

Workplace Discrimination, Violence and Harassment

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1. Version History

| Version | | Description | Approval Level | Name | Date |
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2. Workplace Discrimination, Violence and Harassment Policy

Oasis Grove R.V. & Golf Resort (Oasis) believes in the prevention of discrimination, violence and harassment and promotes an abuse-free environment in which all people respect one another and work together to achieve common goals.

Any act of discrimination, violence or harassment (including sexual harassment) committed by or against any Oasis employee or member of the public is deemed unacceptable conduct and will not be tolerated.

Oasis is committed to:

- Investigating reported incidents of discrimination, violence and harassment in an objective and timely manner;
- Taking necessary action; and
- Providing appropriate support for victims of harassment and/or violence.

2.1 Purpose

In accordance with Occupational Health and Safety, Oasis is committed to developing, maintaining and implementing policies and procedures respecting workplace violence.

Oasis is committed to the development and use of policies and procedures with respect to discrimination and all forms of harassment.

Moreover, Oasis is committed to ensuring that:

- Employees are aware of and understand that any act of discrimination, harassment and violence is a serious matter that will not be tolerated by Oasis, and for which disciplinary action will be taken, up to and including termination of employment with just cause, without notice or pay in lieu thereof; and
- Any employee who feels that he or she has been the subject of discrimination, violence or harassment is encouraged to access any assistance that he or she may require to bring forward a complaint or otherwise seek assistance from Oasis or appropriate authority.

2.2 Definitions and Examples

In this policy and all related procedures:

- *“Bullying”* means a repeated pattern of behaviour intended to intimidate, offend, degrade or humiliate a particular person or group. While bullying may include physical abuse or the threat of abuse, it usually causes psychological rather than physical harm.

Examples of bullying include, but are not limited to:

- spreading malicious rumours, gossip or innuendos that are not true;
- Excluding or isolating someone socially;
- Criticizing persistently;
- Tampering with a person’s personal belongings or work equipment;
- Physically confining or cornering someone or preventing them from leaving an area (including through body language); or
- Assigning unreasonable duties or workload.
- *“Discrimination”* - means any unjust or prejudicial behaviour or treatment, intentional or unintentional, that has a negative effect on an individual or group based on race, colour, religious beliefs, age, gender, pregnancy, sexual orientation, marital or family status, physical or mental disability, ancestry, place of origin or source of income.

- “*Harassment*” means any unwanted physical or verbal conduct that is demeaning or embarrassing and is based on, but not limited to:
 - Race, colour, religious beliefs, age, gender, pregnancy, sexual orientation, marital or family status, physical or mental disability, ancestry, place of origin or source of income; or
 - Any other conduct that a reasonable person ought to know is unwelcome.

Examples of general harassment include, but are not limited to:

- unwelcome remarks, slurs, jokes, taunts or suggestions;
 - written or verbal abuse or threats;
 - displays of racist or otherwise offensive materials;
 - practical jokes that result in embarrassment or awkwardness; or
 - patronizing or condescending behaviour.
- “*Sexual Harassment*” means unwanted sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature which:
 - Implicitly or explicitly makes submission to such conduct a term or condition of an individual’s work;
 - Affects access to service or employment;
 - Creates a hostile or offensive environment which interferes with an individual’s work; or
 - Intimidates, embarrasses, coerces or humiliates the victim. Harassment is not a relationship of mutual consent.

Examples of sexual harassment include, but are not limited to:

- Unwelcome sexual flirtation, advances, propositions or gestures;
- Questions or discussions about sexual activities;
- Unwelcome comments (including compliments), jokes, innuendos, propositions or taunting about a person’s body, attire, sex or sexual orientation;
- Physical contact such as touching, patting or pinching of a sexual nature;
- Demand for sexual favours in return for work-related favours; or
- Sexual assault.

Relationships of mutual consent or mutual flirtation are not generally considered sexual harassment. However, if one person becomes uncomfortable with the behaviour and no longer consents, then the behaviour becomes sexual harassment.

