

# **PROCEDURE FOR PREVENTING AND MANAGING WORKPLACE VIOLENCE**

*San Sebastián, 2<sup>nd</sup> of February 2021*

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## 0. EXECUTIVE OVERVIEW

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*This executive overview aims at facilitating immediate reporting action in case of workplace-violence conflict, although the previous reading of the full present protocol is highly recommended.*

Harassment in the workplace (in its different forms: moral, psychological, sexual, gender-based, ideological, or hierarchical) is an expression of violence that can occur in the work environment, creating devastating situations of discrimination. It is a violation of the rights related to dignity, equality, physical and moral integrity, sexual freedom, and the right to work safely and healthily, which the BCBL will not tolerate.

Through this protocol, we commit ourselves to regulate the issue of workplace harassment by applying methods for preventing and solving claims and complaints lodged by the victims, with the due guarantee of respect and confidentiality, and taking into consideration the community, constitutional, regional, and labour regulations, as well as the declarations regarding the workers' right to enjoy free-of-violence working environments.

Workers under the application of this protocol who may consider themselves victims of any type of violence at work, or any other person who is aware that these situations of harassment are occurring, can initiate the assessment and action process simply by submitting a complaint to the General Manager ([m.arocena@bcbl.eu](mailto:m.arocena@bcbl.eu)), using the complaint form (Annex II).

## 1. GENERAL ASPECTS

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According to the definition of the WHO, health is a state of complete physical, mental, and social well-being, and not merely the absence of disease or medical conditions. BCBL works based on the global approach that personnel must be protected against all risks, including psychosocial risks, understood as those actions and behaviours that may alter the psychological and social balance of the individual.

Conflicts are the visible part of situations of internal violence that may take place among workers. It should be considered as a psychosocial risk, which entails significant danger to people's health and safety and has direct and indirect organisational impact. When approaching conflicts, principles of preventive action should be applied and, at the same time, action strategies for preventing the problem should be allowed.

Conflicts are to be expected in any organisation, either for work-organisation reasons or interpersonal issues. Although many of these conflicts are resolved in a more or less satisfactory manner, some of them may become chronic and lead to harassment.

Work harassment, that is, prolonged bullying at work, is emerging in work organisations. In this sense, it could be said that harassment, besides being an attack on the personal or professional dignity of the harassed person, may damage the employee's health, which is sometimes difficult to repair. For this reason, in addition to a series of definitions that are necessary for its effectiveness, this document includes the basic principles on which work activity must be based and the criteria to be adopted to prevent workplace harassment in each area. Also, it includes the procedure to be followed in case of suspecting a workplace harassment situation (in whatever form - moral, psychological, sexual, gender-based, ideological, or hierarchical).

Two tools may be used to avoid behaviour that could lead to harassment or stress at work: i) prevention, by establishing common codes of conduct, and ii) approval of agreed action procedures in the face of conflict and complaint.

In this sense, the present procedure has an essential perspective of prevention and action at the earliest stage of such issues.

## 1.1 Aim

The present procedure aims to:

- Establish a system for identifying and resolving conflicts that may negatively affect the physical and/or mental health of personnel working in the company, directly caused by inappropriate or negative behaviour among colleagues from the same or different hierarchical levels, by dealing early with internal conflicts and avoiding more complex situations or escalation of violence.
- Guarantee an objective, effective, and confidential process for the parties involved in the conflict within the established timeframe.
- Suggest the most appropriate preventive measures in each case in order to solve the work-related problem, as well as to prevent or avoid potential harassment behaviour at work.

## 1.2 Scope

This preventive procedure is aimed at avoiding the aggravation of interpersonal conflicts in the workplace that could cause psychosocial risks and averting workplace harassment situations in its different forms (moral, psychological, sexual, gender-based, ideological, or hierarchical).

This procedure applies to all BCBL staff and includes national and international trainees, as well as visitors, regardless of their hierarchical position in the organisation and the nature of their contract.

