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Respect in the Workplace Policy	
Revised: June 2010	Effective date: June 2010
Supersedes:	

The Company is proud of its tradition of a professional work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in an atmosphere that promotes equal opportunities and of open communication where employees are encouraged to discuss any work related issues with management. This policy provides a process for employees to seek resolution to work related concerns from progressively more senior levels of management, including the President.

The Company will ensure that employees using this policy are not subject to reprisals or repercussions.

Procedures

- An employee with a work related concern should first discuss the issue with the employee's Manager
- If the employee feels the issue has not been resolved by their Manager, the employee may take the issue to the Senior Manager.
- If the employee feels the issue still has not been resolved, the employee may take the employee's concern to the Human Resources Coordinator or President/Vice-President.
- The Human Resources Coordinator is available to all employees to discuss any concerns at any step of the process.

We believe in a proactive approach to workplace respect and are committed to providing employees with a healthy and safe workplace, free of intimidation, discrimination, harassment or workplace violence. We value diversity of its workplace, its customers and the community in which we operate and respect the differences which make people unique.

This policy prohibits all forms of discrimination, harassment and violence (hereinafter, referred to as a violation of "*respect*") by Management, Supervisors, workers, subcontractors, agency staff/contractors, suppliers and clients/customers. Violations of *respect* will be investigated and will be dealt with expeditiously. Violations of *respect* will not be tolerated and appropriate disciplinary action, up to and including dismissal, not eligible for rehire, loss of employment privileges, and/or loss of site access will be taken.

To support the objective of providing all employees with a healthy safe workplace, it is required that Managers, Supervisors and workers take preventative action to ensure that risks to individual's health and safety due to violations of *respect* are eliminated or reported.

What is Discrimination?

Treating someone differently through behavior or process because of any of the prohibited grounds of discrimination as identified in the Ontario Human Rights Act (race, ancestry,

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place of origin, colour, ethnic origin, citizenship, creed, religion, age, record of offences, marital status, family status, same-sex partnership status, gender, sexual orientation, or disability).

What is Harassment?

Harassment may include comments or conduct, either publicly or privately toward another which is intimidating, annoying, hurtful or malicious and denies a person their dignity and respect. Such behaviour will often be humiliating, offensive or embarrassing. Any person who persists in such behaviour which he or she knows or should know is unwelcome, may be guilty of harassment. The Ontario Human Rights Act prohibits harassment related to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, religion, sex, sexual orientation, age record of offences, marital status, same-sex partnership status, family status or disability.

The Occupational Health & Safety Act defines Workplace Harassment as: engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. Personal harassment (e.g. jokes, name calling, touching, etc.) not based on one of the protected grounds named above can be equally as demeaning, intimidating or humiliating and is also covered by this policy. Consistent with our legal and social obligations as an employer, the Company will treat any complaint of harassment or discrimination as a serious matter.

Examples of Sexual Harassment

- Sexual advances, requests for sexual favours or other verbal or physical conduct of a sexual nature when:
 - Submission to such conduct is made explicitly or implicitly a term or condition of employment.
 - Submission to or rejection of such conduct is used as the basis for decisions affecting an employee's employment, promotion or movement within the organization.
 - Such conduct has the purpose or effect of humiliating an individual or substantially interfering with an employee's work performance or creating an intimidating, hostile or offensive work environment.
- Unwelcome remarks, jokes, innuendoes or taunting of a sexual nature about a person's body, attire, age, marital status, sex, sexual orientation or personal relationships.

- Unwelcome or intimidating invitations or requests with sexual overtones, whether indirect or explicit.
- Leering or other gestures.
- Unwelcome physical contact such as touching, petting or pinching.
- Unwelcome display of objects or pictures of a sexual nature.
- Physical assault.

Examples of Racial or Ethnic Harassment

- Displaying of racist, derogatory or offensive pictures or materials.
- Unwelcome remarks, jokes, innuendoes or taunting about a person's racial or ethnic background, colour, birthplace, citizenship or ancestry.
- Refusing to converse or work with an employee because of his or her racial or ethnic background.
- Insulting gestures or practical jokes based on racial or ethnic grounds, which cause embarrassment, awkwardness or humiliation.

