



# **DISCRIMINATION, BULLYING, AND HARASSMENT**

## **CORE 2.0 HAS A ZERO TOLERANCE POLICY TOWARDS DISCRIMINATION, BULLYING AND HARRASSMENT**

We do not tolerate discrimination on the basis of sexual orientation, age, gender identity, gender expression, ethnic origin, and other personal characteristics.

## **WE ALL HAVE AN IMPORTANT ROLE TO PLAY IN MAINTAINING A SAFE SPACE WHILE WORKING**

We commit to ensuring Event Staff under our supervision:

- do not participate in harassment or violence, and
- are not subject to harassment or violence.

We commit to taking the appropriate steps outlined in this document if an issue is raised.

YOU ARE EMPOWERED TO SPEAK UP IF THERE IS AN ISSUE WHETHER ON EVENT  
OR OUTSIDE OF AN EVENT.

If you are having an issue with the client, any guest or a fellow cast/crew member, please come speak to the on-site supervisor if you feel safe doing so.

If you do not feel comfortable reporting the incident to the Supervisor, please record as many of the details as possible (where, time, who was involved, witnesses, etc.), fill out and submit the grievance form found on our website in the CONTRACTORS ONLY area.



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## DISCRIMINATION

Discrimination is treating someone differently or poorly based on certain characteristics or differences.

These characteristics include, but are not limited to:

- Ethnicity
- Religion
- Sexual orientation
- Gender identity
- Gender expression
- Disability
- Class
- Background

Discrimination can take many different forms and oftentimes is subtle. It can look like:

- Verbal and written slurs
- Microaggressions
- Exclusion
- Stereotyping, racial profiling and labelling of persons
- Cultural appropriation or mocking of sacred traditions
- Not getting hired for a job or given the same opportunities for advancement



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## **HARASSMENT**

Workplace harassment is defined as a single or repeated incident of objectionable or unwelcome conduct, comments, bullying or actions intended to intimidate, offend, degrade or humiliate a particular person or group.

It's a serious issue and creates an unhealthy work environment resulting in psychological harm to workers.

Examples of harassing behaviour:

- Unwelcome conduct or comments that cause offence or humiliation
- Deliberate misgendering
- Unwanted sexual advances, and other unwanted verbal or physical conduct of a sexual nature

It does not include any reasonable conduct of a manager or supervisor related to the normal management of workers or a work site.

Differences of opinion or minor disagreements between Event Staff are also not generally considered to be workplace harassment if steps are taken to resolve the conflict.

## **HARASSMENT & WORKPLACE VIOLENCE**

Violence, whether at a work site or work related, is defined as the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm.



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## HARASSMENT & SEXUAL VIOLENCE

Sexual violence as a workplace hazard refers to any sexual act, attempt to obtain a sexual act, or other act directed against a worker's sexuality using coercion, by any person regardless of their relationship to the victim, in a workplace or work-related setting.

## BULLYING

Bullying is repeated and intentionally mean, cruel, hurtful behaviours done by someone with more power in a social relationship. There are 4 types of bullying: verbal, physical, social and cyber.

### Examples of bullying can include:

- Name-calling, insults and put-downs
- Making racist, sexist or homophobic comments
- Hitting, slapping or punching
- Stealing or damaging property
- Gossiping or spreading rumours
- Sending mean or hurtful content through texts, email or social media

Bullying turns into harassment when the behaviour goes against the Ontario Human Rights Act – in other words, when people are bullied because of ethnicity, religion, sexual orientation, gender identity, gender expression, disability, class, or background.



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## **DEALING WITH CONFLICT**

Core 2.0 recognizes that conflict is a normal part of working together. We also take our Event Staff's protection seriously. In the following pages, we outline how we deal with conflict.

## **INFORMAL RESOLUTION**

We empower our team to resolve situations informally, wherever possible. The office team will help in the informal process as much as possible. Informal conversations will not be recorded.

The process for informal resolution also applies if you have an issue with our office team members. Our door is always open and we are here to listen and learn.