If workplace violence occurs between BCBL staff and employees of an external company who share the same workplace, the procedure set out in this document shall apply. However, the adoption of measures will be coordinated between the affected companies, in accordance with Article 24 of Law 31/1995, of 8 November, on the Prevention of Occupational Risks.

## 1.3 Action principles

The procedure is guaranteed based on the following:

- **Respect and protection of people.** All employees have the right to a working environment that is free from hostile and intimidating behaviour or conduct towards them. This working environment must guarantee their dignity as well as their physical and moral integrity. Actions must be carried out with the utmost prudence, and with due respect for all staff members involved who may, under no circumstances, be treated unfavourably on this account. As a matter of priority, the appropriate measures to guarantee the right to health protection of the concerned workers must be adopted.
- **Preventive approach.** The procedure, which concerns all employees and applies to all areas and hierarchical levels of the company, has been drawn up based on the following principles:
  - ✓ To achieve maximum efficiency in terms of Occupational Health and Safety in order to eliminate, minimize, and control professional risks.

- ✓ To comply with the provisions of the legal order in force in matters of occupational risk prevention, especially according to the Law on the Prevention of Occupational Risks (Law 31/1995 and subsequent modifications in Law 54/2003) and the regulations derived from the Law on Occupational Risk Prevention and the Prevention Services Regulations.
- **Data Confidentiality.** People involved in the procedure must keep strict confidentiality and reserve and must not transmit or disclose information on the content of the complaints submitted or under investigation. The information generated and provided by the application of this protocol shall be confidential and only be accessible to the employees directly involved in the process.
- **Criteria for the investigation process:** Facts must be investigated, not assessed. Previous judgements should be avoided. The way of treating the complainant, the defendant, and the various witnesses must be as delicate as possible, bearing in mind that their psychological state may be compromised. All witnesses or people who are required to testify in the process must be informed beforehand of the matter for which they are being asked to collaborate and of the voluntary and confidential nature of their collaboration. An impartial hearing and fair treatment shall be guaranteed to all persons concerned, seeking the truth and clarification of the reported facts in good faith.
- **Diligence.** The investigation and resolution of the reported behaviour must be carried out without undue delay, so that the procedure can be completed as quickly as possible, respecting all due guarantees.
- **Communicate involved parties about the documentation generated during the process.** When a person submits a complaint regarding conflict resolution or harassment, both the complainant and the defendant have the right to be informed of all relevant material used in relation to the outcome of the proceedings, i.e. all documents and information kept or generated by the company and by the persons directly involved in the complaint while protecting the confidentiality of certain type of information: medical data, etc.
- **Prohibition of retaliation.** Retaliation against any person making a complaint, whether it is as a witness or as a participant in the investigation of a work conflict, should be expressly prohibited, provided that they have acted in good faith.

#### 1.4 Action principles

- **At European level:**

The Commission Recommendation 92/131/EEC of 27 November on the protection of the dignity of women and men at work contains a "Code of Conduct on measures to combat sexual harassment".

The Directive 2006/54/EC of the European Parliament and the Council of 5 July 2006 in relation to the application of equal opportunities and equal treatment of men and women in matters of employment and occupation defines sexual harassment and gender-based harassment, and states that such situations shall be deemed to be discriminatory and therefore prohibited and punished in an appropriate, proportionate, and dissuasive manner. The Community Code of Conduct to combat sexual harassment of 27 November 1991 is the European implementing rule of development on prevention of this Community Law.

- **At state level**

The Organic Law 3/2007 of 22 March for the effective equality of women and men, expressly prohibits sexual harassment and gender-based harassment, and defines these behaviours (Articles 7 and 48).

- ✓ Sexual and gender-based harassments are discriminatory acts or conduct (LOI art. 7.3.).
- ✓ Companies "are obliged to promote working conditions that prevent sexual harassment and gender-based harassment, arbitrate specific procedures for their prevention, and channel complaints or claims that may be made by those who have been the object of the aforementioned harassments". To this end, measures may be negotiated with the workers' representatives, such as the preparation and dissemination of codes of good practice, information campaigns, or training actions. (LOI art. 48.1).
- ✓ The workers' representatives shall contribute to preventing sexual and gender-based harassment in the workplace by making employees aware and informing the company management of any conduct or behaviour of which they may be aware that could lead to it" (art. 48.2).

