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Owner: Director of Health and Safety		
Title :	Workplace Harassment and Violence Prevention	
Signature :	 John Ferguson President & CEO	

1. Mission Statement

Purolator, in cooperation with all employees, our unions, the Policy Committee, Workplace Committees and Health and Safety Representatives, is committed to a healthy, harassment and violence free environment for all our employees. Purolator has developed this company-wide policy, and associated processes intended to prevent harassment and violence of any type, including sexual harassment and sexual violence, and to deal quickly and effectively with any incident that might occur.

2. Objective

The objective of this policy and associated processes is to ensure that Purolator is meeting our workplace obligations for the prevention of work place harassment and violence prevention as required by the *Work Place Harassment and Violence Prevention Regulations* under the *Canada Labour Code* (the "Regulations").

3. Scope

This policy applies to all employees of, and contractors performing services for, Purolator who are engaged in work or the provision of services both on Purolator premises and outside of Purolator property.

4. Definitions/Acronyms

- **Applicable Partner:** In the Regulations, a reference to the "applicable partner" is to be read as a reference to the Policy Committee or, if there is no Policy Committee, as a reference to the Work Place Committee or the Health and Safety Representative.

- **Designated recipient;** the work unit that has been designated by Purolator, to whom notice of an occurrence may be submitted. For the purposes of this policy, the designated recipient is the SVP Chief Human Resources Officer or an employee of the Human Resources department.
- **H&S:** Health and Safety.
- **HR:** Human Resources.
- **JHA:** Job Hazard Analysis.
- **L&D:** Learning and Development.
- **Occurrence:** an occurrence of harassment and violence in the workplace.
- **Principal party:** the person who is the subject of an occurrence.
- **QRA:** Qualitative Risk Assessment
- **Responding party:** the person who is alleged to have been responsible for the occurrence in a notice of an occurrence provided to the designated recipient.
- **Witness:** a person who witnessed an occurrence of harassment and violence or is informed of an occurrence by the principal party or responding party.
- **Workplace:** any place where an employee is engaged in work for the employee's employer.

The following definitions of harassment and violence and examples shall apply:

- **Harassment and Violence:** The *Canada Labour Code* (the "Code") defines harassment and violence as *"any action, conduct or comment, including of a sexual nature, that can reasonably be expected to cause offence, humiliation or other physical or psychological injury or illness to an employee, including any prescribed action, conduct or comment."*

Harassment can include, but is not limited to, any of the following acts:

- Spreading rumors or gossip about an individual or group.
- Cyber bullying (threatening, spreading rumors or talking negatively about an individual online).
- Threatening calls over the phone, email, or any other communications platform to an employee, including from an ex-partner or family member.
- Offensive jokes or remarks or unwanted practical jokes.
- Socially excluding or isolating someone.
- Stalking or inappropriately following a person.
- Tampering with someone's work equipment or personal belongings.
- Vandalizing or hiding personal belongings or work equipment.
- Deliberately impeding a person's work.
- Persistently criticizing, undermining, belittling, demeaning or ridiculing a person.

- Intruding on a person's privacy.
- Unwelcome physical contact.
- Sexual innuendo/insinuation.
- Unwanted and inappropriate invitations or requests, including of a sexual nature.
- Displaying offensive posters, cartoons, images or other visuals.
- Making aggressive, threatening or rude gestures.
- Misusing authority, including constantly changing work guidelines, restricting information, setting impossible deadlines that lead to failure, and/or blocking applications for leave, training or promotion in an arbitrary manner.
- Engaging in any of the actions, conduct and comments outlined above against a person because of that person's race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability or any of the other prohibited grounds that are listed in the Canadian Human Rights Act.

Harassment is not any of the following:

- Consensual workplace banter and interactions (unless the banter includes hurtful remarks about others, especially if they pertain to any of the prohibited grounds listed above).
- Reasonable management action regarding related to performance, absenteeism, assignments, and discipline.

Violence can include, but is not limited to any of the following acts:

- Verbal threats or intimidation.
- Contact of a sexual nature.
- Kicking, punching, scratching, biting, squeezing, pinching, battering, hitting or wounding a person in any way.
- Attack with any type of weapon.
- Spitting at a person.

5. Roles and Responsibilities

The following roles and responsibilities have been defined to meet both the internal requirements of how Purolator will manage any reported incident of workplace violence or harassment, as well as how Purolator will manage the regulatory requirements of the Regulations.

5.1 President:

- Review, approve, support and promote Purolator's policy on Work Place Harassment and Violence Prevention policy.

