

Respectful Workplace Policy (aka Bullying, Harassment, & Discrimination Policy)

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UnTapped Craft Supply (the “Company”) is committed to providing a working environment where our employees, suppliers, clients, and partners are treated with dignity and respect and without fear of bullying, harassment, or discrimination. As such, the Company will not tolerate and is dedicated to preventing any instance of bullying, harassment, or discrimination in the workplace.

All employees have a responsibility to ensure our workplace is safe and welcoming, and this includes reporting any instances of bullying, harassment, and/or discrimination whether they were the target or a witness to an incident. In all cases where a complaint of bullying, harassment or discrimination is made in good faith, the individual reporting the behaviour will not be subject to discipline or retaliation in any way.

This policy is not meant to stop free speech or to interfere with everyday interactions; however, it does define what is acceptable and employees should be mindful of adjusting their behaviour and communication to align with the parameters set below. It is important to remember that what is acceptable, amusing, or inoffensive to some may be unwelcome, abusive, or offensive to others. The perception of the receiver of the message, whether it be it spoken, a gesture, a picture, or some other form of communication, is what determines whether something is acceptable or not (not the intent of the individual who made the remark, gesture, etc.).

This Policy is written in compliance with the Workers Compensation Act, and the Occupational Health and Safety Regulations of British Columbia.

Definitions

In general, bullying, harassment and discrimination includes any inappropriate conduct or comment by a person *who knew or ought to have known* that their behaviour caused or could have caused an individual to feel humiliated or intimidated. This excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.

Bullying and harassment: unwelcome verbal or physical behaviours which can include, but are not limited to:

- Verbal aggression or yelling
- Humiliating actions or practices
- Hazing
- Gestures, actions, or practical jokes, the natural consequences of which is to humiliate, ridicule, insult, or degrade
- Spreading malicious rumors
- Remarks (either written or spoken) about subjects like race, religion, disability, gender, sex, or age
- Using derogatory names or comments towards someone that infringe their human rights

The effect of these behaviours is the creation of an intimidating, hostile, or offensive work environment.

Bullying, harassing and discriminatory behaviours do not include:

- Expressing differences of opinions
- Offering constructive feedback, guidance, or work-related advice about behaviour
- Reasonable action taken by the Company or a manager relating to management and direction of employees or the place of employment (ex. counselling, managing a worker's performance or behaviour, implementing reasonable disciplinary measures, or assigning work)

Cyber bullying: Unwelcome behaviour that occurs through the use of electronic communication (email, text messaging, social networking, etc.). This can include, but is not limited to, making derogatory comments, harassing an individual, or making displays of aggression or intimidation.

In general, if you are not sure whether certain actions are considered bullying, harassment, or discrimination, ask yourself whether or not a reasonable person would consider the actions taken to be acceptable or unacceptable.

Discrimination: In accordance with the Human Rights Code of British Columbia, discrimination occurs when someone is treated differently and/or poorly because of one of the following: race, color, ancestry, place of origin, political belief, religion, family or marital status, physical or mental disability, sex, sexual orientation, age, conviction of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person, gender expression, or gender identity.

Application of this Policy

This policy applies to all individuals working for the Company including employees, temporary employees, contract service providers, contractors, management, and owners. The Company will not tolerate any form of bullying, harassment, or discrimination against employees and job candidates on any of the protected grounds mentioned above, whether during the hiring process or during the employment period. This commitment applies to areas such as training, performance management, assessments, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.

For the purposes of this policy, bullying, harassment, and discrimination can occur:

- At the workplace;
- At employment-related social functions;
- In the course of work assignments outside the workplace;
- During work-related travel;
- Over the telephone (if the conversation is work-related); or
- Elsewhere, so long as the individual is there for work-related responsibilities.

Detrimental Effects

Employees have the right to work without fear of bullying, harassment, or discrimination which can have the following detrimental effects:

- Increased absenteeism due to disturbed sleep patterns, or a fear of going to work;
- A lack of productivity due to reduced concentration, confidence, or morale;
- An increase in turnover as employees no longer want to work in the environment;
- An increased likelihood of illness or injury due to stress;
- Harmful eating (e.g., a loss of appetite, or overeating/bingeing);
- Psychological effects that turn into physical symptoms (e.g., psychosomatic stomach pains or headaches);
- Substance dependency issues (increased use of alcohol or drugs);
- Feelings of shock, anger, frustration, vulnerability, etc.;
- Panic or anxiety;
- Clinical depression;
- Suicidal thoughts or tendencies.

Witnessing Bullying or Harassment

It is the responsibility of all employees to promote a workplace that is respectful and productive; this includes reporting instances of this behaviour if it is experienced firsthand or witnessed.

Any employee who witnesses bullying, harassment, or discrimination is directed to:

1. Offer the individual support and inform them that you witnessed the incident.
2. Encourage the person to come forward and let them know that you will be a witness and will provide a statement in the event of an investigation. Document any details while they are fresh in your mind; include dates, times, locations, and names of persons involved if possible.
3. In some cases, where the person decides to confront the individual informally, you may be asked to be a witness to the conversation (or as support).
4. Where the person does not wish to make a complaint, it is still important that management is aware of the bullying, harassment, or discrimination that took place. Tell your manager or the designated Human Resources representative immediately.

