

預防職場暴力(不法侵害)零容忍政策

職場暴力對組織的效率及成敗形成重大、甚至致命之威脅。因為暴力會造成人際關係、工作組織及整體工作環境上立即且長期性的破壞。公司已制定「獎懲管理辦法」明確申明對各種職場暴力採取零容忍原則，絕不容忍任何公司之管理階層主管有職場霸凌之行為，亦絕不容忍本公司同仁間或顧客、廠商及陌生人對本公司員工有職場暴力之行為。

一、職場暴力(不法侵害)定義：工作人員在與工作相關的環境中(含通勤)遭受虐待、威脅或攻擊，以致於明顯或隱含地對其安全、福祉或與健康構成挑戰的事件。

二、職場暴力行為的樣態：

- (1) 肢體暴力：(如：毆打、抓傷、拳打、腳踢等。)
- (2) 心理暴力：(如：威脅、欺凌、騷擾、辱罵等。)
- (3) 語言暴力：(如：霸凌、恐嚇、干擾、歧視等。)
- (4) 性騷擾：(如：不當的性暗示言語與行為等。)

三、員工遇到職場暴力怎麼辦：

- (1) 向同事尋求建議與支持。
- (2) 與加害者理性溝通，表達自身感受。
- (3) 思考自身有無缺失，請同事誠實的評估你的為人與工作表現，找出問題點。
- (4) 盡可能以錄音或任何方式記錄加害者行為做為證據。
- (5) 向公司提出申訴。

四、本公司所有員工均有責任協助確保免於職場暴力之工作環境，任何人目睹及聽聞職場暴力事件發生，皆得通知本公司人資部門或撥打員工申訴專線，本公司接獲申訴後會採取保密的方式進行調查，若被調查屬實者，將會進行懲處。本公司絕對禁止對申訴者、通報者或協助調查者有任何報之行為，若有，將會進行懲處。

五、本公司對於因執行職務發現有危及身體或生命之虞，而自行停止作業或退避至安全場所之勞工，事後絕對不會對其處以不利之處分。

六、本公司鼓勵同仁均能利用所設置之內部申訴處理機制處理此類糾紛，但如員工需要額外協助本公司亦將盡力協助提供。

七、通報管道：

報告方式	聯絡資訊
報告專線	886-37-586-896 轉 1100 /1200 /1202 /1561
報告信箱	WeCan_8080@phison.com

八、通報內容：宜含事件發生地點、時間、事件發生時之行為、過程、加害嫌疑人及受害人關係等，填寫表格參考「職場暴力通報處理單」。

Preventing Workplace Violence (Unlawful Infringement)

Zero Tolerance Policy

In order to protect all employees from physical or mental harm during their work, the company has a written statement and will not tolerate any management leadership who has workplace bullying, but also employees or customers, customers, caregivers and strangers have workplace violence against our employees.

1. Definition of workplace violence: refers to an incident in which a worker is subjected to abuse, threats or attacks in a work environment (including driving) and has obvious or implicit challenges to personnel safety, well-being or health.
2. Types of workplace violence:
 - (A) Body violence (eg, beatings, scratches, punches, kicks, etc.).
 - (B) Psychological violence (eg threats, bullying, harassment, abuse, etc.).
 - (C) Language violence (eg bullying, intimidation, interference, discrimination, etc.).
 - (D) Sexual harassment (eg, inappropriate sexual cues or behaviors, etc.).
3. How to deal with workplace violence:
 - (A) Seek advice and support from colleagues.
 - (B) Communicate rationally with each other and express their feelings.
 - (C) Exploring whether you are at fault or not, ask colleagues to honestly assess your attitude and performance and identify problems.
 - (D) Record the perpetrator's behavior as evidence as much as possible by recording or by any means.
 - (E) File a complaint with the company.
4. All employees of the company should assist in maintaining a work environment without workplace violence. Anyone who witnesses and hears workplace violence should immediately notify the personnel department of the company or call the employee complaint line. The company will take a confidential approach after receiving the complaint conduct an investigation, if the investigation is true, it will be punished.
5. The company absolutely prohibits anyone from retaliation against the complainant, the informant or the assisted investigator, If there is, it will be punished.
6. The company encourages colleagues to use the internal grievance handling mechanism to deal with the problem, but if the staff needs additional assistance, the company will also try its best to assist.

7. The company's workplace violence consultation, complaints pipeline:

Contact information	
Employee appeal phone	886-37-586-896 Ext. 1100 /1200 /1202 1561
Complaint mailbox	WeCan_8080@phison.com

8、Content of the notification: It should include the location, time, behavior, process, and suspects of the incident and the victim relationship, etc., fill out the form and please refer to the 「Workplace Violence Notification Processing Form」.