# WORKPLACE VIOLENCE, HARASSMENT, BULLYING & WEAPONS PROGRAM

***TASK INSTRUCTION***

**THESE PROCEDURES APPLY TO ALL EMPLOYEES IN CANADA**

**Created Date:** 2002 **Reviewed Date:** September 2022 **Revised Date:** September 2022

**Created By:** Corey Burt **Approved By:** Cheri Duggan

Purpose

To ensure all Kelly employees are aware of the procedures to follow if:

* You are a victim of workplace violence, harassment, bullying or an incident involving weapons
* You become aware of an incident of workplace violence, harassment, bullying or one involving weapons
* You observe inappropriate behaviour related to workplace violence, harassment, bullying or weapons

Benefits to ensuring employees are aware of proper procedures to follow in the event of an incident and promptly reporting workplace violence:

* Initiates Human Resources (HR) and the Safety Department (SD) personal protection guidance and response/assistance
* Minimizes injury, damage to property, and business disruption
* Ensures the appropriate engagement and liaison with law enforcement
* Provides necessary data for the assessment of future risk and opportunities for policy updates/corrective actions
* Assists in ensuring the return to normal operations as quickly as possible
* Fosters business relationships through the successful resolution of potentially violent situations

Scope

This program applies to all full-time and temporary Kelly employees.

Procedure

Kelly is committed to:

* Eliminating or if that is not reasonably practicable, controlling, the Hazard of harassment, bullying or violence in the workplace; and
* Ensuing employee safety and doing everything we can as an Employer to prevent the placement of our employees in unsafe work environments.

Kelly will investigate any incidents of harassment, violence or bullying and take corrective action to address these incidents after reviewing this program with the employee.

The information regarding the incident will be uploaded by Human Resources into Origami for retention and tracking purposes.

Kelly will not disclose the circumstances related to an incident of violence or harassment or the names of the complainant, the person alleged to have committed the violence or harassment, and any witnesses, except:

* Where necessary to investigate the incident or to take corrective action, or to inform the parties involved in the incident of the results of the investigation and any corrective action to be taken to address the incident.
* Where necessary to inform workers of a specific or general threat of violence or potential violence.
* As required by law.
* Kelly will disclose only the minimum amount of personal information that is necessary to inform workers of a specific or general threat of violence of potential violence.

Kelly wants to ensure that this policy is not intended to discourage a worker from exercising rights pursuant to any other law, including the Alberta Human Rights Act.

Our CH&SA contains a section on assessing workplace violence and is in place to help PREVENT Kelly Services from placing an employee in a position where it has been deemed there is a high likelihood of workplace violence or at a customer site where a workplace violence prevention program is not in place. Please refer to the CH&SA Task Instruction prior to servicing a customer.

Task Instructions: When you become aware of an incident of workplace violence, harassment, bullying, one involving weapons or observe inappropriate behaviour during work.

Also, refer to the ***Harassment Policy*** and the ***Talent Handbook*** on KellyWeb Canada or myKelly.ca.

1. **When an immediate threat to your safety or the safety of others exists, contact law enforcement immediately by calling 911, take cover, lock doors/windows, ensure you have access to a phone or evacuate.**

* **In a medical emergency, immediately seek first aid and emergency medical assistance.**

1. **Immediately contact:**

* your Kelly Representative, or
* Renee Kerr, HR Business Partner, at +1 416 254 0877, or
* Holly Hardison, Safety, Health & Environmental Manager, +1 226 759 5839, or
* Cheri Duggan, Global Senior Safety, Health & Environmental Manager, +1 661 204 2959, or
* Kelly’s Business Conduct & Ethics Reporting Hotline at 877-978-0049 or online   
  (<https://secure.ethicspoint.com/domain/media/en/gui/82243/index.html>)

**Note:** In the event that an incident is communicated to the Branch Health and Safety Representative, they will report it to the employee’s manager and/or Human Resources immediately.