Examples of Workplace Harassment

- Verbally abusive behaviour such as yelling, insults, ridicule and name calling including remarks, jokes or innuendos that demean, ridicule, intimidate or offend
- Workplace pranks, vandalism, bullying, hazing
- Gossiping or spreading malicious rumours
- Excluding or ignoring someone, including persistent exclusion of a particular person from workplace-related social gatherings
- Providing only demeaning or trivial tasks in place of normal job duties
- Humiliating someone
- Sabotaging some else's work

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- Displaying or circulating offensive pictures or materials
- Offensive or intimidating phone calls or emails
- Impeding an individual's efforts at promotions or transfers for reasons that are not legitimate; and
- Making false allegations about someone in memos or other work related documents.

What isn't Harassment

Workplace harassment should not be confused with legitimate, reasonable management actions that are part of the normal work function, including;

- Measures to correct performance deficiencies, such as placing someone on a performance improvement plan,
- Imposing discipline for workplace infractions,
- The application of the dress code policy; or
- Requesting medical documents in support of an absence from work.

It also does not include normal workplace conflict that may occur between individuals or differences of opinion between co-workers.

Generally, a pattern of behaviour is required for a finding of harassment to be made. However, depending upon the severity and impact of the behaviour, a single significant incident may constitute harassment, if it is found to be sufficiently offensive, threatening or intimidating. To determine whether or not harassment has occurred, each situation must be examined reasonably and objectively, based on its specific facts. Abuse in any form erodes the mutual trust and confidence that are essential to the Company's operational effectiveness.

Employees who are involved in acts of discrimination or harassment may be subject to disciplinary action up to and including dismissal.

What is Workplace and Domestic Violence?

We maintain a zero tolerance policy for all acts of violence in the workplace, whether they are verbal, written or physical. Employees who initiate or are a party to acts of violence or aggression may be subject to discipline up to and including dismissal. Workplace Violence can include acts that may be considered criminal.

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It is up to each employee to report any threat or act of violence.

Examples of violence in the workplace:

- Physical acts (i.e. hitting, shoving, pushing, kicking, sexual assault)
- Physically threatening behavior such as shaking a fist at someone, destroying property, throwing objects
- Wielding a weapon at work
- Stalking someone
- Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property
- Verbal or written threats to physically attack a worker
- Leaving threatening notes or sending threatening emails
- Disruptive behavior that is not appropriate to the work environment (i.e. yelling, swearing).

Acts of violence may occur as a single event or may involve a continuing series of incidents. Abuse in any form erodes mutual trust and confidence that are essential to the Company's operational effectiveness.

Domestic Violence

If you are experiencing domestic violence that would likely expose you, or other workers, to physical injury that may occur in the workplace, we will take every precaution reasonable to protect you and your co-workers in the circumstances. This may include some or all of the following:

- Creating a safety plan
- Contacting the police
- Establishing enhanced security measures
- Screening calls and blocking certain email addresses
- Setting up priority parking or providing escorts to your vehicle or to public transportation
- Adjusting your working hours and location so that they are not predictable; and
- Facilitating your access to counseling through the Employee Assistance Program or other community programs.

We appreciate sensitivity of these issues and will do our best to assist you as discreetly as possible while maintaining your privacy.

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Responsibilities

All employees are responsible for maintaining a safe work environment, wherever possible. In this regard, employees will conduct themselves in a manner which demonstrates professional conduct, mutual respect for others and which honours diversity in the workplace. All employees are responsible for reporting acts of harassment that threaten or perceive to threaten a safe work environment. Employees will not engage in or ignore violent, threatening, intimidating or other disruptive behaviours. All employees are responsible for reporting acts of violence that threaten or perceive to threaten a safe work environment. In addition, all employees are responsible for cooperating with any efforts to investigate and resolve matters arising under this policy.