Ways to informally resolve conflict can include:

- Having a private conversation with the person involved without the office team being involved
- A resolution achieved via email between the person and yourself
- A verbal agreement between the person and yourself



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## **FORMAL RESOLUTION**

Sometimes conflicts arise that cannot be resolved with a quick conversation. In this case, we ask you to fill out the grievance form that can be found in the CONTRACTORS ONLY section of our website. Within 7 days of receiving the grievance form, the office team will confirm receipt and begin the grievance procedure as per below.

## **CONFLICT BETWEEN THE CORE TEAM OR WITH A CLIENT**

Information will be gathered from the disputants (for example: what happened, when it happened, where it happened, how often it happened, who else was affected, if applicable), as well as any witnesses, and things like CCTV footage if necessary.

If the conflict is deemed to be resolvable, the office team will act as mediator. If an agreement is reached during the mediation, this agreement will be made verbally between the affected parties with a member of the office team as witness.

If needed, this agreement will also be put into a letter. Both parties will sign on their agreements.

If a clear breach of a policy is established, the office team will decide what appropriate measures need to be taken.



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## CONFLICT BETWEEN THE CORE TEAM AND THE OFFICE TEAM

Information will be gathered from the disputants (for example: what happened, when it happened, where it happened, how often it happened, who else was affected, if applicable), as well as any witnesses, and things like CCTV footage if necessary.

If the conflict is deemed to be resolvable, an outside mediator with background in equity and inclusion will be hired for the process. If an agreement is reached during the mediation, this agreement will be made verbally between the affected parties with a member of the office team as witness. If needed, this agreement will also be put into a letter. Both parties will sign on their agreements.

If a clear breach of a policy is established, the investigator will decide what appropriate measures need to be taken.

## POST CONFLICT

After a conflict situation, we will reflect on how a similar situation may be prevented. Any changes to policies or expectations regarding Event Staff will be communicated clearly.

### **The Office Team will check-in with the disputants a month (4 weeks) after the conflict to see:**

- If the resolution has been effective, and gather feedback on the resolution process
- To check-in on their mental well-being
- To check-in on how their security and safety has felt at Core 2.0 over the past 4 weeks, if they have been contracted for any events during that time



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## HOW MEDIATION WORKS

We will approach mediation with balance and curiosity in order to collaboratively resolve a conflict where possible. Mediation at Core 2.0 will come from a place of anti-oppression and we will be vigilant to where bias and privilege may show up in dialogue.

Mediation sessions will not be recorded and what is discussed is confidential. We pledge to respect the privacy of all concerned as much as possible, however, the mediator does have the right to submit a report of the agreements reached to the Office Team for any further discussions where appropriate.

## EFFECTIVE MEDIATION

Effective Mediation looks like:

- Allowing each participant to speak without interruption or judgement
- Actively listening
- Communicating clearly using neutral language
- Demonstrating empathy and understanding
- Finding common ground
- Creating a safe space to work through the conflict
- Respecting the privacy of all involved parties

If the situation cannot be resolved internally, Core 2.0 will seek an unbiased, external mediator with background in equity and inclusion. These include instances such as:

- When potential legal issues are involved
- When the office team does not have the time or training to conduct the conflict resolution process needed
- The conflict is a recurring issue





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## NOT EVERY CONFLICT CAN BE MEDIATED

Core 2.0 recognizes its legal obligation to protect its Event Staff from harassment. This means not every conflict situation is suitable for mediation. The office team will decide after investigation what the best course of action is.

For serious incidents that have legal consequences, we are obligated to take action to address the incident.

If a team member is found to be at fault, there may be consequences following the investigation. These consequences also extend to any inappropriate behaviours. In every scenario, we will use this as a learning opportunity.

Consequences may range in the severity of:

- Verbal Warning
- Written Warning to be kept on file
- Suspension from the next event
- Termination of contract for services

If the misconduct is severe or endangers another team member, a guest, or a client, we reserve the right to dissolve the contract of the Core team member immediately.

We commit to fair contract terminations that are based solely on misconduct and not on discriminatory bases including but not limited to: age, sex, ethnicity, sexual orientation, gender identity or expression.