5.2. Board of Directors:

- Approve Purolator's Work Place Harassment and Violence Prevention policy.

5.3 Policy Committee

As Purolator's Applicable Partner the Policy Committee shall be responsible for:

- Jointly developing with Purolator the work place harassment and violence prevention policy;
- Jointly reviewing and, when necessary, updating this policy at least once every three years or following any change to an element of this policy;
- Jointly conducting an initial workplace risk assessment with H&S;
- Jointly monitoring and, when necessary, updating the work place risk assessment when there is a change to the risk factors identified or a change to the effectiveness of the preventive measures that have been developed and implemented;
- Jointly reviewing the workplace risk assessment with H&S and, when necessary, updating it;
- Jointly developing emergency procedures with HR;
- Jointly reviewing and, when necessary, updating the emergency procedures with HR;
- Jointly developing or identifying harassment and violence prevention training with HR and Training (L&D);
- Jointly reviewing and, when necessary, updating the training with H&S, HR and Training (L&D) at least once every three years and following any change to an element of the training;
- Comply with all other aspects of the Regulations and the Code as it relates to harassment and violence; and
- Jointly developing a list of investigators with Purolator.

5.4 Work Place Committees and Health and Safety Representatives

The Respective Work Place Committees and Health and Safety Representatives shall be responsible for

- Conducting a review and update of the workplace risk assessment in situations where the principal party chooses to end the resolution process but the occurrence is not resolved, and in situations where the responding party is not an employee or the employer;
- Jointly determining with HR and local management which recommendations from the investigator's report should be implemented;
- Implementing the jointly determined recommendations from the investigator's report (with HR and local management);
- Ensuring the resolution process is completed within one year after the day on which a notice of an occurrence is received; and
- Comply with all other aspects of the Regulations and the Code as it relates to harassment and violence.

5.5 Director of Health and Safety/H&S Department

The Director of Health and Safety, in consultation with representatives of the Health and Safety Department shall be responsible for:

- Jointly reviewing and, when necessary, updating this policy with the Policy Committee at least once every three years, or following any change to an element of this policy;
- Jointly conducting, with the Policy Committee, an initial workplace risk assessment using Purolator's QRA risk assessment process;
- Jointly monitoring and, when necessary, updating the workplace risk assessment with the Policy Committee when there is a change to the risk factors identified, or a change to the effectiveness of the preventive measures that have been developed and implemented;
- Jointly reviewing the workplace risk assessment with the Policy Committee and, when necessary, updating it;
- Incorporating any applicable workplace risk assessment findings from the QRA into any applicable JHA;
- Jointly reviewing and, when necessary, updating the training in consultation with the Policy Committee, HR and Training at least once every three years, and following any change to an element of the training;
- Reporting occurrences of harassment and violence that result in a fatality to the Minister of Labour within 24 hours of being notified of an occurrence;
- Providing the Minister of Labour an annual report that aggregates data on all occurrences of harassment and violence; and
- Complying with all other aspects of the Regulations and the Code as it relates to harassment and violence.

5.6 Loss Prevention

Loss Prevention staff will be responsible for:

- Jointly developing emergency procedures with the Policy Committee;
- Deploying the workplace emergency procedures whenever an incident, including an incident of family/domestic violence, poses an immediate danger to the health and safety of an employee or there is a threat of such an incident; and
- Jointly reviewing and, when necessary, updating the emergency procedures with the Policy Committee.

5.7 Human Resources

Human Resources will be responsible for:

- Making available to all employees information related to harassment and violence support services;
- Jointly developing or identifying harassment and violence prevention training with the Policy Committee;

- Delivering harassment and violence training to all employees and the designated recipient;
- Jointly reviewing and, when necessary, updating the training in consultation with the Policy Committee, H&S and Training at least once every three years, and following any change to an element of the training.
- Jointly determining with the Workplace Committee and local management which recommendations from the investigator's report should be implemented;
- Implementing the jointly determined recommendations from the investigator's report with the Workplace Committee and local management;
- Ensuring the resolution process is completed within one year after the day on which a notice of an occurrence is received;
- Jointly developing with the Policy Committee a list of investigators with Purolator;
- Ensuring investigators are trained in investigative techniques and have knowledge, training and experience that are relevant to harassment and violence in the workplace, and have knowledge of the *Canada Labour Code*, *Canadian Human Rights Act* and other legislation relevant to harassment and violence in the workplace;
- Coordinating and overseeing the resolution process, including:
 - a. How to report a workplace harassment or violence complaint;
 - b. Notice of occurrence process, including Negotiated Resolution and Conciliation process; and
 - c. Coordinating the Investigation of a report a workplace harassment or violence process.
- Developing Emergency Procedures for scenarios of workplace harassment or violence;
- Developing/Maintaining a list of Support Measures (medical, psychological, or other support services) that will be made available to employees within their geographical area in instances of workplace harassment or violence; and
- Complying with all other aspects of the Regulations and the Code as it relates to harassment and violence.