In addition, article 8.13 of the Offences and Penalties Act regards sexual harassment as a very serious infringement of social order. Likewise, gender-based harassment is also considered a very serious offence.

## 2. DEFINITIONS

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**CONFLICT:** Temporary and/or localised problems at a specific time. A situation that may be generated by disagreement between two or more people or groups of people in their work activity, resulting from incompatibility of objectives, resources, expectations, perceptions or values. It interferes with the normal functioning of the organisation's processes. Those isolated situations that are merely occasional or derived from reasonable disagreements in a working relationship are not regarded as conflicts.

- **Relationship conflicts:** They arise when there are negative emotions, sometimes intense. That is when the person feels irritated, offended, frustrated, afraid, and is not able to have a calm discussion or argument. A relationship conflict exists when people have negative perceptions or stereotypes about someone. Also when there is little or no interpersonal COMMUNICATION and there are repetitive negative behaviours.
- **Information conflicts:** These happen when people lack the necessary information to make correct decisions, are misinformed, or differ in the interpretation of information.
- **Value-related or cultural conflicts:** These are caused by a system of beliefs that are incompatible or perceived as incompatible. Values are beliefs that people use to give meaning to their lives. Values explain what is good or bad, true or false, fair or unfair. Value disputes arise only when people try to impose a set of values on others and do not allow for divergent beliefs.

- **Conflicts of interest:** They arise when someone wants something (it can be something tangible or intangible) and, to be able to get it, needs to collaborate with another person perhaps because they have it or may also want it. There are three types of interest:
  1. Substantial: tangible, material, measurable issues. E.g.: time, money, etc.
  2. Procedural: how to achieve the goal.
  3. Psychological: referring to individual needs, to matters such as acknowledgement of belonging, self-esteem, etc.
- **Structural conflicts:** These arise when the design of an organisation determines its existence, and may also be due to a lack of resources, a law, or regulations that determine how things are, beyond our control.

**PSYCHOLOGICAL HARASSMENT:** it refers to the occupational risk in which there is exposure to psychological violence, repeated and over time, towards one or more people by another person (or persons) who may act against them from a position of power, not necessarily hierarchical. Such exposure occurs in the context of an employment relationship and represents significant health risk.

**SEXUAL HARASSMENT:** "Any behaviour, whether verbal or physical, of a sexual nature which has the purpose or effect of violating the dignity of a person, in particular when it creates an intimidating, degrading, or offensive environment" (art. 7.1. of Organic Law)

Any conduct of a sexual nature that takes place within the organisation and management of an employing entity or in relation to or as a consequence of an employment relationship, carried out both by hierarchical superiors and by male or female colleagues with the aim of creating an offensive, hostile, intimidating, or humiliating working environment, endangering their physical and emotional stability as well as their professional and work performance.

By way of example, some behaviours are described as serious or very serious gender-based harassment:

- Conditioning access to employment, conditioning employment or the maintenance of employment, on the victim's acceptance of favour with sexual content, even if the explicit or implicit threat in that conditioning is not effectively carried out (sexual blackmail).
- Unwanted physical contact (touching, rubbing, etc.).
- Phone calls, sending letters, messages or pictures or other material of a sexually offensive nature on issues of a sexual nature.
- Pressuring or coercing people to have sex.
- Any type of sexual assault as defined in the Penal Code.
- Retaliation against persons who testify, assist or participate in harassment investigations, as well as against persons who oppose such conducts, either on their own behalf or before others.
- Making repeated obscene gestures, sounds, or movements.
- Asking questions about sex life.
- Inviting or asking repeatedly to go on dates when refusal has been expressed.

