

10.0	CODE OF CONDUCT
10.3	Code of Conduct BIA Members – Complaint Procedure
	<p data-bbox="300 367 1421 430"><i>Authority: Workplace Harassment and Violence Prevention Policy as per Ontario Occupation Health And Safety Act – Bill 168</i></p> <p data-bbox="300 451 1421 787">The Downtown Orillia Management Board is committed to working with its Workers to provide a safe workplace. The Downtown Orillia Management Board believes in the prevention of harassment, violence and promotes a violence-free workplace in which all people respect one another and work together to achieve common goals. Any act of harassment or violence committed by or against any member of our workplace or member of the public, is unacceptable. The Downtown Orillia Management Board will not tolerate any acts of harassment and/or violence and will take all reasonable and practical measures to prevent violence and protect Workers from acts of harassment and violence. Appropriate remedial, disciplinary, and/or legal action will be taken according to the circumstances.</p> <p data-bbox="300 829 1421 861">The Downtown Orillia Management Board is committed to:</p> <ul data-bbox="349 871 1421 1018" style="list-style-type: none"> (a) Investigating reported incidents of workplace harassment and/or violence in an objective and timely manner; (b) Taking necessary action to respond to those incidents; and (c) Providing support for complainants. <p data-bbox="300 1039 1421 1134">Harassment is any kind of behavior that humiliates, victimizes or threatens a person, like directing racial slurs and making sexual advances. Innuendos, veiled threats and inappropriate or offensive jokes are all included in our definition.</p> <p data-bbox="300 1165 1421 1270">Harassment can happen in-person, over the phone, via email or through a messaging app. It can come from strangers or people you know. Anyone who objectifies, threatens or ridicules our employees is a harasser.</p>
	<hr/> <p data-bbox="300 1365 1421 1438">Policy Adoption Date: <i>October 23, 2018 – Membership</i> <i>November 20, 2018 - Board</i></p>
	<p data-bbox="300 1470 1421 1501"><u>Objectives</u></p> <ul data-bbox="349 1512 1421 1753" style="list-style-type: none"> • To establish standard guidelines for behavior for all BIA members; • Establish the course of action the Board of Directors must adhere to fully investigate a complaint; • Establish standard consequences for those found in contravention of the standards of behavior to ensure all staff, board members and BIA members are treated respectfully to maintain a harassment and violence free work environment.

Behavioral Guidelines/Expected Behavior

As a professional business organization, the Downtown Orillia BIA expects members to observe and abide by the Code of Conduct, upholding the values, professionalism and integrity of the Downtown Orillia Business Community.

All members are expected to be respectful of one another, staff and board members and work together to achieve common goals.

The following Code of Conduct is taken as accepted by members upon registration of business with the BIA office.

The obligations and responsibilities of all members of the Downtown Orillia BIA are as follows:

- To maintain the highest standards of conduct and engage in Downtown Orillia BIA events in a professional and dignified manner, acting with integrity and respectfulness when interacting with Downtown Orillia BIA staff, board members, other members and the general public.
- Not to speak or to comment on behalf of the Downtown Orillia BIA or hold oneself out as having authority to do so unless specifically requested or instructed or otherwise having obtained prior consent to do so from the Executive Committee of the Board of the Downtown Orillia BIA.
- Not to act in such a way that the Board deems, in its reasonable opinion, to be injurious or prejudicial to the character or interests or reputation of the Downtown Orillia BIA.
- To respect and comply with reasonable requests or directions given by Downtown Orillia BIA staff, board members or third party organization – for example at Downtown Orillia BIA events hosted on street– and not to act in such a way at any Downtown Orillia BIA event or activity, whether at the Downtown Orillia BIA office, on street or at an external venue, that would be likely to cause injury or harm to self or to others.
- To respect the confidentiality requirements and privacy policies of the Downtown Orillia BIA, and confidentiality requirements requested to be observed by Downtown Orillia BIA staff, board members and other members; this includes refraining from activities or practices that are or could be construed to be anti-competitive or anti-trust in nature.
- To respect the right of Downtown Orillia BIA staff, board members, members and non-member participants to a safe environment when working for, or attending or participating in events, meetings or activities hosted or facilitated by, the Downtown Orillia BIA, free from harassment, abuse or discrimination and, in particular, not to use threatening behaviour towards nor harass any member of Downtown Orillia BIA staff or Downtown Orillia BIA member, invitee, guest or other non-member participant.

- To ensure that communication with Downtown Orillia BIA employees, board members and other BIA members is measured, reasonable and professional and devoid of any comments against any of them in their personal capacity.
- Not to issue – whether via email, phone, SMS, social media or similar platform – any malicious, inflammatory, critical, defamatory, abusive or threatening messages or statements in relation to the Downtown Orillia BIA, its staff, board members or other member. Members instead should use proper channels to address board of issues, or follow the procedure for complaint process.
- To act in accordance with the laws, rules and regulations of the City of Orillia and Downtown Orillia BIA
- To abide by the Downtown Orillia BIA's constitution and any conflict of interest guidelines or other policies and codes as may be issued or updated from time to time.

Procedure for Complaint

1. Following an incident, complainant (Staff, Board member, BIA member) fills out and submits the Workplace Harassment and Violence Prevention Concern Report Form (DMB -Workplace Harassment and Violence Prevention Policy) to immediate supervisor or Executive Committee member or member of the board or BIA.
2. Executive Committee or committee of members appointed by the board investigate the merits of the complaint by speaking with everyone involved.
3. Executive Committee presents findings to Board of Directors in Closed Session and determines actions to resolve the concern/incident as well as identify methods of prevention in the future.
4. Executive Committee/Chair meets with complainant to discuss the course of action

Disciplinary Action

BIA and Board members found to be in violation of the BIA Members Code of Conduction will face all or some of the following disciplinary action:

1. 1st offence – depending on the severity of the incident and the potential danger involved – the member will receive a written warning from the board that they must stop the behavior immediately or they will face further disciplinary action.
2. Member will be deemed to be no longer in Good Standing as a BIA Member for a period of time, (3 mos. to indefinite) determined by the board based on the severity of the incident, frequency and if it's a repeat offence;
3. Additionally for BIA board members found in violation, the board will request Council suspend or remove member from the board;
4. A BIA member no longer in good standing will not be able to participate in promotions/advertising/events organized by the BIA.

Other

- When an employee or board member must meet with a member to discuss a possible contentious matter, a second Board Member/BIA member will attend to ensure the encounter remains respectful.
- The Downtown Orillia Management Board will involve the police if a harasser stalks, assaults or verbally/ physically threatens an employee or board member. When harassers seem dangerous for example, if a harasser refuses to leave the premises and threatens physical violence, staff/board member are instructed to call the police immediately.