- “*Threat*” means
 - Any act, gesture or statement that gives an employee reasonable cause to believe that there is a risk of injury to themselves, other persons or Oasis property; or
 - Any statement, either verbal or written, that is reasonably interpreted by a person to be menacing or taunting in nature. This could include, but is not limited to, such things as coercion, intimidation, persecution, humiliation, bullying, ridiculing, or belittling.
- “*Violence*” means the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical injury and may include, but is not limited to:
 - Harsh and excessive criticism of a personal and non-constructive nature;
 - Spreading rumours designed to harm a person’s reputation or put the person in a negative light;
 - Spying or stalking;
 - Ridiculing a person on the basis of physical appearance, beliefs or personal characteristics;
 - Name calling, swearing and teasing;

- Pushing, shoving, elbowing, jostling, hitting, biting, confining, use of a weapon and other acts of physical intimidation;
- Unwelcome practical jokes; and
- Verbal or written threats or otherwise threatening behaviour.

2.3 Where Workplace Discrimination, Violence and Harassment May Occur

Workplace discrimination, violence and harassment may occur, but is not limited to the following locations:

- Oasis owned or operated facilities, vehicles, and land;
- Off-site Oasis meetings or conferences;
- Oasis client locations;
- Social situations related to work or at workers' homes if there are real or implied consequences related to the workplace; and
- Any other location where Oasis business may be conducted.

2.4 Sources of Workplace Discrimination, Violence and Harassment

Sources of workplace discrimination, violence and harassment may include, but are not limited to:

- Oasis employees, including supervisors and members of management;
- Oasis customers and clients; and
- Visitors, including families of Oasis employees.

2.5 Workplace Violence Procedure

Oasis has implemented a Workplace Discrimination, Violence & Harassment Procedure that implements this policy, which includes:

- Measures and protocols to protect workers from workplace discrimination, violence and harassment; and
- A process for workers to report incidents or raise concerns.

These measures are designed to ensure that this policy and the supporting procedure are implemented and maintained and that all Oasis employees have the appropriate information and instruction to protect from, and seek immediate assistance when faced with, a situation of workplace discrimination, violence and harassment.

2.6 Responsibilities

Oasis and the leaders of Oasis have responsibilities to create and sustain a respectful workplace environment including:

- Facilitating the education of this policy to all Oasis employees;
- Ensuring compliance of this policy by all Oasis employees;
- Acting as a role model for all Oasis employees;
- Ensuring that no person suffers a reprisal as a result of making a legitimate complaint, or for providing information under this policy and any related procedures;
- Supporting all involved parties to a complaint made under this policy and any related procedures;
- Ensuring that any Oasis employee reporting an injury or adverse symptom as a result of an incident of discrimination, violence or harassment is advised to consult a physician of the employee's choice for treatment or referral; and
- Regularly review this policy and any related procedures and amendments thereof.

Employees, board members, contract workers, and agents of Oasis are responsible for:

- Understanding and adhering to this policy and any related procedures;
- Ensuring that the behaviour shown by each individual is respectful and appropriate at all times; and
- Immediately informing a supervisor or manager, the Board of Directors, and the appropriate policing agency if there is an imminent threat or risk of violence that could compromise an individual's or group's safety.

Visitors to any Oasis facility are responsible for:

- Understanding and adhering to this policy and any related procedures as they apply to Visitors; and
- Immediately informing any Oasis employee and the appropriate policing agency if there is an imminent threat or risk of violence that could compromise an individual's or group's safety.

2.7 Discipline

Acts of discrimination, violence or harassment by Oasis employees will not be tolerated and will be responded to with appropriate disciplinary action, up to and including termination, with just cause, without notice or pay in lieu thereof, based on a thorough investigation of the incident and the surrounding circumstances.

Disciplinary action may include immediate termination, with just cause, without notice or pay in lieu thereof, for acts of physical assault, even if the person committing the act has committed no prior offences or engaged in previous acts of violence.

If members of the public, visitors to Oasis facilities or individuals conducting business act inappropriately as per this policy, Oasis will take appropriate action. This could include barring the person from facilities or discontinuing business with contractors or consultants.

Where behaviour may constitute a criminal offence, these matters will be referred to the appropriate policing agency for further investigation.

Complaints that are found to be false, frivolous, or made in bad faith will not be tolerated and will be subject to appropriate disciplinary action or denial of service.

2.8 Retaliation

Every employee has the right to report, in good faith, violations or suspected violation of this policy and any related procedures without fear of retaliation.