5.9 Local Management

Local management in all Purolator locations and facilities shall be responsible for:

- Conducting a review and update of the workplace risk assessment with the Workplace Committee in situations where the principal party chooses to end the resolution process but the occurrence is not resolved, and in situations where the responding party is not an employee or the employer;
- Jointly determining with the Workplace Committee and HR which recommendations from the investigator's report should be implemented;
- Implementing the jointly determined recommendations from the investigator's report. (with HR and the Workplace Committee);

- Ensuring the resolution process is completed within one year after the day on which a notice of an occurrence is received; and
- Complying with all other aspects of the Regulations and the Code as it relates to harassment and violence.

5.10 Managers and Supervisors

All Purolator management and supervisors shall be responsible for

- Ensuring communication and enforcement of the requirements of the harassment and violence prevention policy; and
- Complying with all other aspects of the Regulations and the Code as it relates to harassment and violence.

5.11 Designated Recipient

Purolator's designated recipient shall:

- Receive any notice of an occurrence harassment and violence;
- Respond to all notices of an occurrence within 7 days of receiving the notice;
- Initiate negotiated resolution with the principal party within 45 days after the day on which the notice of an occurrence is received;
- Conduct a review of every notice of an occurrence with the principal party against the definition of harassment and violence outlined subsection 122(1) of the Code;
- Make every reasonable effort to resolve an occurrence of harassment and violence for which a notice of an occurrence is provided;
- Allow the principal and responding party the option of participating in conciliation if they both agree to participate in conciliation and agree on who is to facilitate the conciliation;
- Provide notice of investigation to the principal and responding parties if an investigation is requested by the principal party;
- In the case of an investigation, select an investigator;
- Ensure that the investigator has provided a written statement indicating that they are not in a conflict of interest with respect of the occurrence;
- Provide the investigator with all the information that is relevant to the investigation; and
- Provide monthly status updates to the principal and responding party on the status of the resolution process.

5.12 Investigators

Investigators shall:

- Review occurrences of workplace harassment or violence brought to their attention;
- Ensure they are trained in investigative techniques and have knowledge training and experience that are relevant to harassment and violence in the workplace and have knowledge of the *Canada Labour Code*, *Canadian Human Rights Act* and other legislation relevant to harassment and violence in the workplace; and

- Comply with all other aspects of the Regulations and the Code as it relates to harassment and violence.

5.13 Employees

All employees shall be responsible for:

- Complying with this policy;
- Refraining from any act or threat of workplace harassment and violence;
- Where appropriate and safe, informing a perpetrator of harassment and violence that their actions are inappropriate and unwelcome;
- Reporting all occurrences of harassment and violence to their supervisor or the Harassment and Violence Prevention Unit when they experience or witness harassment and violence;
- Where appropriate, making every reasonable effort to resolve an occurrence of harassment and violence through negotiated resolution if implicated in the resolution process for an occurrence;
- Cooperating with the investigation process;
- Refraining from retaliatory behavior against the principal party, responding party, witnesses and any other individuals who are implicated in the resolution process for an occurrence;
- Maintaining confidentiality of all information shared throughout the resolution process; and
- Complying with all other aspects of the Regulations and the Code as it relates to harassment and violence.

6. Policy Details

6.1 Risk Assessment

Purolator has identified the applicable risk factors which contribute to workplace harassment and violence. The three main risk-based areas identified are inside the workplace, customer interfacing, and family related harassment and violence.

6.1.2 Inside the workplace

Purolator has identified the following risk-based scenarios for which a documented qualitative risk assessment have been completed:

- Stalking employee;
- Threatening employee or co-worker verbally or by phone or email (also included in Customer on worker violence or harassment);
- Worker on worker or peer to peer violence or harassment (**Note:** this also includes manager on employee or employee on manager, or any scenario where any member of the executive or Board of Directors may be involved as well; and

- Employee (willfully) damaging company property and possible harassment or violence which might be associated with those acts of damaging company property.

