



We aim to provide a positive, respectful, and inclusive workplace culture which values the contribution and development of all staff. We recognise that this is essential to a high workplace morale and to lower stress at work.

Definitions:

Work place culture or climate refers to the quality of the workplace environment and reflects how staff feel about their workplace and the way they work with others to:

- Share ideas and collaborate
- Be involved in making decisions
- Recognise other's efforts and provide positive feedback
- Actively listen to each other
- Build trust and respect
- Ensure the roles, responsibilities and expectations of all staff are clear
- Learn from one another
- Feel supported by leadership teams

We believe that there are four major components that contribute to work place climate. These components are **Empathy**, **Clarity**, **Engagement** and **Learning** and they work together to build a positive Work place climate.

Empathy

Supportive Leadership

In a balanced Work place, the leadership team is supportive in their approach to staff.

This means that Leadership:

- is approachable
- understands the problems staff face
- communicates well with staff
- is supportive when things get tough

Supportive Leadership - although likely to be anchored by the leadership style of the Founders, refers to the entire leadership team.

Clarity

Role Clarity

The leadership team makes sure that staff know what:

- is expected of them
- their goals and objectives are



- authority they have in the Work place
- what they are responsible for

Behaviourally, Role Clarity can be defined as having regular dialogue between managers and staff about the nature of their roles, expectations, and responsibilities.

Engagement

Professional Interaction

Staff work well together as a team. This means that they:

- feel they are accepted by other staff
- work co-operatively in teams
- communicate well between groups in the office environment (no silos)
- help out other staff members

Goal Congruence

Staff feel ownership. This means that they know and agree about the direction that the leadership team is taking.

Participative Decision-Making

Staff feel empowered. This means that they feel:

- that they have a say in decisions made at the Work place
- there are forums in the Work place where they can express their opinions

Appraisal and Recognition

Staff feel that they receive honest, fair, feedback about their work. This means that staff feel:

- that they have the opportunity to excel
- that there are processes in place, to receive feedback about their work quality
- that there are processes in place, to receive recognition for good work
- that there are processes in place, to get rewarded for good work

Education

Professional Growth

Staff believe that professional development in their Work place is a positive thing. This means that they:

- feel encouraged to pursue professional development



- are encouraged to develop new skills
- feel that leadership and other staff are interested in their career development and professional growth

Workplace bullying

This is characterised by persistent and repeated negative behaviour, directed at a colleague or employee, that is detrimental to their mental and psychological wellbeing.

Examples of bullying:

- verbal abuse, yelling, screaming
- abusive language or threatening or intimidating behaviour
- excluding or isolating employees
- assigning meaningless tasks or giving employees impossible assignments
- continually criticising someone
- sabotaging someone's work or their ability to do their job by withholding vital information and resources
- belittling someone's opinions
- unexplained job changes
- failure to give credit where it is due or taking credit for someone else's work
- constantly and persistently interrupting someone when they are speaking to a group
- Undermining someone's authority and stature by issuing differing opinions and commands

Implementation:

- Undertake a planned and collaborative approach to monitoring and improving the organisational health of MY TAKE by identifying issues and planning a range of actions.
- Have clear role descriptions and expectations
- Engage staff in collaborative, respectful and supportive relationships with their colleagues;
- Establish methods to express that individuals are valued and acknowledge their efforts
- Provide opportunities for professional and career development
- Identify bullying risk factors and putting in place appropriate preventative measures through collaboration and consultation

If there is a perceived risk to the health or safety of a staff member because of the behaviour of an individual, or a group of people, the management will:

- Identify any particular individuals at risk
- Correctly identify what is creating the hazard for those individuals;
- Make decisions about developing and implementing procedures for resolving bullying complaints
- Make sure workplace procedures are put in place to prevent future incidents

Workplace Corporate Culture Policy



- Provide appropriate information, instruction, and training for employees so that they have the awareness, knowledge, and skills to identify risk factors associated with the culture or bullying