Retaliation by any person against anyone involved in the complaint process will not be tolerated and will be subject to discipline, up to and including termination with just cause, without notice or pay in lieu thereof, discontinuing business with contractors or consultants, or denial of Oasis service, as appropriate.

Retaliation against individuals participating in the complaint resolution process is not to be confused with disciplinary actions imposed against the perpetrator of discrimination, violence or harassment or knowingly making false allegations.

2.9 Confidentiality

Oasis understands the sensitivity of information involved in situations of discrimination, violence and harassment. In order to enable employees to feel confident in raising complaints, confidentiality will be maintained throughout the process except as necessary to investigate or take disciplinary action related to the complaint, or as required by law.

2.10 Human Rights Commission & Other Recourse

While Oasis encourages employees to first exhaust the internal procedures available to them, this policy is not intended to discourage an employee from exercising their rights pursuant to any other law, including the appropriate Human Rights Commission.

3. Workplace Discrimination, Violence and Harassment Procedure

3.1 Purpose

Oasis believes that to maintain a good workplace environment, all employees must feel safe and respected. This procedure will outline those policies that all employees, agents, contract workers, committee representatives, clients and visitors of Oasis must follow in order to maintain a safe, comfortable workplace environment, free from discrimination, violence and harassment.

3.2 Definitions

In this procedure, definitions include those outlined in Oasis Workplace Discrimination, Violence & Harassment Policy, and the following:

- *“Abusive Statements”* means insulting, derogatory, demeaning, racist or sexist statements directed at a specific person. Abusive statements do not necessarily contain profanities, and are commonly used as an intimidation tactic;
- *“Coercion”* means a non-violent tactic used by someone to influence the judgment of another person;
- *“Complainant”* means an individual or group of individuals who submit a complaint. A complainant may be a third party having knowledge of an incident of violence or harassment;
- *“Direct Threat”* means that a person has indicated that he or she will commit a violent act;
- *“Indirect Threat”* means a person has made a statement saying something violent or unspecified may happen;
- *“Major Violent Event”* means any event that causes, or may cause, any physical injury to those involved and includes, but is not limited to:
 - Punching, hitting, kicking, shoving, or otherwise physically injuring an individual or group;
 - The use of any weapon, or object that may be used as a weapon, against an individual or group;
 - Threatening with a weapon, or object that may be used as a weapon, against an individual or group, including verbal and written threats in which the weapon may or may not be present at the time the threat is made; or
 - Harassment, including sexual harassment, that is either physical or verbal in nature including face to face interaction, phone, e-mail, or other means of communication.
- *“Minor Violent Event”* means any event that causes, or may cause, mental injury to those involved and includes, but is not limited to:
 - Verbal abuse of any kind including non-constructive criticism, yelling and shouting whether face to face interaction, phone, e-mail, or other means of communication;
 - Spreading rumours designed to harm a person’s reputation;
 - Displaying pictures that may be demeaning, derogatory or may otherwise make any individual feel uncomfortable;
 - Making threats of a non-physically violent nature; or
 - Any behaviour that is deemed as harassment under Oasis Workplace Violence and Harassment Policy.
- *“Person In Authority”* means the first person in authority, who may be the chief executive officer, a director, manager or supervisor;
- *“Respondent”* is an individual against whom a violence or harassment complaint is filed.

3.3 Procedure

3.3.1 Recognizing Inappropriate Acts of Workplace Discrimination, Violence & Harassment

- Inappropriate acts include discrimination, violence, harassment, and sexual harassment as defined in Oasis's Workplace Discrimination, Violence and Harassment Policy and this Procedure.
- Inappropriate acts do not include:
 - Disciplining staff in accordance with Oasis's personnel policies;
 - Legitimate and constructive feedback regarding work performance;
 - Practices permitted by law or contract; or
 - Expressing opinions that are different from others, unless those opinions fall within the prohibitive grounds of this procedure and the related policy.
- An individual who may potentially become abusive may show the following signs:
 - Increase in agitation;
 - Pacing;
 - Clenching or pounding of fists; or
 - Increased verbal hostility or anger.
- Employees sometimes observe behaviours in a co-worker that concerns them but fail to report the behaviour. This may prevent their co-workers from getting the assistance required and can allow the situation to escalate. Behaviours that may cause concern include, but are not limited to:
 - Statements about aggressive action or repeated reference to other incidents involving violence or violent events;
 - Sudden insubordination, defiant behaviour or disregard for procedures;
 - Recent deterioration in work performance;
 - Unusual interest in the activities of another co-worker or supervisor;
 - Significant overreaction to criticism;
 - Sudden deterioration in personal appearance;
 - Statements about being the target of a conspiracy;
 - Substance abuse;
 - Repeated references to guns, power, control or recent weapon acquisition; or
 - Statements about serious problems involving family, financial or personal matters.
- Oasis encourages all employees to notify the person in authority of any personal issues that are likely to impact work performance or behaviour.