**GENDER-BASED HARASSMENT:** "Gender-based harassment entails any behaviour based on the sex of individuals, with the purpose or effect of violating their dignity and creating an intimidating, degrading, or offensive environment" (art. 7.2. of Organic Law).



Behaviours or attitudes by both hierarchical superiors or colleagues and/or hierarchical inferiors who have stereotypes in the organisation as a cause (especially when they are related to sexual choice, gender identity, or maternity, paternity, or other family-care situations).

Find below some examples of behaviours that are described as serious or very serious gender-based harassment:

- Public and/or private and repeated gender-based disqualifications of individuals and their work, including their capacities, technical abilities, skills...
- Using sexist or denigrating expressions that imply the underestimation of these abilities, competence, skills.
- Ignoring contributions, comments, or actions based on that person's gender (excluding, not taking seriously).
- Refusing to obey orders or follow instructions from hierarchically superior women.
- Assigning someone a job or duties below their ability based on their gender.
- Sabotaging their work or deliberately preventing access to the appropriate means to carry it out (information, documentation, equipment...).

**HARASSMENT FOR IDEOLOGICAL REASONS AND/OR BELONGING TO POLITICAL AND TRADE UNION ORGANISATIONS:** Action aimed at discriminating, excluding or isolating a person due to his/her membership in a political or trade union organisation, or because of his/her ideological affiliation.

The definitions set out in this section do not constitute a closed list, and other cases may be considered.

Sometimes there can be confusion between what work-related conflict and workplace harassment mean.

The following table shows the main differences:

WORK CONFLICT	WORK HARASSMENT
No intention of getting rid of the person.	Evident intention of getting rid of the harassed person.
A work conflict can be positive insofar as it can improve a situation that generated conflict. But it may be the case that an unresolved work conflict can turn into harassment.	It always has negative consequences.
It raises questions about the situation and offers alternative solutions.	Changes are not possible, options are blocked.
One-off aggressions or actions, unplanned.	Systematic aggressions or actions (once a week), prolonged (at least for 6 months), and with clear premeditation.

### 3. TRAINING / INFORMATION

The company must provide specific information/training to successfully carry out their functions (legal information on the subject, social skills to handle conflicts, procedures for action) to the intermediaries/ HR Department and to the members of the Equality Committee, which will allow them to identify the factors that contribute to the absence of conflicts among

workers, and to ensure that these do not lead to harassment situations, as well as to become familiar with their responsibilities.

## 4. COMMUNICATION

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The organisation must ensure that all employees are informed about and understand the conflict resolution policy. Also, the organisation must ensure that all employees are aware of their right to complain and the specific procedure to do so as well as the firm commitment to resolve the dispute.

To prevent and avoid situations of harassment at the workplace, the organisation will disseminate this protocol through the following means:

- BCBL wiki
- E-mail to all members of the ORGANISATION
- Lab meeting
- HRS4R annual meeting
- Welcome plan

## 5. DUTIES AND RESPONSIBILITIES

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### **The intermediaries or HR Department Team**

- To serve as an intermediary between the parties involved in the conflict to find a consensual solution and monitor the actions undertaken.
- The activity of an internal mediator is voluntary and cannot be assigned to any professional or as a paid duty.
- Training on violence in the workplace (legal information, social skills for conflict-handling, procedure for action).
- To conduct the necessary meetings for resolving the conflict. To prepare a report for the company's management outlining the measures to be taken. Once approved by the Management, to prepare a final report.
- To put in place the necessary means to be aware of and identify the potential risks and take the necessary actions for their prevention and/or correction.
- To be neutral and act independently in case investigation of cases.
- To monitor the actions undertaken.

### **The Management**

- To approve the content of the procedure and appointment of the parties involved.
- To provide the resources to carry out the necessary training and implement it.
- To carry out the actions suggested by the Arbitration Committee or other alternatives.
- To ensure that the outlined actions are taken.
- To facilitate the execution of the actions through the necessary resources.

