

October 8, 2010

<b>ACTION REQUIRED</b>
------------------------

To: The Board of Governors of Exhibition Place

From: Dianne Young  
Chief Executive Officer

Subject: **Workplace Violence & Workplace Harassment Policies**

Summary:

While the Board had adopted previous Human Resource policies that spoke to its commitment to provide a safe work environment, a recent amendment to the *Occupational Health and Safety Act* (OHSA) prompted a further review of these policies. This report is recommending the approval of a new policy entitled “Workplace Violence” and the renaming of an existing policy currently entitled Positive Workplace Environment. These amended policies are the first step in the development of a “Workplace Violence Program” for Exhibition Place.

Financial Implications:

There are no negative financial implications to this report.

**Recommendation:**

**It is recommended that the Board approve the attached Workplace Violence & Workplace Harassment Policies.**

Decision History:

Bill 168, which amends the OHSA, came into effect on June 15, 2010. Accordingly, Bill 168 imposes new and express obligations on employers.

At its meeting in April 2010, the City’s OH&S Coordinating Committee reviewed, revised and recommended a Workplace Violence Policy. This policy was approved by the City Manager on May 25, 2010.

Issue Background:

As part of its review and approval of Human Resource Policies in October 2006, the Board adopted a Positive Workplace Environment Policy which addressed some of the principles of providing a safe work environment. Staff are now recommending that the Board adopt the Workplace Violence & Workplace Harassment Policies which is in accordance with the

*Occupational Health and Safety Act (OHSA)* and more reflective of the City's Workplace Violence policy.

Comments:

Following the amendment to the OHSA, staff contacted the City to learn more about the strategy and City direction. Certainly, as a major public exhibition facility within the City, it is important that our workforce is protected from violence and harassment in the workplace.

As a result of the OHSA amendment, Exhibition Place will become more involved in the City Strategy. As a first-step, a revised Workplace Harassment Policy along with a new Workplace Violence Policy has been drafted. The goals of the Exhibition Place Policies are as follows:

- To maintain a work environment free from workplace violence;
- Provide a definition of workplace violence;
- Identify the responsibilities of the workplace parties to maintain a workplace free of actual attempted or threatened violence;
- Establish measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur; and
- Establish measures and procedures for workers to report incidents of workplace violence and for Exhibition Place to investigate and deal with incidents or complaints immediately.

The next steps will include the introduction of a Workplace Violence Program which will consist of training and information packages for staff.

Contact:

Sandy Douglas Director HR, Security, OH&S  
Telephone: 416-263-3233  
Fax: 416-263-3690  
Email: [sdouglas@explace.on.ca](mailto:sdouglas@explace.on.ca)

Submitted by:

---

Dianne Young  
Chief Executive Officer



# Exhibition Place

## Workplace Harassment

<b>FORMERLY CALLED:</b>	<b>Positive Workplace Environment</b>
-------------------------	---------------------------------------

DATE OF ISSUANCE		

SUPERCEDES POLICY DATED		
October	16	2006

PAGE		
1	of	2

Every employee has the right to work in an environment that promotes well being, recognizes diversity, encourages employees to achieve their best and rewards a team oriented workplace.

Exhibition Place will not only embrace the spirit of the Ontario Human Rights Code but will strive to be a community leader in creating a productive workplace where each employee is treated with dignity and respect.

Behaviours that intimidate, annoy, offend or are malicious in nature will not be tolerated. Any person who persists in such behaviour, which they know or should know, is unwelcome, may be deemed to have participated in harassing activities.

The workplace is defined as any location where the business of Exhibition Place is being conducted. Harassment which occurs outside the workplace but which has repercussions in the work environment, adversely affecting employee relationships, may also be defined as workplace harassment.

In the event an incident occurs, the management of Exhibition Place will treat any complaint of harassment as a serious matter. It is Exhibition Place’s desire that complaints of harassment will be successfully resolved within Exhibition Place. All complaints received will be held in the strictest confidence.

Workplace harassment is unpleasant and intimidating. Fear of retaliation, embarrassment or feelings of guilt may prevent employees from complaining, however, it is essential that each employee protect their rights and the rights of others by following the guidelines below.

**Ask the harasser to stop:** Inform the harasser that their behaviour is unwelcome. An individual although they should know better, may not realize that they are being offensive. A simple request may resolve the problem. If the person refuses to cooperate, remind them that such behaviour is against Exhibition Place policy.

**Keep a record of the harassment:** When did the harassment start, for example dates, times, location? What happened? Were there any witnesses? Were there any threats of reprisal? What was your response? Failure to keep a diary of the events will not invalidate your complaint, however will reinforce it.

**Continuing Harassment:** If the harasser continues their behaviours, you should report the problem to your supervisor and / or a member of Human Resources.

**Resolving the Situation:** Upon receiving a complaint, the Manager, Director, General Manager will advise the Director of Human Resources & Security and together they will conduct an investigation.

## Workplace Harassment

The investigation will include interviewing the complainant, the alleged harasser and any other persons who may provide information.

Information will be received in strict confidence and will be documented. If there is evidence of harassment, sufficient disciplinary action, up to and including discharge, will be taken to prevent any recurrence.

It is the responsibility of all supervisory staff to see that harassment does not occur in the workplace and to protect any employee from retaliation. It is the responsibility of all employees to promote a safe and harmonious workplace and to take such steps as necessary to ensure that any instances of harassment or intimidation are reported to Human Resources.

This Policy applies to all Exhibition Place employees (full-time, part-time, contract and temporary), volunteers, contractors, senior management as well as visitors, guests using Board of Governors' resources and/or attending events on the grounds of Exhibition Place.

**Approved By: Chief Executive Officer & The Board of Governors of Exhibition Place**



# Exhibition Place

## Workplace Violence

<b>FORMERLY CALLED:</b>	New
-------------------------	-----

DATE OF ISSUANCE		

SUPERCEDES POLICY DATED		

PAGE		
1	of	2

Exhibition Place believes in the prevention of all forms of violence and promotes a violence-free workplace in which all people respect one another and work together to achieve common goals. Any act of violence committed by or against any member of our workplace or member of the public, is unacceptable conduct that will not be tolerated.

This policy applies to all workers, contractors and visitors, and includes all activities that occur while on Exhibition Place property or while engaging in company business, activities, or social events. Everyone is expected to uphold this policy and to work together to prevent all forms of workplace violence.

Acts of violence can take the form of physical contact, and may occur as a single event or may involve a continuing series of incidents. Abuse in any form erodes the mutual trust and confidence that are essential to Exhibition Place’s operational effectiveness. Acts of violence destroys individual dignity, lowers morale, engenders fear, and breaks down work unit cohesiveness.

In Ontario, the Act to amend the Occupational Health and Safety Act with respect to violence and harassment in the workplace and other matters received the Royal Assent on December 15 2009 and became law on June 15 2010.

This policy will be reviewed on an annual basis by Senior Management to ensure that it conforms to any applicable legislative changes, corresponds to industry best practices and is based upon compiled relevant incident and crime rate data, to ensure that it continues to address the needs of Exhibition Place regarding violence in the workplace.

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,
- c. a statement or behaviour that it is reasonable for a worker to interpret as threat to exercise physical force against the work, in a workplace, that could cause physical injury to the worker.

At Exhibition Place, we will ensure that the policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information that they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats.

## Workplace Violence

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned to the extent possible.

**Approved By: Chief Executive Officer & The Board of Governors of Exhibition Place**