



Dignity at Work Policy

Our Commitment

Maple Cleaning Services is dedicated to fostering a work environment free from harassment and bullying, where every individual is treated with dignity and respect. Such behaviours can have serious consequences for individuals and the organization, including stress, health issues, negative impacts on performance, and even legal implications.

Severe harassment or bullying can lead to mental illness, diminished morale, increased staff turnover, legal claims, and reputational damage. Employees found guilty may face disciplinary action, up to and including dismissal, and could be held personally liable in legal claims. In extreme cases, harassment may constitute a criminal offense.

Maple Cleaning Services strictly prohibits bullying and harassment in any form. Allegations will be investigated promptly, and appropriate disciplinary actions will be taken. Victimization of individuals making complaints in good faith or supporting a complaint is also not tolerated and is considered a disciplinary offense.

Scope of This Policy

This policy applies to:

- Employees, managers, contractors, agency staff, and others engaged to work with the Company, regardless of contractual relationships.
- Workplaces and work-related settings such as business trips and social events.

If the complainant or alleged harasser is not directly employed by Maple Cleaning Services (e.g., agency workers), necessary modifications will be applied, such as requiring the agency to remove the individual if appropriate.

Understanding Bullying and Harassment

Bullying

Bullying includes offensive, intimidating, malicious, or insulting behaviour, as well as any misuse of power meant to undermine, humiliate, or injure another individual.

Harassment

Harassment involves unwanted conduct related to protected characteristics, including:

- Sex
- Gender reassignment
- Race (including nationality, ethnic, or national origins)

- Disability
- Sexual orientation
- Religion or belief
- Age

Harassment may be intentional or unintentional, but if a reasonable person would recognize the behaviour as likely to cause offense, it qualifies as harassment. Even actions intended as “jokes” may be unwelcome.

Some forms of behaviour, such as sexual touching, are inherently offensive and do not require prior notice from the victim to be considered harassment. Other behaviours, such as banter, flirting, or social invitations, may only become harassment if the conduct continues after the individual has made it clear that it is unwelcome.

Harassment can also occur due to perceived characteristics (e.g., mistakenly assuming someone is of a certain religion or sexual orientation) or through association with someone who has a protected characteristic.

Examples of Bullying and Harassment

Unacceptable behaviour includes (but is not limited to):

- Physical conduct, from unwelcome touching to serious assault.
- Unwelcome sexual advances or requests for sexual favours tied to employment benefits.
- Threats related to rejecting sexual advances.
- Demeaning comments about appearance.
- Racist, sexist, ageist, or disability-related jokes or comments.
- Personal questions about someone’s sex life.
- Malicious rumours or insults.
- Isolation, exclusion, or non-cooperation.
- The display of offensive material.

A single serious incident may qualify as harassment.

All bullying and harassment are considered misconduct and may result in disciplinary action, up to and including dismissal.

Understanding Victimization

Victimization occurs when someone is subjected to a detriment because they have made a complaint in good faith, supported another person’s complaint, or provided evidence. Examples include being isolated, assigned heavier workloads, or otherwise penalized.

As long as the complaint is made in good faith, the complainant has a right not to be victimized, regardless of whether the complaint is upheld. However, knowingly making false complaints may result in disciplinary action.

Reporting Bullying or Harassment

Informal Resolution

The offending individual may not be aware of the impact of their behaviour. If you feel comfortable, you can address the issue informally by discussing the behaviour with them directly or with the support of a manager, HR representative, or colleague.

Formal Complaint

If informal resolution is ineffective or inappropriate, you can file a complaint through Maple Cleaning Services's grievance procedure. Serious cases may warrant police involvement, and HR can facilitate filing a report.

Investigation Process

- All complaints will be investigated promptly and fairly.
- If necessary, disciplinary proceedings will be initiated.
- The complainant has the right to be accompanied at meetings.
- Confidentiality will be maintained as much as possible.
- If upheld, efforts will be made to ensure that the complainant does not have to work alongside the harasser.

If the complaint is not upheld, support will be provided to both parties to facilitate workplace relationships.

Preventing Bullying and Harassment

All employees have a responsibility to:

- Treat colleagues with dignity and respect.
- Challenge inappropriate behaviour.
- Report harassment or bullying.

Managers must:

- Lead by example.
- Maintain a supportive environment.
- Ensure staff understand behavioural expectations.
- Intervene and report incidents.

Responding to Complaints

If you are accused of bullying or harassment:

- Take the complaint seriously and acknowledge that different people have different comfort levels.
- If approached informally, an apology and a commitment to change behavior may resolve the matter.

- If a formal complaint is filed, Maple Cleaning Services will investigate and take appropriate action under its disciplinary policy.
- Confidentiality will be maintained throughout the process.
- If found guilty, disciplinary measures, including dismissal, may apply.

Policy Implementation

- Maple Cleaning Services will provide training to employees and managers to ensure understanding and compliance.
- Periodic reviews and monitoring will help measure the effectiveness of maintaining a respectful workplace.