



SECURITY SERVICES

1450 Appleby Line, Suite 200, Burlington, ON L7L 6V1 CANADA
Proudly an ISO 9001:2015 Registered Company

ASP SOP-001: Workplace Violence and Harassment Prevention Policy and Program

1 Document Summary

Document ID:	ASP SOP-001
Version:	2.0 – March 1, 2018 (updated address only)
File Name:	Workplace Violence and Harassment Prevention Policy and Program
Applies to:	All company employees who engage with the public
Work Site:	All
Reviewed:	Annually and as required
Approval:	Dean Lovric, President and CEO

Table of Contents

1 Document Summary1

2 Purpose1

3 Principles1

4 Scope1

5 Definitions2

6 Roles and Responsibilities3

7 Corrective Action6

8 Immediate Response6

9 Workplace Violence Risk Assessment6

10 Complaint and Response Program7

11 General Provisions 8

12 APPENDIX A1: Reporting Process 10

2 Purpose

The purpose of the Workplace Violence and Harassment Prevention Policy and Program (the “Policy” or “the Program”) is to establish responsibilities, guidelines, and procedures for all employees and contractors of ASP Inc. to follow in order to prevent workplace harassment, workplace sexual harassment, abusive conduct, discrimination and workplace violence from taking place.

3 Principles

ASP Inc. is dedicated to fostering a respectful workplace in which all employees are treated with respect and dignity.

All members of ASP Inc. are provided with the necessary means, knowledge, and education to prevent and report harassment, violence, and discrimination without fear of reprisal.

4 Scope

This Policy and Program applies to all conduct by or towards ASP Inc. employees, including full and part-time employees, managers, supervisors, contractors, temporary employees, and job applicants (jointly referred to as “Workers”).

This Policy applies to all conduct by or toward ASP Inc.’s Workers in the workplace or at any location or event related to work, which may include but not be limited to, work-related travel, training, dealings with partners or suppliers or contractors, social events, and/or social media.

5 Definitions

5.1 Workplace Harassment

Workplace harassment means engaging in a course of vexatious comment or conduct against a person in the workplace that is known or ought reasonably to be known to be unwelcome. A reasonable action taken by ASP Inc. or management relating to the management and direction of Workers or the workplace is not workplace harassment.

- Workplace harassment includes psychological harassment. Psychological harassment is vexatious comment or conduct that affects an Employee's dignity or psychological integrity and that results in a harmful work environment for the Employee.
- Workplace harassment will typically take place more than once and it must occur in a workplace context (the workplace may include a business trip, a party with Workers, written communications with Workers, including social media communications with Workers etc.).
- Workplace harassment may include any vexatious comment or conduct that demeans, belittles, isolates or intimidates a Worker. Workplace harassment can arise in the form of shouting or swearing at a Worker, displaying a temper, bullying, spreading rumours or gossip, making jokes or innuendos, displaying or sending offensive material or written communication, etc. However, depending on the seriousness, a single incident can be workplace harassment.

5.2 Sexual Harassment

Workplace harassment includes sexual harassment.

Workplace sexual harassment means,

- (a) engaging in a course of vexatious comment or conduct against an Employee 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 Employee and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Sexual harassment, including gender based harassment, may include:

- Unwelcome sexual advances, included repeatedly asking for dates
- Sexually suggestive questions or jokes
- Sharing printed, visual or online material with a sexual theme
- Making unwelcome physical contact
- Calling people sex-specific derogatory names or treating someone badly because they don't conform with sex-role stereotypes
- Leering or inappropriate staring
- Spreading sexual rumours or gossip (including online)
- Bragging about sexual prowess
- Making threats to penalize a person who refuses to comply with sexual advances (known as reprisal) sexual assault.

5.3 Discrimination

Discrimination means any form of unequal treatment based on human rights prohibited ground. Prohibited grounds include:

- Citizenship,
- Race,

- Place of origin,
- Ethnic origin,
- Colour,
- Ancestry,
- Physical or mental disability,
- Age,
- Religion/creed,
- Sex / pregnancy, gender identity, gender expression, sexual orientation,
- Family status, marital status,
- Any other ground recognized under applicable human rights legislation.

It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but disadvantage certain groups of people. Harassment on a prohibited ground is a form of discrimination.

5.4 Workplace Violence

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 a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Note: Workplace Violence also includes acts that would be considered offences under Canada's Criminal Code.

5.5 Domestic Violence

Domestic Violence means aggressive or violent behaviour perpetrated by a person who has a personal relationship with a worker such as a spouse, former spouse, current or former intimate partner or a family member. A pattern of emotional, verbal, sexual, and/or physical abuse used to control an intimate partner.

6 Roles and Responsibilities

This section explains who is involved (by job title) and how.

Role	Responsibility
Employee	<ul style="list-style-type: none"> ➤ Ensure a harassment and discrimination-free workplace ➤ Treat all Workers and all visitors to ASP Inc. with respect at all times ➤ Report any incident of workplace harassment or discrimination as noted herein ➤ Understand and comply with the expectations of this Policy and Program ➤ Cooperate in an investigation and report all information truthfully
Supervisor	<ul style="list-style-type: none"> ➤ If a supervisor receives a harassment or discrimination complaint or becomes aware that a person in the workplace may have acted contrary to this Policy, the supervisor must report the complaint or incident to Human Resources ➤ Failure to report the complaint or incident to Human Resources may result in discipline.