Reporting Bullying or Harassment

Informal Method:

If you are being bullied, harassed, or discriminated against:

- Behind closed doors or in a location where you can speak without being overheard, inform the person perpetuating the actions immediately that their actions are not acceptable as soon as they occur.

- Describe the specific actions that they took that caused you to feel uncomfortable. When confronted, in many instances, the person will stop. Sometimes a person is not aware that they are acting in an unacceptable manner.
- It is important to keep a record of dates and times where you have spoken to the person who has committed the act of bullying, harassment, or discrimination and inform your manager or the designated Human Resources representative what occurred.

If the unwelcome actions continue, employees are directed to use the formal reporting process detailed below.

Formal Method:

Where bullying or harassment has either continued to occur after a conversation with the individual or was extreme or dangerous in nature, employees are required to report it immediately.

Process:

- Speak with your manager or the owners. Where your manager or owner(s) is the cause of concern, speak to our designated Human Resources representative (Tanja Halsall at tanja.halsall@potentiahr.ca).
- Write out a statement detailing the incident(s) including:
 - The names of the parties involved
 - The name of any witness(es) to the incident(s)
 - The location, date, and time of the incident(s)
 - Details about the incident (behaviour, gestures, and/or words used)
 - Any additional details that would help with an investigation
- A fact-finding investigation will be initiated by a trained professional. All individuals who are contacted are obligated to comply with the process and cooperate with the investigator.
- Where it is determined that the person has contravened the law, the appropriate authorities will be contacted.
- All complaints shall be taken seriously and investigated fairly in a timely manner.
- Employees who submit a report or complaint of bullying, harassment, or discrimination in good faith shall not be subject to any form of reprisal or retaliation.

Investigating Reports of Bullying, Harassment and Discrimination

Once a written complaint has been received, the Company will complete a thorough investigation. The investigation will begin immediately after receiving the complaint.

For the purposes of this section, the following definitions apply:

Complainant – The person who has made a complaint about another individual who they believe has bullied or harassed them.

Respondent – The person whom another individual has accused of committing an act of bullying or harassment.

The investigation will include:

- Informing the Respondent of the complaint;
- Interviewing the Complainant, any person involved in the incident, and any identified witnesses.
- Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents.

Upon the conclusion of the investigation, the Investigator will meet with the Complainant and Respondent individually to identify concerns and establish next steps and/or resolution. Where it is determined that there has been an infraction, remedial action will be taken according to the circumstances. Please note that the Investigator will be disclosing findings with the ownership group.

All documents related to the formal investigation are considered confidential and will be handled accordingly.

Disciplinary Actions

If the findings of the investigation indicate that a violation of the Respectful Workplace Policy has occurred, immediate and appropriate disciplinary action, up to and including termination for cause, shall be administered. The Company will monitor the situation between the employees to ensure no further infractions occur, and any adjustments to reporting structure or work location that are deemed necessary will be implemented. Corrective actions shall be proportional to the seriousness or repetitiveness of the offense.

Fraudulent or Malicious Complaints

Fraudulent or malicious complaints against employees must not ever be made and will not be tolerated. It is important to realize that unfounded/frivolous allegations of bullying, harassment, or discrimination may cause both the accused person and the Company significant damage. If it is determined by the Company that an employee has knowingly made false allegations of bullying, harassment, or discrimination, immediate disciplinary action will be taken up to and including termination for cause.

Confidentiality

The Company will attempt to maintain the confidentiality of the Complainant and Respondent. While it is not always possible to do so when soliciting witness statements, the Company will not release any information to other employees which would jeopardize the confidentiality of the parties involved.

Where it is determined that legislation/law was contravened, the Company will supply any and all evidence to the authorities as necessary, in accordance with the Personal Information Protection Act.

Providing Support

The Company is committed to the well-being of all of its employees and if an incident of bullying, harassment, or discrimination has taken place, the necessary support will be provided to all employees. Employees who are feeling adverse symptoms as a result of an incident are encouraged to speak with the designated Human Resources representative (Tanja Halsall at tanja.halsall@potentiahr.ca) or another



member of management so that the necessary support can be provided. Confidential support is also available through the Employee Assistance Program.

Training

The Company will provide training on the Respectful Workplace Policy ensuring that:

- Employees understand the contents of the policy;
- Employees and supervisors/managers are able to recognize bullying, harassment, and discrimination in the workplace;
- Employees know how they can respond to and report incidents of bullying, harassment, and discrimination;
- Employees understand how the Company will respond to and investigate reports of bullying, harassment, and discrimination.

Policy Review

The Company will review the contents of this policy regularly, in the event of any incident occurring or when there are legislative changes related to bullying, harassment or discrimination in the workplace.