**SKY HIGH WINDOW SERVICES LTD. ANTI-HARASSMENT POLICY**

**Company Commitment**  
Sky High Window Services Ltd., we are committed to providing a safe and respectful work environment for all workers and customers. No one, whether a manager, an employee, a contractor, or a member of the public, has to put up with harassment at Sky high Window Services Ltd., for any reason, at any time. And, no one has the right to harass anyone else, at work or in any situation related to employment. This policy is one step toward ensuring that our workplace is a comfortable place for all of us.  
  
  
**Harassment is against the Law**  
  
The Ontario Human Rights Code prohibits harassment on the basis of race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability. The Criminal Code prohibits physical and sexual assault. You have a right to live and work without being harassed, and if you are harassed, you can do something about it. This policy tells you what to do if you experience harassment at work, or if you, as a manager or an employee, become aware of a harassing situation.  
  
  
**What harassment is**  
  
Harassment is any behaviour that degrades, demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions (eg. touching, pushing), comments (eg. jokes, name-calling) or displays (eg. posters, cartoons).  
  
Harassment can take place in the workplace itself, or outside or the workplace in a situation that is in some way connected to work. For example, during delivery trips, off-site meetings, business trips. Harassment will not be tolerated in any work-related place or event.  
  
Sexual harassment includes offensive or humiliating behaviour that is related to a person’s sex, as well as behaviour of a sexual nature that creates an intimidating, hostile, or “poisoned” work environment, or that could reasonably be thought to put sexual conditions on a person’s job or employment opportunities. A few examples are: questions and discussions about a persons’ sexual life; persisting in asking for a date after having been refused; writing sexually suggestive letters or notes. Sexual harassment often occurs in situations where there is unequal power between the people involved.

**What isn’t harassment**  
  
Consensual banter or romantic relationships, where the people involved consent to what is happening, are not harassment. Appropriate performance reviews, counselling, or discipline by a supervisor or manager are not harassment.  
  
  
**Worker's Rights and Responsibilities**  
  
All workers have the responsibility to treat each other with respect, and to speak up if they or someone else is being harassed. All workers have a responsibility to report harassment to the appropriate person.   
  
Workerss also have a responsibility to cooperate in the investigation of a harassment complaint. Anyone who gives evidence in an investigation, or who is otherwise involved in the process, must keep this information confidential, except as is necessary to deal effectively with the complaint.  
  
  
**Worker's and Managers’ Responsibilities**  
  
Sky High Window Services Ltd. and its managers/supervisors have full responsibility for fostering a safe working environment, free of harassment. All management at Sky High Window Services Ltd. has the responsibility to stop harassment. If you become aware of harassment in your work area, or elsewhere in the company, you must do everything you can to stop it, whether or not a complaint has been made.

It is the responsibility of a director, manager, or any person within this company supervising one or more employees to take immediate and appropriate action to report or deal with incidents of harassment of any type whether brought to their attention or personally observed. Under no circumstances should a legitimate complaint be dismissed or downplayed nor should the complainant be told to deal with it personally.

Sky High Window Services Ltd. seeks to provide a safe, healthy and rewarding work environment for its workers. **Harassment will not be tolerated within this company!** If you feel you are being harassed, contact us. We want to hear from you.

**Please note:.** Any worker may file a complaint with the Ontario Human Rights Commission within six months of the occurrence of alleged discrimination or harassment.

**Procedures applying to complaints of harassment**

1. If you are being harassed, the first thing to do is tell the person harassing you to stop, if possible. You can do this in person or in writing.  
2. If communicating directly with the person does not work or you feel unable to deal with him/her directly, you can speak to your supervisor, operations manager or call 416-402-1806 and speak with Uldis Blodans.

3. There may be informal ways to address your complaint: you can have the supervisor you have advised of the complaint assist you speak to the harasser or you may ask them to arrange for mediation, a process by which a neutral third party helps the people involved reach a solution acceptable to the both of them.

4. If the informal route for resolving a harassing situation does not succeed or is not appropriate, Sky High supports its workers in filing a formal complaint with the Ontario Human Rights Commission.  
  
   
**Corrective Action for Harassers**  
  
Someone who has harassed another person will be subject to one or more of the following forms of discipline, depending on the severity of the harassment:  
  
• A written reprimand;  
• A fine;  
• A suspension, with or without pay;

• Dismissal.

In most cases, the harasser will also be required to attend an anti-harassment training session.  
  
If the investigation does not find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser. When the investigation reveals harassment occurred, the incident and the discipline which is imposed on the harasser will be recorded in the harasser’s file.  
  
  
**Confidentiality**  
  
Sky High Window Services Ltd. will not disclose a complainant’s or alleged harasser’s name, or any circumstances related to a complaint, to anyone, except as necessary to investigate the complaint or take disciplinary action related to the complaint, or as required by law. Managers involved in a complaint are reminded to keep all information confidential, except in the above circumstances.

**Retaliation**  
  
Anyone who retaliates in any way against a person who has complained of harassment, given evidence in a harassment investigation, or been found guilty of harassment, will themselves be considered to have committed harassment and penalized accordingly. The possible penalties are the same as those assessed against harassers, set out above.

**Ontario Human Rights Commission**  
If you feel uncomfortable or threatened, speak to a person in authority about it (a supervisor, the owner of the store, etc.). You can choose to contact the Human Rights Tribunal of Ontario to file an application. Where harassing behaviour makes you feel like you’re in danger or leads to violence, you should call the police. You may also contact the Assaulted Women's Helpline, a 24-hour crisis line, at 1-866-863-0511, TTY Toll Free 1-866-863-7868, or visit [www.awhl.org.](http://www.awhl.org) for more information.