1. **Provide details of the incident or behaviour and the following information:**

* Your name, title, branch number and location
* Name(s) and contact information of aggressor(s) and relationship to Kelly and victim(s)
* Name(s) and contact information of victim(s) or subject(s) of aggressor’s behaviour
* Name(s) and contact information of other individuals directly or indirectly involved in the incident and a description of each person’s participation
* Name(s) and contact information of any witnesses
* Time and location of the incident
* Events immediately preceding the incident that may have contributed to its occurrence
* Exact wording of the threat
* Description of behaviour by aggressor(s) to substantiate intent to follow through on any threat
* Description of apparent physical and emotional state of aggressor(s)
* Description of behaviour by victim(s) or subject(s) of aggressor(s)
* Description of apparent physical and emotional state of victim(s) or subject(s) of aggressor(s)

**Note:** Kelly employees are obligated to report all incidents of workplace violence, regardless of whether the preceding information is available to them—and, regardless of the nature of the relationship between the various people involved (e.g., a co-worker, supervisor or relative).

1. Upon notification of an incident the Kelly Representative/Manager will provide notification to the Human Resources Department/Safety Department.
2. The Human Resources Manager/Safety Department will take the following steps:

* Initiate an investigation, develop a response strategy and engage internal or external resources (Corporate Safety & Security department at Kelly global headquarters).
* Give prompt assistance to affected individual(s), branch/department, customer and law enforcement.
* Engage or support the engagement of law enforcement, if the situation requires the removal of an aggressor from the premises.
* Provide guidance on follow-up steps, customer relations and seek and/or support prosecution of the aggressor(s).

Definitions

**Workplace Violence:** Workplace violence is an act of aggression, physical assault or threatening behaviour that occurs in a work setting and causes physical or emotional harm to customers, co-workers or managers.

**Harassment:** Aggression, intimidation, unwanted touching, offensive comments, sexual or physical assault, lewd comments.

**Bullying:** The use of force, threat or coercion to abuse, intimidate or aggressively to impose domination over others.

**Weapon:** Device designed to injure or kill; a device designed to inflict injury or death on an opponent (i.e. knife, gun, etc.)

**CH&SA:** Customer Health & Safety Assessment.

**KLC:** Kelly Learning Centre.

References

* KellyWeb Canada > Health & Safety > Policies and Procedures

Communication

Workplace violence, weapons and bullying information will be communicated during the orientation stage of the Hiring/Registration process. Subsequent communication as required will be via regular Kelly communication methods, such as the Communicator, newsletters, branch, and on-site employee meetings, KellyWeb (Canada) and myKelly.ca.

Training

All initial employee training will take place during the orientation stage of the Hiring/Registration process.

Kelly full-time employees will be trained during the initial orientation. Training dates will be available on the KLC.

Additional training is available to any employee upon request. Contact the Safety Department to arrange any additional training.

Roles & Responsibilities

Kelly is responsible for meeting its legal obligation to assess the work environment in an effort to ensure a safe work environment for all Kelly employees and to provide worker training.

Every employee/worker is responsible for following these procedures, reviewing the available program material, reporting unsafe working conditions and participating in required training.

The Human Resources department and Safety department are responsible for the content of this document as well as for delivering the associated KLC training.

The Human Resources Department and the Safety Department are the designated owners of this Task Instruction and is responsible for content as well as ensuring the document is updated as required and maintained in a current status.

Evaluation & Acknowledging Success

The Human Resources Department and the Safety Department will evaluate this program annually.

Program success will be evaluated based on compliance to these procedures in the event of an incident and the avoidance of any injuries. The HR or Safety department will address any non-compliance immediately and will escalate to the appropriate level of management as required.

Legislation

Kelly annually reviews all applicable provincial legislation and uses the most comprehensive piece of provincial legislation to design our country-wide program.

* Ontario Occupational Health & Safety Act: Sections 25, 27, 28 and 32.0.5
* British Columbia Workers Compensation Act: Sections 115, 116 & 117

Reason for Issue

Kelly Occupational Health & Safety Compliance

Contact

Direct any questions about these procedures to your immediate supervisor or:

* Renee Kerr, HR Business Partner, at +1 416 254 0877, or
* Holly Hardison, Safety, Health & Environmental Manager, +1 226 759 5839
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