## 6. PROCESS

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All employees within the scope of this protocol shall respect the dignity of individuals by avoiding conduct constituting violence at the workplace.

Employees included in the implementation of this protocol, who may consider themselves to be victims of violence at work, or any other person who is aware that such situations of harassment are occurring, may file a written complaint with the General Manager by sending an email to [m.rocena@bcbl.eu](mailto:m.rocena@bcbl.eu).

This/These qualified person/s will make up the General Manager/HR Department. Once these persons have been appointed, it will immediately be announced, as well as how to contact them. The organization will provide the General Manager/HR Department with prior training within their working day in order to acquire the necessary knowledge to carry out this job.

### **INFORMAL PROCEDURE FOR COMPLAINTS ON DISPUTE RESOLUTION**

When the facts are qualified as minor, the HR Department will initiate a rapid procedure for the analysis of the facts and the complaint. In order to carry out this procedure, the team may access any part of the entity at any time and collect statements from anyone they may consider necessary.

Once there are indications of the veracity of the complaint, the person denounced will be contacted confidentially. This contact could be made individually or with the person who made the complaint (at the complainant's discretion). At this meeting, the reported person will be informed of the existence of a complaint regarding their conduct and the disciplinary responsibilities which, if the facts are true and the conduct is reiterated, the complainant may face. The reported person may give any explanations deemed necessary.

The role of the HR Department, in this case, is limited to forwarding the complaint and informing the reported person of the disciplinary responsibilities.

The objective of this informal plan is to solve the problem unofficially since, sometimes, showing the active subject the offensive and intimidating consequences of his/her behaviour may be enough to resolve the issue.

The deadline to carry out the procedure is of 7 working days; in exceptional cases of imperative need, it can get extended 3 more days.

The HR Department must rely on the credibility of the complainant. It must also protect the confidentiality of the procedure and the dignity of the persons concerned (e.g., by assigning numerical codes to the parties).

It is necessary to assess the consistency of the complaint, indicating whether the purpose of the informal process has been achieved or not, and if so, suggest the actions deemed appropriate, including the opening of a formal process.

Regarding the outcome/resolution of the procedure, the HR Department will immediately transfer the result of the informal procedure to the Management and the Equality Committee.

INTERMEDIARIES/HR Department: At BCBL the team of intermediaries will be the HR Department composed of 2 members.

EQUALITY GROUP: At BCBL the Equality Committee is the personal and professional development team, called HRS4R WG

## FORMAL PROCEDURE FOR COMPLAINTS ABOUT CONFLICT RESOLUTION

### a) Beginning of the process: denunciation, prior assessment, and precautionary measures

In situations where the reported actions are considered to be serious or very serious harassment, or where the complainant has not been satisfied with the solution put forward in the informal procedure for whatever reason (because the solution is considered inadequate, in the event of reiterated conduct, or if the complainant did not agree with resorting to the informal settlement procedure), and without prejudice to the right to complain to the Labour Inspectorate, as well as in civil or labour proceedings or criminal proceedings, the affected person may lodge a formal complaint to elucidate the possible disciplinary responsibilities of the respondent

The complaint (following the template in ANNEX II) shall be sent in writing to the General Manager, which shall assess its source, nature, and seriousness. If there is sufficient evidence, they will act ex officio, investigating the denounced situation. As in the informal procedure, the General Manager must start from the credibility of the complainant, committing to protect the confidentiality of the procedure and the dignity of the involved parties. For this purpose, at the beginning of the procedure, numerical codes will be assigned to the affected parties. Likewise, any person who is aware of any act of harassment may report such situations.

The General Manager must ensure the utmost seriousness and confidentiality of all complaints. Once the complaint is received, it will be confidentially communicated to BCBL's Management so that, if necessary, precautionary measures are taken. One of the precautionary measures is to immediately remove the active and passive subjects of harassment, in order to prevent that the situation continues to be harmful to the integrity and health of the victim. At no time may these measures cause the victim harm or impairment of working conditions, or substantially modify them. The Equality Group shall also be informed of the points of the complaint and the actions that have been carried out to date, as well as their assessments on the credibility.