6.1.3 Customer interfacing

Purolator has identified the following risk-based scenarios for which a documented qualitative risk assessment have been completed:

- Destroying Purolator or employee property;
- Direct Contact with clients in Purolator office;
- Harming employee or coworkers working with general public;
- Handling cash or high value goods;
- Working alone;
- Dog bites;
- Road Rage; and
- Transporting goods

6.1.4 Family related

Purolator has identified the following risk-based scenarios for which a documented qualitative risk assessment have been completed:

- Domestic violence from family member or partner.

6.2 Harassment and Violence Prevention Training

Purolator will provide all of its employees with workplace harassment and violence training. At a minimum Purolator's workplace harassment and violence training will address the following:

- The requirements of this workplace harassment and violence prevention policy;
- The relationship between workplace harassment and violence and the prohibited grounds of discrimination under the *Canadian Human Rights Act*;
- How to recognize, minimize and prevent workplace harassment and violence;
- The hazards and controls identified in each applicable qualitative risk assessment record referenced in 6.1.2, 6.1.3 and 6.1.4; and
- Any applicable workplace harassment and violence prevention measures called out in any applicable JHA.

All new employees will receive training and all employees will receive training at least once every three years.

7. Resolution Process

7.1 How to report a Harassment or Violence complaint

Employees who experience harassment and violence in the workplace and individuals (employees or non-employees) who witness an occurrence of harassment and violence in the workplace must notify the designated recipient.

7.1.2 Notice of occurrence:

The employee or individual will be asked to fill out a form, in which they provide the following information:

- the name of the principal party and the responding party, if known;
- the date of the occurrence; and,
- a detailed description of the occurrence.

If an employee or individual is not able to provide this information in written form, they may provide this information to the designated recipient orally, who will then transcribe the information for them on the form.

Please note that, in order to proceed with the resolution process, it is mandatory to provide the name of the principal party who was involved in the occurrence. If the name of the principal party is not provided, the occurrence will be deemed resolved.

7.1.3 Negotiated Resolution

During negotiated resolution, the principal party will be asked to meet, either in person or over the phone, with the designated recipient for an initial discussion regarding the occurrence.

During this discussion, the designated recipient and the principal party will review the notice of an occurrence that was provided against the definition of harassment and violence in the Code in order to make a joint determination as to whether the occurrence meets the definition.

If both the designated recipient and the principal party agree that the occurrence does not meet the definition, then the occurrence will be deemed resolved.

If the designated recipient and the principal party do not agree as to whether the occurrence meets the definition, and the principal party wishes to continue with the resolution process, then the principal party has the option of either continuing with negotiated resolution, or pursuing conciliation and/or an investigation.

If the principal party wishes to continue with negotiated resolution, they must inform the designated recipient of this decision. The designated recipient will meet with the principal party and, where applicable, the responding party, to discuss the occurrence and attempt to achieve resolution.

The responding party does not have to be informed of the principal party's notice of an occurrence or be involved at this stage of the resolution process if the principal party does not wish for them to be notified and/or involved.

7.1.4 Conciliation

A principal party and a responding party may engage in conciliation at any time during the resolution process; however, conciliation can only proceed if both the principal party and the responding party

mutually agree to engage in conciliation and agree on the person who will facilitate the conciliation. Further, conciliation can only proceed if an investigator has not provided their final investigation report.

The principal party and the responding party are required to inform the designated recipient of their desire to participate in conciliation. The designated recipient will then facilitate discussion around selection of the conciliator and will schedule time for both parties to meet with the conciliator.

7.1.5 Investigation

The principal party may request an investigation at any time during the resolution process. If the principal party wishes to proceed with an investigation, they must inform the designated recipient who will provide notice of an investigation to the principal and responding party.

The designated recipient will select an investigator.

The selected investigator will investigate the occurrence and provide Purolator a report outlining a general description of the occurrence, their conclusion, and their recommendation to eliminate or minimize the risk of a similar occurrence. Purolator will then provide a copy of this report to the principal party, responding party and the applicable Workplace Committee. The report will not reveal, directly or indirectly, the identity of the persons who were involved in the occurrence or the resolution process of the occurrence.

Purolator and the applicable Workplace Committee will then meet to determine which of the recommendations in the investigator's report are to be implemented and will implement those recommendations.

The findings in an investigation's report may be taken into consideration when applying disciplinary measures.

7.1.6 Representations

A Principal or Responding Party are entitled to representation during the resolution process. A representative may include a union representative, friend, partner, or colleague.

7.1.7 Protection against Reprisal

Reprisal or retaliatory action against persons who report an occurrence or are involved in the processes under this policy is strictly prohibited. If you experience any retaliatory action or threat of retaliatory action from the responding party, witnesses or other person within or outside Purolator, please inform the designated representative or your manager.

