

## Excerpt from: Lakeside Golf Club (Updated April 2025)

# WORKPLACE HEALTH & SAFETY MANUAL

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### 14.8 Lakeside Golf Club Workplace Respect Policy

*The Lakeside Golf Club* is firmly committed to ensuring a positive and professional work environment in which all stakeholders are treated with respect and dignity.

Respect is defined as the willingness to show consideration for the rights or feelings of others; to treat them courteously, inclusively and safely.

We believe in a proactive approach to respect and support the objective of providing all Stakeholders with a healthy and safe work environment. It is required that Stakeholders take preventative action to ensure that risks to a Stakeholder's health and safety due to violations of respect are eliminated or reported.

This policy prohibits all forms of unprofessional conduct, harassment (bullying, cultural insensitivity and discrimination) and violence – hereinafter referred to as violations of respect – by Stakeholders who have any interaction with/on Club property. Violations of respect will be investigated and, if substantiated, dealt with expeditiously.

#### Violations of respect are defined as:

**Unprofessional conduct:** Behaviours that are unacceptable and can include inappropriate tone of voice, belittling behaviour such as eye-rolling, outward signs of exasperation or frustration, condescending verbal and/or body language, favouritism, inappropriate communication (verbally or through an email exchange) or non-adherence to dress code.

**Harassment:** Occurs when a Stakeholder is subjected to unwelcome verbal or physical conduct that is offensive, demeaning, humiliating, hostile or embarrassing to a Stakeholder or group of Stakeholders. It includes bullying, cultural insensitivity and discrimination. Onus is on the Stakeholder experiencing the harassment to inform the harasser or a supervisor or management that the behaviour is unwelcome.

In our policy, harassment is divided into:

- **Bullying:** Interpersonal hostility that is deliberate, repeated and sufficiently severe as to harm the targeted Stakeholder's health, safety or economic status. It is driven by the perpetrator's (the bully's) need to control another Stakeholder, not by any legitimate need.
- **Cultural insensitivity:** Includes behaviour(s) directed towards a Stakeholder that is disrespectful or cause humiliation or frustration to that Stakeholder based on characteristics such as age or communication style.
- **Discrimination:** Defined differences based on the personal characteristics of a Stakeholder resulting in some disadvantage to that Stakeholder. Discrimination is a form of harassment prohibited under the *Alberta Human Rights Act*. Employers are legally responsible for actively discouraging and prohibiting humiliating conduct or language that results in the working conditions of one Employee being less favourable than those of another Employee based on the following grounds:
  - Race
  - Age
  - Religious Beliefs
  - Colour
  - Place of Origin
  - Gender
  - Mental Disability
  - Physical Disability
  - Ancestry
  - Marital Status
  - Sexual Orientation
  - Source of Income
  - Family Status

**Workplace Violence:** The threatened, attempted or actual conduct of a person that causes or is likely to cause physical injury. These acts include threats, menacing or threatening behaviour, and all types of physical or verbal assaults.

**In adherence to this policy, the following processes will be implemented.**

1. Stakeholders are encouraged to report and seek resolution of the incident.
2. There shall be no adverse consequences against any Stakeholder for notifying management of a violation of this policy unless investigation determines that the Stakeholder intentionally fabricated the charges against the accused.
3. There shall be no retaliation from Stakeholder(s) directed at a Stakeholder making a complaint. In the event it is found that retaliation against a Stakeholder who exercises his or her rights under this policy has occurred, severe discipline up to and including termination, ineligibility for rehire, loss of access or Club privileges will be imposed.
4. Investigations will be conducted in strict confidence.
5. Investigators will advise Stakeholders involved or consulted throughout the process that discretion and strict confidence is required.
6. Malicious or false complaints and violations of respect will not be tolerated and appropriate disciplinary action will be taken, up to and including dismissal, ineligibility for rehire, loss of Club privileges, and/or loss of Club access.