### b) Procedure

The appropriate investigation procedures shall be used to confirm the veracity of the complaint, respecting, in all cases, the fundamental rights of the persons involved, in particular the right to privacy and dignity of both parties.

The lodging of the complaint shall be communicated to the respondent as soon as possible. The respondent will also have the right to a hearing, in the presence or absence of the victim (at the victim's choice). Both persons may request the presence of one or more members of the representative bodies or, if deemed appropriate, of other workers to gather evidence.

Efforts will be made to gather all the information in a single statement by the victim (unless subsequent interviews may be essential for the resolution of the case), guaranteeing confidentiality and speed in the process.

### c) Conclusions on the process

The HR Department will prepare and approve a report on the alleged harassment within a maximum of 10 days. During this period, a report on this alleged harassment will be prepared and approved, indicating the conclusions, the aggravating or extenuating circumstances, and if necessary, appropriate disciplinary measures will be proposed. This report will be sent immediately to BCBL's Direction and the Equality Group. For exceptional or urgent cases, the deadline may be extended 3 more days.

It will be guaranteed that there will be no reprisals against persons who report, testify, help or participate in harassment investigations, or against people who oppose or criticise this kind of conduct, whether on themselves or before third parties. Adopting measures that imply unfavourable treatment of any of the indicated subjects (complainants, witnesses, or collaborators) will be sanctioned following the disciplinary regime regulated below.

Notwithstanding the foregoing, complaints, allegations, or statements that are shown to be intentionally fraudulent and malicious, and made to cause unjustified harm to the defendant, will be punished without prejudice to the other actions that may legally correspond.

If the victim has suffered from any reprisal or reprisals during the harassment, he or she will be restored to the conditions prior to the harassment.

With a dissuasive aim, the result of the investigation and the sanction file will be shared sufficiently in the field in which the sanctioned action was carried out.

If the General Manager fails to gather the necessary evidence for the complaint to be considered as well-grounded, the complainant cannot be compelled to work against his or her will with the denounced person. The company management is obliged to facilitate job relocation.

## 7.- CLASSIFICATION OF OFFENCES AND PENALTIES

The following OFFENCES will be considered as **VERY SERIOUS**:

- Sexual blackmail, that is, conditioning access to employment, employment condition or its maintenance, or the victim's acceptance of favour of sexual content, even if the explicit or implicit threat in that conditioning is not effectively met.
- Hostile ambience-related and sexist harassment, that is, creating an intimidating, hostile, or humiliating working environment with sexual or sexist content, when, due to the seriousness of the act and other concurrent circumstances; in accordance with the principle of proportionality, this will be considered as very serious non-compliance. In any case, physical aggression shall be considered very serious.
- Reprisals against anyone who denounces, helps, or participates in harassment investigations, as well as against anyone who opposes any conduct of this type, either on themselves or before third parties.
- Behaviour constituting an offence after a judicial sentence against the defendant.

### Penalties

Depending on the seriousness of the offence:

- suspension without pay, from sixteen to sixty days;
- dismissal.

Penalties consisting of suspension without pay due to unfamiliarity with the Protocol, mistakes, misperception of the situation, etc., may be complemented with training days outside working hours, whenever considered appropriate by the company management, to prevent such infringements from occurring in the future.

The following OFFENCES will be considered **SERIOUS**:

- Improper or compromising invitations
- Obscene gestures addressed to colleagues
- Unnecessary physical contact, friction
- Clandestine observation of people in reserved places, such as toilets or changing rooms
- Public and repeated disqualifications about the person and their work
- Continuous, vexatious comments about physical appearance, ideology, or sexual choice
- Orders that are contradictory and therefore impossible to comply with at the same time
- Vexatious orders
- Attitudes that involve extreme and continuous vigilance
- The order to isolate a person
- Any other of the same degree of severity

### Serious offences

Suspension without pay from three to sixteen days.

