment.</li></ul>



Term	Definition
Bullying (exceptions)	<p>Bullying does not include:</p> <ul style="list-style-type: none"><li>• genuine and reasonable disciplinary procedures;</li><li>• genuine and reasonable performance management;</li><li>• constructive feedback or counselling that is intended to assist employees to improve their work performance or the standard of their behaviour. (e.g. objective comments about a person's failure to satisfy performance requirements or targets);</li><li>• a manager or supervisor reasonably directing and controlling the way someone does his or her work;</li><li>• rostering and allocating work hours;</li><li>• implementing organisational changes.</li></ul>
Discrimination	<p>Discrimination can happen either directly or indirectly and it may be unlawful. If you break the law, you and the Telstra Group may be liable for your unlawful conduct.</p> <p><b>Direct discrimination</b> occurs if a person treats, or proposes to treat, a person unfavourably because of any of the grounds or attributes of discrimination listed below (for example, their race, sex or disability).</p> <p><b>Indirect discrimination</b> occurs if there is, or it is proposed that there will be, an unreasonable requirement, condition or practice that has, or is likely to have, the effect of disadvantaging persons with a ground or attribute listed below. For example, implementing a minimum height requirement to become a police officer not only directly discriminates against short people on the basis of physical appearance, but indirectly discriminates against women and people of certain races, who tend to be shorter.</p> <p>Discrimination based on any of the following grounds or attributes is unacceptable and may also be unlawful in some countries:</p> <ul style="list-style-type: none"><li>• age;</li><li>• sex;</li><li>• disability (including physical, intellectual, psychiatric, sensory, neurological, learning disabilities, physical disfigurement and the presence of disease-causing organisms in the body - and whether disabled now, in the past, in the future or where a person is believed to have a disability);</li><li>• gender history, gender identity, gender expression, transgender, transsexual status and intersex status;</li><li>• marital/relationship status;</li><li>• pregnancy and potential pregnancy;</li><li>• race, colour, descent or national or ethnic origin;</li></ul>

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**Approval:** Policy Governance Committee

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	<ul style="list-style-type: none"><li>• immigration status;</li><li>• religion;</li><li>• sexual orientation;</li><li>• subjection to domestic violence;</li><li>• genetic information or irrelevant medical record;</li><li>• social origin;</li><li>• political beliefs;</li><li>• entitlement to a benefit under an industrial instrument;</li><li>• employment activity or status;</li><li>• workplace right or right under a workplace law;</li><li>• carer status, parental status or family or kinship responsibilities;</li><li>• physical features;</li><li>• breastfeeding;</li><li>• industrial activity and trade union membership or non-membership;</li><li>• irrelevant criminal record;</li><li>• accommodation status;</li><li>• personal association with a person who possesses or is thought to possess any of the above attributes.</li></ul>
Discrimination (examples)	<p>Examples of unlawful discrimination include, but are not limited to:</p> <ul style="list-style-type: none"><li>• offensive 'jokes' or comments about another person's racial or ethnic background, religion, sex, sexual orientation, gender identity, age or disability;</li><li>• displaying offensive or derogatory images or content including pictures, calendars, pin-ups or posters, electronic images (including emails, mms and content on portable media devices or smartphones) or creating and sharing content on social media or networking sites to which your colleagues have access to;</li><li>• harassing somebody because of their race, sex or sexual orientation;</li><li>• making offensive or demeaning comments about particular groups, such as ethnic, religious or political groups;</li><li>• engaging in derogatory or disrespectful remarks targeting specific genders or demographics;</li><li>• refusing to employ or give work to someone because of their age, membership of a trade union or entitlement to a benefit under an industrial instrument;</li></ul>



Term	Definition
	<ul style="list-style-type: none"><li>judging a person based on their religious or political beliefs, cultural practices, sex or age rather than their work performance;</li><li>selecting a person for redundancy because they have made a workers compensation claim or because of their age, their status as a parent or carer, sexual preference or race.</li></ul>
Discrimination (exceptions)	<p>There are some limited exceptions to discrimination. For example, it may be appropriate in some circumstances to discriminate against an employee or applicant for employment on the basis of their disability, if their disability prevents them from performing the inherent requirements of their job. However, an employer must make “workplace adjustments” if they are required to enable an employee with a disability to perform the essential aspects of a job, unless those adjustments would cause the employer major difficulties or unreasonable costs.</p>
Hostile work environment on the ground of sex	<p>A person is subjected to a hostile workplace environment on the ground of sex when a reasonable person, having regard to all the circumstances, would have anticipated the possibility of the behaviour resulting in the workplace environment being offensive, intimidating or humiliating to a person by reason of:</p> <ul style="list-style-type: none"><li>their sex;</li><li>a characteristic that appertains generally to persons of that sex; or</li><li>a characteristic that is generally imputed to persons of that sex.</li></ul> <p>This does not necessarily need to be directed at a specific person, but results in an offensive, intimidating and humiliating environment for a person.</p>
Harassment	<p>Harassment is unfavourable treatment on the basis of certain protected attributes that includes:</p> <ul style="list-style-type: none"><li>Vilification or inciting hatred towards or serious contempt for or ridicule of a person or group;</li><li>Conduct that creates an intimidating, hostile or offensive work environment; or</li><li>Any behaviour that is unwelcome and that a reasonable person would anticipate would humiliate, offend or intimidate someone.</li></ul> <p>Harassment extends beyond sexual harassment and can occur on other discriminatory grounds e.g. race and disability. Harassment is against the law. If you break the law, you and The Telstra Group may be liable for your unlawful conduct.</p>