Role	Responsibility
	<ul style="list-style-type: none"> ➤ Human Resources will address with management any interim workplace modifications that may be necessary. Note, if the allegations are made against Human Resources, the supervisor can escalate the issue to the next appropriate level. ➤ Supervisors are expected to uphold this Policy and ensure that the Program is followed. ➤ Additional information regarding the Program and any processes are accessible in on boarding presentation and a hard copy will be available on the Health and Safety Board or in the Human Resource Department.
Manager	<ul style="list-style-type: none"> ➤ If a manager receives a report or otherwise becomes aware that a person in the workplace may have acted contrary to this Policy, the manager must report the complaint or incident to Human Resources ➤ Failure to report the complaint or incident to Human Resources may result in discipline. Human Resources will address with management any interim workplace modifications that may be necessary. Note, if the allegations are against Human Resources, the manager can escalate the issue to the next appropriate level.

Role	Responsibility
Investigator	<ul style="list-style-type: none"> ➤ The person conducting the investigation can be internal to the workplace (e.g., supervisor, senior manager, human resources staff), work at another employer location (e.g. a corporate office), or ➤ May be someone external to the organization (such as a licensed private investigator, human resource professional, lawyer, or someone who holds some other professional designation). ➤ The person conducting the investigation should know about the workplace harassment and reprisal provisions under the OHSA. ➤ The investigator should receive information and instruction on this Policy and Program. ➤ ASP Inc. will determine whether or not the investigator is required to have a licence to perform the investigation, in accordance with the <i>Private Security and Investigative Services Act, 2005</i>. ➤ ASP Inc. will ensure that an investigation appropriate in the circumstances is conducted into incidents or complaints of workplace harassment. ➤ ASP Inc. requires its investigator to be mindful of the following:

Role	Responsibility
	<ul style="list-style-type: none"> • Be diligent. It would be reasonable to complete the investigation as soon as possible within 90 days or less unless there are compelling reasons why a longer investigation is needed (e.g. there are multiple witnesses, a key witness is unavailable due to illness, etc.). • Be objective. The person conducting the investigation should not be involved in the incident and should not be under the direct control of either party to a complaint. • Maintain confidentiality. Information about the incident or complaint, including information about the people involved, should not be disclosed unless the disclosure is necessary to protect Workers or is needed to investigate the incident or complaint, take corrective action and/or is otherwise required by law. • Be thorough. Reasonable efforts should be made to interview the worker who allegedly was harassed, the alleged harasser(s) and any witnesses, as appropriate in the circumstances. When interviewing, ask specific questions about the incident or complaint. For example,

Role	Responsibility
	<p>what did the person see, hear or experience. Take detailed interview notes, and make sure that relevant documents from the worker, alleged harasser, witnesses and the employer are collected and reviewed.</p> <ul style="list-style-type: none"> • Results. Both parties to a complaint of Workplace Harassment are to be informed in writing of the results of the investigation and of any corrective action that has been taken or that will be taken.
ASP Inc.	<ul style="list-style-type: none"> ➤ Maintain a work environment that is free of harassment and discrimination ➤ Maintain this Program and Policy and ensure that it is followed ➤ Ensure that an investigation into any incident or complaint of workplace harassment is conducted that is appropriate in the circumstances ➤ Provide employees with information and instruction that is appropriate on the contents of this Policy and Program ➤ Review this policy and program in accordance with applicable law ➤ Post this policy and program in a visible place in the workplace where it will come to an employee's attention (health and Safety Board).

Role	Responsibility
	<ul style="list-style-type: none"> ➤ Provide appropriate training to all Workers and implement preventative measures to minimize the risks of Workplace Violence and breaches of the Policy, including awareness sessions for managers and supervisors, orientation sessions for all new Workers, and annual reviews of the Policy with Workers.

7 Corrective Action

7.1 Breach of Policy

In the event of a breach of this Policy, ASP Inc. will make reasonable efforts to remedy the effect(s) of the breach as appropriate, including through additional training or coaching.

7.2 Discipline

Failure to follow this Policy may also result in discipline in accordance with the Discipline Policy up to and including immediate termination.

8 Immediate Response

8.1 Immediate Response:

The safety of every Worker is ASP Inc.'s primary concern. It is important that prompt action be taken in the event of a real or perceived threat to personal safety. As such, nothing in the Policy or

this Program should prevent anyone from contacting the police or other emergency responders as appropriate to assist, intervene, or investigate a workplace violence incident.

Workers have the right to refuse work in any actual or potential situations that could place them in danger. In that situation, the Worker must immediately contact their supervisor, at which point appropriate measures will be taken to protect the employee and investigate the situation. The affected employee will be moved to a safe place and will be expected to be available for participating in the investigation. In some circumstances, subject to the provisions of the collective or working agreement if applicable, the affected Worker may be provided with reasonable alternative work during normal working hours.