3.3.2 Prevention

- Employees should read and understand both Oasis's Workplace Discrimination, Violence and Harassment Policy as well as this procedure. Employees should contact their supervisor, manager, or the Board of Directors with any questions or concerns.
- Employees may be required to attend educational programs related to workplace discrimination, violence and harassment awareness and prevention.
- Visitors are required to stay within the designated public areas. A visitor who enters a non-public area must be accompanied by an Oasis Employee or have received prior approval from the person in authority for the area and undergone a safety orientation for the area if deemed necessary by Oasis.
- Each department is responsible for the security in the buildings and yards to which they have access through their operations.

- It is understood that no set of procedures or rules can cover all situations that arise. It is therefore within the discretion of Oasis employee or person in authority to deal with the situation as they see appropriate based on their experiences and training.

3.3.3 Dealing with Discrimination, Violence & Harassment

Discrimination

- Oasis does not tolerate acts of discrimination by or against Oasis employees.
- Oasis employees, agents, contract workers, clients and visitors have the right to discontinue any conversation in which they feel they are being subject to discrimination or discriminatory comments.
- Anyone who feels they are being subject to discrimination has the right to report the situation to the person in authority.

Abusive Statements

- Oasis does not tolerate abusive statements being made by or to Oasis employees.
- Oasis employees, agents, contract workers, clients and visitors have the right to discontinue any conversation in which they feel they are being subject to abusive statements.
- Anyone who feels they are being subject to abusive statements has the right to report the abusive statement and situation to the person in authority.

Threats

- Oasis does not tolerate either direct or indirect threats being made by or to Oasis employees.
- Oasis employees, agents, contract workers, clients and visitors have the right to discontinue any conversation in which they feel they or someone else has been directly or indirectly threatened.
- Anyone who is threatened or hears a threat made against another person, either direct or indirect, should report the incident to the person in authority.

Coercion

- Oasis does not tolerate coercion by or to Oasis employees.
- Coercion exists when someone tries to convince another person to participate in an activity that violates Oasis policies and procedures or is illegal, immoral or inappropriate and usually involves a threat to expose embarrassing information about you or someone close to you.
- Anyone who feels they are being coerced has a right to report the incident to the person in authority.

Meeting Room Procedures

- Advise your supervisor, manager, or other person in authority if you are meeting with someone who has a known history of abuse, or if you feel concerned about your safety given the nature of the meeting (e.g. a termination meeting, etc.).
- If security is of concern, consider having a person of authority attend the meeting; do not attend the meeting alone.
- The person you are meeting with should be asked to bring only items or documents required for the meeting; a place should be provided for them to leave their belongings and hang their coat.
- Always sit closest to the door for a quick exit.

3.3.4 Reporting Incidents

- Any employee experiencing or observing discrimination, violence or harassment by anyone, including supervisors, managers, co-workers is strongly encouraged to report the complaint to a person in authority immediately.
- If you become concerned that a co-worker is considering violent action, contact a person in authority.
- Notify your supervisor if you receive unusual, harassing or threatening phone calls, or other communication, while at work.
- It is the responsibility of all persons in authority who know of discriminating, harassing, or violent issues to report such behaviours immediately and take appropriate, corrective action.

Steps Prior to Formal Complaints

1. The complainant should make his/her feelings known verbally to the respondent, directly or with the assistance of a third party. It is imperative that the respondent immediately be made aware that the behaviour or conduct is offensive to the claimant and be given the opportunity to cease such behaviour.
2. Failure to make objections known through an informal, verbal complaint does not preclude the filing of a formal complaint.
3. The complainant should carefully record details of the incident(s) including the date and time, nature of the behaviour and names of any persons who may have witnessed the behaviour and of any attempts to inform the respondent directly or through reports to a person in authority.