Managers and Supervisors are responsible for:

- Acting as a role model and acting respectfully towards other individuals while at work and participating in any work related activity
- Developing workplace arrangements that minimize the risk of workplace harassment and violence
- Promoting a safe and non-violent workplace
- Ensuring that this policy is explained to all employees that they supervise or manage
- Identifying training needs for employees
- Ensuring that employees understand who to contact regarding concerns about the policy or when reporting an incident, and
- Responding promptly to all reports of harassment and violence.

Procedures – Workplace Harassment

An employee that feels they are experiencing harassment in the workplace is encouraged to make it known to the harasser that the behaviour is offensive and unwelcome. It is also helpful that the employee keep a written record of the date(s), time(s) and witnesses, if any, to the incident(s) of unacceptable behaviour.

In the event that the behaviour continues, a complaint of harassment should be made immediately by the employee to their Manager/Supervisor who will in turn notify the Human Resources Coordinator who will be responsible for the investigation.

The exact nature of the investigation will depend on the particulars of the allegation. During the course of the investigation the Human Resources Coordinator (or their designate), may take whatever interim steps are deemed appropriate. All investigations will involve obtaining full information from the individual who feels harassed, from the alleged harasser and possibly other relevant individuals. To the extent possible, the investigation will be conducted in a timely manner and the resolution will be implemented, if necessary, as soon as possible.

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After the investigation is completed, the complainant and the alleged harasser will be advised of the decision. If it is determined that an allegation of harassment against an employee is valid, appropriate corrective action will be taken.

Procedures – Workplace Violence

A complaint of workplace violence should be made immediately by the employee to their Manager/Supervisor who will in turn notify the Human Resources Coordinator who will be responsible for the investigation.

Individuals have a right to refuse work if the workplace violence is likely to endanger them. In that instance, individuals must immediately contact their supervisor at which point appropriate measures will be taken to protect them and investigate the situation. In these cases the individual will be moved to a safe place as near as reasonably possible to the normal work site and the individual will need to be available for the purposes of investigating the incident. In some circumstances, the individual may be provided with reasonable alternative work during normal work hours.

Where the worker is in imminent danger of violence or an act of violence has occurred, the police or other emergency responders may be contacted as appropriate, to assist, intervene or investigate workplace violence.

Provided the situation is dealt with quickly and the danger to workers is removed, the necessity of work refusal may be alleviated.

The exact nature of the investigation will depend on the particulars of the allegation. During the course of the investigation the Human Resources Coordinator (or their designate), may take whatever interim steps are deemed appropriate. All investigations will involve obtaining full information from the individual who feels threatened, from the alleged aggressor and possibly other relevant individuals. To the extent possible, the investigation will be conducted in a timely manner and the resolution will be implemented, if necessary, as soon as possible.

After the investigation is completed, the complainant and the alleged aggressor will be advised of the decision. If it is determined that an allegation of violence against an employee is valid, appropriate corrective action will be taken.

Procedures – Domestic Violence

If you are experiencing domestic violence that would expose you to physical injury in the workplace or you are experiencing workplace violence or believe that workplace violence is likely to occur, you may seek immediate assistance by contacting Human Resources.

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Discipline

The Company views workplace harassment and violence as a very serious matter. Any employees found to have perpetrated an act of violence may be subject to disciplinary action up to and including termination of employment.

No Reprisal

This policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace harassment or violence or participate in the investigation process. The Company will take all reasonable and practical measures to prevent reprisals, threats of reprisal or further violence. Incidents of reprisal against a person for making a complaint may result in disciplinary action up to and including termination for cause. Reprisal is defined as any act of retaliation, either direct or indirect.

Bad Faith Complaints

Complaints that are made in bad faith, are malicious or frivolous are considered serious and will result in discipline up to and including termination of employment.

Confidentiality

Any allegations of violence brought forth will be promptly investigated in a confidential manner to protect the privacy of the persons involved. Investigations will be conducted with as much confidentiality as can practicably be afforded. Investigators will advise workers involved or consulted through the course of the investigation that discretion is an important part of the process.

I have read and fully understand the above policy.

Name (PRINT)

Date

Signature