Workers who are experiencing Domestic Violence that could expose themselves, and/or co-workers, to physical injury in the workplace, or who are experiencing workplace violence or believe that workplace violence is likely to occur, must seek immediate assistance by contacting their manager or Human Resources.

9 Workplace Violence Risk Assessment

9.1 Risk Assessment Procedure:

A risk assessment shall be conducted to assess the risk of workplace violence that may arise from the nature of the workplace, type of work or conditions of work and will take into account the circumstances of the workplace and circumstances common to similar workplaces

All Workers will be provided with the Employee Risk Assessment Questionnaire to complete. The questionnaire can be submitted anonymously and will be completed annually.

Completed risk assessment questionnaires should be returned to the Human Resources department and/or the Joint Health and Safety Committee. The questionnaires will then be analyzed to evaluate the level of risk associated with the workplace and a Workplace Risk Report with conclusions and recommendations will be completed annually.

The risks of workplace violence will be re-assessed as often as necessary to ensure that the program continues to protect Workers from workplace violence and other breaches of the Policy.

9.2 History of Violence

ASP Inc., and the Human Resources Department in particular, will provide a Worker with information related to a risk of workplace violence from a person with a history of violent behaviour if:

- a) the Worker can be expected to encounter that person in the course of his or her duties, and
- b) the risk of workplace violence is likely to expose the Worker to physical injury.

Factors to be taken into consideration by the Human Resources Department include:

- a) whether the history of violence was associated with work or the workplace;
- b) whether it was directed at a particular worker or workers;
- c) how long ago the incidents occurred; and
- d) what other measures and procedures are in place in the existing Program.

10 Complaint and Response Program

10.1 How to Report a Breach of this Policy:

Anyone who believes that a Worker has been harassed or treated in a manner contrary to this Policy in the workplace is encouraged to report the harassment to management or Human Resources as soon as possible.

A Worker who believes that he/she has been harassed has the option of telling the person to stop the offending comment or conduct. This may resolve the matter. However, if the Worker is not comfortable handling the matter on his/her own or if harassment has continued after the Employee attempted to handle the matter on his/her own, the harassment should be reported to management or to Human Resources.

Workers can contact a Manager, Supervisor, Lead, Site Supervisor, Patrol Supervisor, or Human Resources Manager. If the Worker's complaint is against their own supervisor or manager, then they may escalate their complaint as appropriate.

10.2 What information do I include?

A claim of a breach of this Policy may be made by a Worker in writing or verbally. If a complaint is made in writing, it should include the following details:

- Name and contact information of the complainant, name(s) of person alleged to have breached this Policy; and name(s) of any witnesses to the incident;
- Details of what happened with date(s), frequency, location(s), of the alleged incidents; and
- Attach any supporting documents relevant to the complaint and list any documents a witness, another person or the person who is alleged to have engaged in harassment may have in their possession that is relevant to the complaint.

If the allegations create an obligation for ASP Inc. to commence an investigation, the investigation will be conducted in accordance with this Policy and Program and confidentiality will be maintained to the extent possible, as described in this Policy.

10.3 Management to Notify Human Resources:

If a manager receives a complaint or becomes aware that a person in the workplace may have acted contrary to this Policy, the manager must report the complaint or incident to Human Resources. Failure to report the complaint or incident to Human Resources may result in discipline. Human Resources will address with management any interim workplace modifications that may be necessary. Note, if the allegations are against Human Resources, the manager can escalate the complaint as appropriate (i.e. report to the HR manager's direct).

11 General Provisions

11.1 Retaliation/Reprisal

Retaliation against a Worker for either reporting conduct contrary to this Policy or cooperating in a related investigation will not be tolerated. If it is determined that a Worker has taken retaliatory action, the Worker will be issued discipline in accordance with the Discipline Policy up to and including termination. This does not mean that a Worker who participates in an investigation will not be disciplined in accordance with the Discipline Policy if they are dishonest in the investigation or otherwise engage in misconduct.

11.2 Confidentiality

Information obtained about an Incident or complaint of workplace harassment or discrimination, including identifying information about any individuals involved, will not be disclosed unless the disclosure is necessary for the purpose of investigating or taking corrective action with respect to the incident or complaint, or is otherwise required by law.

11.3 Legal Rights

Workers are encouraged to use this Policy and Program to address any incident of workplace harassment or discrimination. However, this Policy is not intended to prevent or discourage a Worker from exercising his/her legal rights under any legislation (including human rights legislation or occupational health and safety legislation) or other applicable law.

Any correspondence received in connection with a breach of this Policy from a Worker's lawyer or otherwise must be immediately forwarded to the legal department.

11.4 Additional Resources

Worker's who require additional support should contact and make use of the Employee Assistance Program.

Further direction can be found for management in the related document Process for Management.

11.5 Record Keeping

For no less than one year, ASP Inc. will keep records of all complaints made under this Policy and Program including:

- A copy of the complaint or details about the incident;
- A record of the investigation, including notes a copy of witness statements, if taken;
- A copy of the investigation report, if any, and a copy of the Written Results Forms (Ontario);
- A copy of any corrective action taken to address the complaint or incident of workplace harassment.