The following OFFENCES will be considered as MINOR:

- Suggestive and unpleasant remarks, jokes or comments about appearance or looks, and deliberate verbal abuse of libidinous content.
- Use of pornographic images or posters in workplaces and work-related resources provided they are not a serious offence.

### Penalties for minor offences:

Verbal warning, written censure, suspension without pay for up to two days; letter of censure.

- In addition, the following aggravating or extenuating circumstances shall be taken into account:

Qualified aggravating condition	Extenuating circumstances
<ul style="list-style-type: none"> <li>• Abuse or hierarchical superiority situation.</li> <li>• Reiteration of offensive behaviours after implementing solution procedure.</li> <li>• Malice aforethought (to employ means, modes, or forms in execution that directly tend to assure the indemnity of the active subject).</li> </ul>	<ul style="list-style-type: none"> <li>• To have a clean record (no previous penalties)</li> <li>• To have had impulses of spontaneous remorse to repair or diminish the effects of the offence, to have compensated the offended person, or to have confessed the fact.</li> </ul>

## 8. EXCEPTIONS

Physical and/or psychological violence, harassment, and specifically sexual harassment and gender-based harassment are described in the Criminal Code, and therefore this internal procedure shall be suspended as soon as an administrative or judicial procedure on the same subject begins.

This procedure will be referred to an external "conflict resolution" process in the following cases:

- If the management is involved in the conflict.
- When there is a suspicion of moral or sexual harassment, this procedure will be interrupted upon decision of the Arbitration Committee and duly justified, since such a problem exceeds by far its aim and scope. In this case, the case will be referred to a company specialised in the subject.

## 9. ANNEXES

- Declaration of principles on conflict management at work.
- Complaint form

- **ANNEX I: Declaration of principles on conflict management at work**





BASQUE CENTER  
ON COGNITION, BRAIN  
AND LANGUAGE

## DECLARATION OF PRINCIPLES ON MANAGING WORKPLACE-VIOLENCE CONFLICTS

Date:  
NOV2019  
Rev.:



BASQUE CENTER  
ON COGNITION, BRAIN  
AND LANGUAGE

### PROCEDURE FOR PREVENTING AND MANAGING WORKPLACE VIOLENCE

Workplace harassment (in all its forms: moral, psychological, sexual, gender-based, ideological, or hierarchical) is an expression of violence that can occur in the workplace, creating devastating situations of gender discrimination. It is a violation of the rights related to dignity, equality, physical and moral integrity, and sexual freedom, as well as of the right to work safely and healthily.

The basic principles of the BCBL are respect for the dignity of women and men and the protection of the inherent inviolable rights in the activity of the organisation. Taking into account the right to equality, non-discrimination, moral integrity, privacy, and work, as well as the safeguarding of dignity guaranteed by European Union regulations, the Spanish Constitution, the Workers' Statute and regional regulations, and Miguel A. Arocena representing the BCBL, state categorically that no type of violence will be tolerated neither within our organisation nor in our working environment.

Likewise, we commit ourselves to regulate the issue of sexual and gender-based harassment in the workplace with this Protocol. To this end, we will apply methods for preventing (including training, responsibility, and information) as well as resolving the complaints and reports lodged by the victims with due guarantees and taking into consideration the community, constitutional, autonomous and labour norms as well as the declarations concerning the workers' right to enjoy a workplace free from gender-violence.



Signature: BCBL Management

*San Sebastián, 28th November 2020*

**ANNEX II: COMPLAINT FORM**

**REQUESTER:**

Concerned person                       Staff management                       Other


**TYPE OF HARASSMENT:**

Sexual harassment       Harassment for any other reason

**DATA OF THE CONCERNED PERSON:**

Name and surname(s)	
ID/PASSPORT number	
Work relationship/type of contract	
Telephone number:	

**DESCRIPTION OF THE FACTS:**



In case of witness(es), please indicate name(s) and surname(s)

.....

I request to initiate the protocol of action against workplace harassment.

PLACE AND DATE

SIGNATURE