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Harassment (examples)	<p>Examples of other forms of unlawful harassment include:</p> <ul style="list-style-type: none"><li>• offensive comments based on a person's gender identity or sexuality;</li><li>• derogatory slurs relating to a person's disability;</li><li>• telling insulting jokes about particular racial groups;</li><li>• teasing someone because of their religious conviction.</li></ul>
Sexual Harassment	<p>Sexual harassment is:</p> <ul style="list-style-type: none"><li>• making a sexual advance, or an unwelcome request for sexual favours; or</li><li>• engaging in other unwelcome conduct of a sexual nature,</li></ul> <p>in circumstances in which a reasonable person would feel offended, humiliated or intimidated.</p> <p>This includes if a person causes, instructs, induces, aids or permits someone else to engage in sexual harassment, or sex-based harassment.</p> <p>We do not permit sexual harassment in any Telstra Group workplace. Sexual harassment is against the law. If you break the law, you and the Telstra Group may be liable for your unlawful conduct.</p> <p>Sexual harassment can occur between employees, to or from customers, suppliers or contractors.</p> <p>Sexual harassment may involve conduct or behaviour that is:</p> <ul style="list-style-type: none"><li>• physical;</li><li>• visual;</li><li>• verbal or written;</li><li>• a one-off incident or a series of incidents;</li><li>• done at work or at a work-related event, for example at a Telstra Group Christmas party or at a work function that is after work hours and off-site.</li></ul> <p>Sexual harassment is not consensual behaviour which is based on mutual attraction, friendship and respect.</p> <p>India also has an additional India specific policy on prevention of sexual harassment which you need to be aware of if you work in or manage people who work in India. More information is available on <a href="#">Ask HR</a>.</p>



Term	Definition
Sexual Harassment and Hostile Work Environment on the Ground of Sex (examples)	<p data-bbox="534 387 1409 454">Some examples of sexual harassment and subjecting a person to a hostile work environment on the ground of sex may include:</p> <ul data-bbox="534 472 1409 1550" style="list-style-type: none"><li data-bbox="534 472 1102 506">• asking questions about a person's sexuality;</li><li data-bbox="534 524 1378 696">• circulating or displaying pornographic or sexually explicit images or material, including e-mails, mms, web-links, posters, photographs, calendars, cartoons, graffiti or messages or other items left on noticeboards or desks or on social networking sites (to which colleagues may have access);</li><li data-bbox="534 714 1385 781">• emails, screen savers, ringtones or voicemail messages that contain images, sounds or words of a sexual nature;</li><li data-bbox="534 799 1337 900">• images, documents or text of a sexual nature that have been downloaded from the internet, viewed, saved or sent to another person on a Telstra Group computer or printed out;</li><li data-bbox="534 918 1321 952">• explicit or sexually suggestive telephone calls, texts or emails;</li><li data-bbox="534 969 1374 1037">• offensive gifts such as sexually related 'Kris Kringle / Secret Santa' gifts;</li><li data-bbox="534 1055 1374 1122">• deliberate and unnecessary physical contact, such as patting, pinching, fondling or deliberately brushing against another person;</li><li data-bbox="534 1140 1062 1173">• unwelcome touching, hugging or kissing;</li><li data-bbox="534 1191 1011 1225">• staring or leering at a person's body;</li><li data-bbox="534 1243 1107 1276">• jokes about sex or sexist jokes or comments;</li><li data-bbox="534 1294 1329 1395">• innuendo, including making sexually provocative, suggestive or offensive comments about someone's physical appearance or sexual morality;</li><li data-bbox="534 1413 1342 1480">• telling stories or making comments about a person's own sexual experiences or someone else's sexual experiences;</li><li data-bbox="534 1498 1409 1565">• constantly asking someone out, either verbally or in writing, especially after repeated refusals.</li></ul>





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Victimisation	<p>Victimisation occurs if someone is treated badly or suffers a "detriment", because they have, or propose, intend or are believed to have:</p> <ul style="list-style-type: none"><li>• made a complaint;</li><li>• assisted an investigation;</li><li>• appeared as a witness;</li><li>• raised a concern or issue;</li><li>• asserted their rights; or</li><li>• helped someone else to raise a concern, complaint or assert their rights under this policy or the law</li></ul> <p>A "detriment" in employment can include:</p> <ul style="list-style-type: none"><li>• demotion;</li><li>• dismissal;</li><li>• transfer;</li><li>• suspension;</li><li>• loss of a benefit;</li><li>• being left out or excluded from work or work related social functions;</li><li>• being the subject of gossip or innuendo.</li></ul> <p>Victimisation is against the law. If you break the law, you and The Telstra Group may be liable for your unlawful conduct.</p>