

What should you do if you are treated inappropriately or harassed?

- Tell the person who is behaving inappropriately or harassing you that you do not accept their behaviour. Tell the person that you want them to stop.
- Make a note of the time and place of the incident, what happened and who was present.
- Contact your supervisor and make them aware of the situation. If the person behaving inappropriately you is your own supervisor, contact their superior. If a visiting staff member is involved in the situation, contact the producer, technical manager, security manager or artistic director of the production they are involved with.
- If necessary, consult the occupational health services, occupational safety officer or shop steward.
- You can also request workplace mediation; contact HANNA FONTANA, HR Manager for more information. The Finnish National Opera and Ballet have appointed a number of in-house mediators who will help resolve conflicts and problem situations.

Instructions for supervisors

- The supervisor investigates the situation by discussing it with all parties involved.
- The supervisor and the parties involved may, at their discretion, request the presence of the occupational safety officer, shop steward, HR manager or representative of the occupational health services at the discussion.
- The primary goal of the discussion is to reach a settlement, after which the matter is closed.
- If no settlement is reached, the supervisor will decide on the next steps to ensure a smooth continuation of work.
- If necessary, the supervisor calls a follow-up meeting to ensure that the issue has been resolved. If the problem persists, the supervisor can take further action (e.g. by changing working arrangements and hours or issuing a transfer, reprimand or warning).
- As a last resort, the harasser's employment may be terminated if legal grounds for termination exist.

Workplace Conduct

GUIDE FOR PREVENTING AND ADDRESSING INAPPROPRIATE TREATMENT



Workplace Conduct

As an employer, THE FINNISH NATIONAL OPERA AND BALLET has zero tolerance for any forms of harassment or improper treatment in the workplace or any work-related setting outside the workplace. We expect appropriate and responsible behaviour from both our own and visiting staff.

What is responsible behaviour at work?

- We greet each other
- We take responsibility for our duties
- We seek and we share information
- We keep to what we have agreed
- We help and assist others when needed
- We trust that everyone does their job and we don't interfere unnecessarily
- We are happy to receive and learn from constructive feedback
- We are polite in all our communications (we listen, we show interest, we explain our views)
- We don't criticise or speak ill of anyone behind their back
- We raise the problems we find in the workplace and in the work community with those who can make a difference

What inappropriate treatment is not?

By definition, the following situations do not constitute inappropriate treatment:

- action taken by the employer as part of their right to supervise and direct work
- conflicts due to work-related decisions or interpretations
- justified disciplinary action
- discussion of problems related to work or duties among the members of the workplace community
- referral of employees to occupational health care services for a valid reason

What is inappropriate treatment?

Bullying or harassment means negative, offensive or undesirable behaviour towards other people. It is systematic, recurring conduct or neglect, such as

- making negative and disrespectful comments about anyone's personal qualities, character traits or private life
- excluding someone from the workplace community
- continued, unnecessary interference with someone's work
- shouting, name-calling, insulting, slandering and ridiculing someone
- humiliating, degrading or threatening behaviour
- physical violence or threat of violence
- inappropriate exercise of managerial powers
- sending inappropriate messages
- sexual or gender-based harassment, including
 - offensive materials, letters, phone messages, emails, speech, jokes, gestures, and inappropriate comments or questions regarding gender and sexuality
 - unwanted suggestions, threats, or demands for sexual contact while abusing one's position of authority or trust
 - any other unwanted physical contact

At its worst, inappropriate treatment can put an employee's health and work capacity at serious risk.