



Respect in the Workplace Policy

Purpose

The purpose of Crossroads International's ("Crossroads") Respect in the Workplace policy is to:

- Reaffirm the organization's commitment to a work environment in which all workers are treated with respect and dignity,
- Ensure adherence to pertinent legal requirements,
- Promote the understanding of respect in the workplace and to encourage workers to report workplace/psychological harassment.

Crossroads is ultimately responsible for a respectful work environment and will take reasonable precautions for the protection of its workers.

This policy stands as the overarching policy declaring an intolerance of all kinds of discrimination and providing guidance to stakeholders in how to report and seek resolution to any incidents. Additional policy documents specific to anti-racism, gender, health and safety, and the prevention of sexual violence are referenced at the end of this document and can be found in the Employee Resource Centre and on the Volunteer Portal.

Scope

This policy applies to all workers of Crossroads and addresses harassment from all sources including workers, supervisors, volunteers, board members, consultants, program participants, partner organization staff or volunteers and members of the public. The policy applies on Crossroads' property and for all activities related to the organization's work which take place outside the workplace including all forms of communication such as in person and online meetings as well as emails, text messages, audio and video calls.

Policy Statement

It is Crossroads' continued objective to ensure that workplace harassment will not be tolerated from any person. This comprises violence, assault, abuse, discrimination and harassment of any kind including but not limited to acts based on racial, gender, sex, sexual orientation, disability, age and religious grounds, in accordance with relevant legislation. If a provision in this policy conflicts with applicable legislation in the jurisdiction where an individual works, then the relevant applicable law of that legislation shall apply in place of the provision of this policy, without affecting the validity of the remainder of this policy. Crossroads will ensure that complaints or incidents of workplace harassment will be investigated and dealt with in a fair, respectful and timely manner. Information about a complaint or incident will not be disclosed except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law. Workers will not be penalized for reporting an incident or participating in a workplace harassment investigation.

Workplace or psychological harassment means vexatious behaviour in the form of repeated conduct, verbal comments, actions or gestures that are hostile and unwanted, that affect an individual's dignity or psychological or physical integrity, and that result in a harmful work environment. A single serious incident of such behaviour may constitute psychological harassment if it has the same consequences and if it produces a lasting harmful effect on an employee. Workplace harassment also includes other forms of harassment, including sexual harassment and harassment based on protected grounds under applicable human rights legislation.

Workplace sexual harassment means:

- a. engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b. making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Workplace violence means:

- a. the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- b. an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker, or
- c. a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace violence can include acts that may be considered criminal and includes behaviour that does or may cause physical injury.

All supervisors are responsible for promoting a respectful work environment, treating complaints seriously, sensitively and confidentially, and informing workers about this policy and accompanying program.

Reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

Workers are responsible to ensure their behaviour does not violate this policy, to foster a respectful work environment, to report any incidents of workplace harassment in accordance with the Procedure outlined below.

The Executive Director is responsible for ensuring Crossroads' Respect in the Workplace policy, program and procedures are developed, continually reviewed and implemented.

If a worker needs further assistance, they are advised to contact their supervisor, a member of the People and Culture team or the Employee and Family Assistance Program.

Managers, supervisors and workers are expected to adhere to this policy, and a violation of this policy may result in disciplinary action, up to and including dismissal.

Procedure

Making a Complaint of Harassment or Discrimination

1. Wherever possible, workers and volunteers should seek to resolve situations of harassment and/or discrimination as soon as possible through informal means, by telling the person who is harassing or discriminating that their behaviour is unwelcome and that they should stop, and by keeping a record of the details of the incident.

2. Where such informal resolution is not feasible or successful, workers or volunteers should make a more formal written complaint to their supervisor, a member of management and/or a member of the People and Culture team. The written complaint must contain the details of the incident and include the name of the complainant and the date. When management receives a complaint, the Manager, People and Culture shall be notified. When the complaint involves the Manager, People and Culture, the complaint should be taken directly to the Executive Director. When the complaint involves the Executive Director, the complaint should be taken to the Human Resource designate on Crossroads' Board of Directors and/or the Chair, Board of Directors.
3. It is optimal to utilize the above mechanisms for reporting, however when these are not feasible or successful, workers or volunteers can also utilize the whistleblower system to make anonymous reports. Information on how to access the whistleblower system can be found on the landing page of SharePoint and the Volunteer Portal.

Making a Complaint of Violence

Workers must immediately report all incidents of workplace violence, or threats of violence, to their supervisor, management or a member of the People and Culture team. A worker or volunteer has the right to refuse work if the worker or volunteer believes that workplace violence is likely to endanger them. The worker or volunteer should contact their supervisor so that appropriate measures can be put in place to protect them and investigate the situation.

Procedure for Resolution

Complaints of workplace harassment and violence will be promptly investigated, and actions taken to put a stop to concerning behaviour.

Respondents will be advised that there is a formal complaint against them and be given a copy of the written complaint by management. The respondent should respond to the allegations in writing or during a meeting with the Manager, People and Culture. The respondent will be kept informed about the process by the Manager, People and Culture, except in the case that the complaint is against said Manager. In this situation the Executive Director or appointed person will lead the process.

A complaint which, based on the evidence gathered is found to be substantiated, will result in corrective action which may include education, training, and/or disciplinary action up to and including dismissal.

I have read, understand, and agree to comply with Crossroads International's Respect in the Workplace Policy.

Date: Click or tap to enter a date. May 2, 2024

X 

Employee signature

For Québec workers: I acknowledge that I was provided with the opportunity to receive and sign a copy of this policy in French, but I freely and voluntarily elected to receive and sign it in English. *Je reconnais avoir eu l'opportunité d'obtenir et de signer une copie en français de cette politique, mais j'ai librement et volontairement choisi de l'obtenir et la signer en anglais.*

Policy Owner	Manager, People and Culture
Approving Authority	Board of Directors
Effective Date	2024-03
Last Revised Date	2024-01
Next Review Date	2025
Related Resources	• Crossroads Prevention of Sexual Violence Policy & Code of Conduct • Crossroads Gender Policy • Crossroads Health and Safety Policy • Crossroads Anti-racism Policy • Crossroads Whistleblower Policy • Ontario Occupational Health and Safety Act • Québec Act Respecting Occupational Health and Safety • Senegal Labour Code • Ghana Labour Act • Tanzania Occupational Health and Safety Act • Uganda Occupational Health and Safety Act