7.1.8 Review and Update

Purolator's Workplace Harassment and Violence Prevention Policy, and associated processes must be jointly reviewed by Purolator and the Applicable Partner (Policy Committee) at least once every 3 years.

7.1.9 Emergency Procedures

If a harassment and violence occurrence poses an immediate danger to the health and safety of an employee, or if there is a threat of such an occurrence, please contact any local Security Office or call 911 for emergency services (police, fire and ambulance). Employees can also contact the Employee and Family Assistance Program (EFAP) at 1 (844) 880-9137.

7.1.10 Privacy

Purolator is committed to the protection of the privacy of the persons involved in an occurrence. Only trained staff will engage in the resolution process with the principal party and responding party. Further, any investigation report shall not disclose the identity of the persons involved in an occurrence or the

resolution process for an occurrence (this includes the principal party, responding party, witnesses and any other individuals interviewed by the investigator).

7.1.11 Other Recourse

Employees can pursue multiple recourse avenues for their occurrence, including filing a grievance with the Union, pursuing recourse under the *Canadian Human Rights Act* (if applicable) with the Canadian Human Rights Commission or pursuing recourse under the *Criminal Code*.

7.1.12 Support Measures

HR will develop a list of medical, psychological, or other support services that are available to employees within their geographical area. This list will be posted for all employees to reference.

7.1.13 Records and Reports

Purolator shall keep the following health and safety records associated with our Workplace Harassment and Violence prevention policy.

- the Workplace Harassment and Violence Prevention policy;
- a copy of the documents that form part of the work place risk assessment (QRA or JHA records);
- a copy of the documents that form part of each review and update of the work place risk assessment;
- for each instance where Purolator and the Policy Committee, the Workplace Committee or the Health and Safety Representative are unable to agree on a matter that is required by the Regulations to be done jointly, a record of Purolator's decision and the reasons for that decision;
- a record of each notice provided and of each action taken in response to the notice; (**Note:** Purolator must ensure that the resolution process is completed within one year after the day on which notice of the occurrence is provided.
- for each instance where a one year time limit is not met, a document that sets out the reason for the delay;
- a copy of each report that is prepared by an investigator;
- a copy of each Purolator annual report; and
- a copy of each Purolator fatality report provided under subsection 37(1).

7.1.14 Records Retention

Purolator shall keep all records related to an occurrence, including those records listed above, for a period of 10 years.

7.1.15 Annual Report to Minister

On or before March 1 of each year, the Director of Health and Safety will provide the Minister with an annual report which contains the following:

- Purolator's name or business name;
- Purolator's business number, as defined in subsection 248(1) of the Income Tax Act;

- the name of a person who can be contacted in respect of the report; and
- the following information regarding the occurrences for which notice was provided under in the preceding calendar year:
 - the total number of occurrences,
 - the number of occurrences that were related, respectively, to sexual harassment and violence and non-sexual harassment and violence,
 - the number of occurrences that resulted in the death of an employee,
 - if known, the number of occurrences that fell under each prohibited ground of discrimination set out in subsection 3(1) of the Canadian Human Rights Act,
 - the locations where the occurrences took place, specifying the total number of occurrences that took place in each location,
 - the types of professional relationships that existed between the principal and responding parties, specifying the total number for each type,
 - the means set out in section 32 by which resolution processes were completed and, for each of those means, the number of occurrences involved, and
 - the average time, expressed in months, that it took to complete the resolution process for an occurrence.

7.1.16 Fatality Report

If an occurrence results in the death of an employee, The Director of Health and Safety shall report the occurrence to the Minister within 24 hours after becoming aware of the employee's death.

The fatality report shall include the following information:

- Purolator's name or business name;
- Purolator's business number, as defined in subsection 248(1) of the *Income Tax Act*;
- a general description of the occurrence;
- the date and time of the occurrence; and
- the name of a person who can be contacted in respect of the report.

8. Non-Conformance

Non-conformance with this policy could result in risk of harassment or violence not being identified or controlled. Non-conformance with this policy could also result in a non-compliance with legislated obligations. Any employee who knowingly or recklessly violates this policy may be subject to discipline up to and including termination of employment.

9. Tools, Templates and Training

Tool/Template/Course Title	Description	Number Ref.

10. Version Control

Revision Date	Section	Amendment	Authors
December 11, 2020		Policy completely revised and shall be read in its entirety	Francisca Sotelo and Wayne Pardy