Formal Complaints

1. A formal complaint consists of a signed written statement outlining the concerns, allegations, describing the specific incident(s), the dates (if available) and any witnesses who may have been present:
 - a. the employee's direct supervisor or the CEO may assist the complainant in documenting the incidents;
 - b. the record of incidents may include any events, past or present.
2. All complaints must be submitted to the CEO, or if that presents a conflict of interest, to the Board of Directors.
3. The complainant is responsible for notifying the person in authority if a complaint is filed with the Human Rights Commission, local police or if civil court action is initiated while the complaint is still under review by Oasis. Oasis may, after consultation with legal counsel, elect to process the complaint in order to finalize its internal investigation procedure.

Third Party Complaints

1. An employee who witnesses an incident but is not directly affected by the event may make their concerns known to a person in authority.

3.3.5 Investigation

- Any person in authority who receives a complaint from an employee must report the complaint to the CEO and provide a copy of any documentation.

Informal Complaints

- The person in authority who receives an informal verbal complaint shall take action to ensure the complaint is resolved including communicating with CEO, assisting the complainant in speaking to the respondent directly, or speak to the respondent on the complainant's behalf to outline the allegations and attempt to resolve the complaint informally.
- If the person in authority is unable to resolve the complaint, it may be elevated to CEO to resolve.

Formal Complaints

- All formal complaints are managed by the CEO. Any person in authority who receives a complaint from an employee must report the complaint to the CEO and provide a copy of any documentation.
- The CEO shall:
 - Verify that the allegations may represent a violation of Oasis policy, and
 - Notify and provide a copy of the complaint to the respondent.
- An individual acceptable to both parties shall be appointed by the Human Resources department to conduct an investigation regarding the complaint.
- The complainant and respondent shall have the opportunity to:
 - Provide written submissions to the investigator;
 - Respond to the other party's written submissions;
 - Appear before the investigator to provide oral submissions;
 - Respond to one and other's statements; and
 - Have someone present to provide advice and assistance.
- The investigator shall have the right to ask questions of the complainant and respondent.
- The investigator's findings shall be detailed in a report to the CEO.
- Oasis is required to maintain the investigator's report for a minimum of two (2) years.

Confidentiality

- Strict confidentiality surrounding any concern or complaint made must be kept by all parties involved.
- Information with respect to the complaint will be kept as confidential as possible. However, information will be shared with both complainant and respondent. Additionally, third parties such as witnesses, co-respondents, co-complainants, the Investigator, etc. may be provided with information regarding the complaint as required.
- It is the responsibility of any individual who becomes aware of an incident of discrimination, violence or harassment not to disclose the details of the incident to any third party without prior consultation of the complainant and those involved in the investigation.

3.3.6 Complaint Resolution

Discipline

- If the results of the investigation support the allegations in the complaint, a range of disciplinary actions may be imposed on the respondent. The disciplinary action will depend upon the nature and seriousness of the offence and includes, but are not limited to, a verbal warning, a written warning and reprimand with a copy retained in the respondent's file, transfer, suspension and termination of employment with just cause and without notice or pay in lieu thereof.
- If the results of the investigation do not support the allegations, the complaint will be deemed to be unfounded and a letter will be issued indicating that the respondent has been cleared of all allegations. The respondent has the option of requesting that a copy of the letter be placed in the personnel file.
- If the evidence indicates that the complainant knowingly and wilfully made false allegations in an attempt to cause harm to the respondent, a range of disciplinary actions may be imposed on the complainant. The disciplinary actions depend upon the nature and seriousness of the offence and include, but are not limited to, a verbal warning, a written warning and reprimand with a copy retained in the complainant's file, transfer, suspension and termination of employment with just cause and without notice or pay in lieu thereof.

Appeals

- Either the complainant or the respondent may appeal to the CEO if dissatisfied with the resolution of a formal complaint.
- Oasis's investigation and resolution procedures are not intended to discourage an employee from exercising their rights pursuant to any other law, including the appropriate Human Rights Commission.

No Recriminations

The complainant will not be penalized nor subjected to any prejudicial treatment as a result of making a complaint in good faith.

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