1.0 INTRODUCTION AND APPLICABILITY
The Beer Store (TBS) and Brewers Distributor Limited (BDL) are committed to providing a safe, healthy and supportive work environment. This policy defines behaviour that constitutes workplace violence, bullying and harassment, and explains procedures to report such events. Every reasonable precaution will be made to identify, minimize or eliminate sources of workplace violence and harassment. Our organization will not condone any form of violence, harassment or bullying within TBS/BDL locations. We expect everyone to conduct all activities related to the Beer Store with integrity and respect (Refer to TBS Code of Conduct for additional information). This policy will be reviewed on an annual basis and is applicable to all workers and anyone visiting or working within TBS/BDL locations.

2.0 RESPONSIBILITIES AND ACCOUNTABILITIES
2.1 The Employer shall:
- Take every precaution reasonable for the protection of workers and ensure that measures and procedures within this policy are carried out;
- Respect and exhibit behaviors which are consistent with the requirements of this policy;
- Promptly respond to and investigate all complaints of violence and/or harassment;
- Ensure compliance by all employees, contractors, customers, volunteers, visitors, etc.;
- Provide training and education to all employees;
- Communicate policy to workers and post a copy of this policy/procedure in the workplace;
- Identify and alert staff to violent persons and hazardous situations;
- Contact Corporate Health and Safety, Employee Relations, Wellness Services or Loss Prevention for assistance;
- In consultation with the Worker Health and Safety Representative/JHSC member, conduct Risk Assessments and establish control measures;
- Immediately report/document any incident and/or inappropriate behavior that violates this policy;
- Investigate all workplace violence/harassment using the electronic Accident/Incident Report Form;
- Ensure corrective actions or other measures are implemented and monitored;
- Participate with Corporate Health and Safety to communicate Workplace Violence Risk Assessment content; and
- After each workplace violent event reassess location with safety labour representative, implement additional control measures as deemed necessary.

2.2 Workers shall:
- Respect and exhibit behaviours which are consistent with the requirements of this policy;
- Participate, when required, in Workplace Violence Risk Assessment;
- Immediately report to the Manager or supervisor any incident or behaviour which contravenes this policy. Manager or supervisor will then notify Corporate Health and Safety and Employee Relations;
- Take every reasonable precaution (i.e. follow training provided) to protect all from violence and harassment;
- Ensure false accusations are not made, any employee found making false accusations/statements may be subject to disciplinary action, up to and including termination of employment;
- Refuse work if the worker has reason to believe that workplace violence is likely to endanger himself or herself; and
- Act in good faith and follow requirements in TBS Code of Conduct document.
2.3 Joint Health and Safety Committee Members (or Worker Representatives) shall:

- Review applicable risk assessment and make recommendations to management for changes as required;
- In consultation with management, investigate any work refusal associated with workplace violence;
- Review all workplace violence/harassment incident reports and make recommendations to management to prevent reoccurrence as required; and
- Maintain confidentiality by not disclosing any information relating to a report of violence, its investigation and/or resolution, except as required by this policy and program by law.

3.0 DEFINITIONS

**Workplace Violence**

- Physical force by a person against a worker in a workplace that causes or could cause physical injury to a worker;
- An attempt to exercise physical force against a worker in a workplace that could cause physical injury to a worker; and/or
- A statement or behavior that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker;

**Workplace Harassment**

- Engaging in vexatious (causing or tending to cause annoyance/frustration) comments or conduct, including, but not limited to, yelling, spreading rumours, malicious comments, name calling or sabotage that is known or ought to be reasonably known as unwelcome;
- Any verbal or non-verbal comments or behaviour that are unwelcome, embarrassing, offensive, threatening or degrading to another person, including all forms of harassment which has the intent or effect of creating an intimidating, hostile, uncomfortable or offensive work environment which might, on reasonable grounds, be perceived unwelcomed and offensive;
- Any act that instills fear, or any physical advance with sexual overtones between two or more individuals. This includes sexually explicit statements, leering, lewd gestures, jokes, unwanted flirtation, unwanted physical attention, invitations or propositions, displays or pornographic material that makes another person uncomfortable; and/or
- Harassment can be in the form of discrimination based on race, ancestry, place of origin, colour, citizenship, creed, gender, sex, sexual orientation, age, record of offense, marital status, family status, or disability.

**Workplace Sexual Harassment**

- Engaging in a course of vexatious (causing or tending to cause annoyance/frustration) comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known as unwelcome;
- Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome; and/or
- Any unwelcome attention or action of a sexual nature that has intent or effect of creating an intimidating, offensive or hostile work environment interferes with an employee’s job performance, or that might on reasonable grounds be perceived as placing a condition on employment. It may include, but is not limited to leering or other gestures; unnecessary/unwelcome physical contact; invitations, jokes or innuendo with indirect or explicit sexual overtones; display of pornographic or other sexual offensive material etc.

**Workplace Bullying**

- Repeated patterns of intentional, inappropriate behaviours, direct or indirect (aggressive or passive), whether verbal, physical or otherwise, performed by one or more persons against another person or group of people that could be reasonably regarded as undermining the person’s right to dignity at work.
Domestic Violence
- A pattern of coercive behaviour that is used by one person to gain control over another. This may include physical or sexual force, actual or threatened, in an intimate relationship, including emotional/psychological abuse or harassing behaviour. Domestic violence may occur between current or former intimate partners, living together or separately, married or unmarried, in short-term or long-term relationships. It can directly affect the workplace when:
  - The abuser harasses/assaults the victim on the job;
  - The victim is absent from work due to injuries; and/or
  - The victim is less productive due to stress and distraction.

4.0 REPORTING AND INVESTIGATING WORKPLACE VIOLENCE
An individual that experiences any form of workplace violence, harassment or bullying is encouraged to inform the person considered to be engaging in the conduct as soon as possible, provided such an approach would not endanger the safety of the individual. Promptness protects the rights of both parties. In situations of violence notify police or emergency responders for immediate assistance where necessary.

If the complainant does not wish to bring the matter directly to the attention of the person responsible they should seek the advice of their Supervisor. When a supervisor/manager becomes aware of a contravention of this policy, they are to immediately inform Employee Relations, Corporate Health and Safety and/or Corporate Human Resources. In addition, they must inform their direct manager. Where the complainant is alleging the perpetrator of workplace violence, harassment or bullying is their Supervisor, they must report the incident directly to Employee Relations, Corporate Health and Safety and/or Corporate Human Resources.

Events associated with workplace violence, harassment or bullying affecting a TBS/BDL worker will be captured using the electronic Accident/Incident Form. The ‘workplace violence’ checkbox in section 1 should be marked; this will initiate sections relevant to a workplace violence event. Author of report shall ensure an accurate categorization of events. All instances of workplace violence regardless of whether or not they resulted in any physical harm, health care or first aid must be reported as stated above. If additional negative events occurred (physical or traumatic injury) added forms will appear automatically for completion. Any additional evidence such as pictures emails or notes should be included. Indicate on the electronic Accident/Incident Form that additional information will be scanned or faxed immediate upon submission.

The supervisor/manager will conduct the initial investigation appropriate to the circumstances. When required, a formal investigation will be conducted by Employee Relations involving Corporate Health and Safety and Corporate Human Resources as required. Following the investigation the complainant and alleged harasser with be informed in writing, the results of the investigation and any corrective actions that has or will be taken. Everyone involved in the investigation is obligated to ensure confidentiality is maintained. Workers are encouraged to seek representation. See Appendix A – Workplace Violence Investigation Report.

Matters pertaining to domestic violence shall be dealt with discreetly while ensuring both the victim and co-workers safety are cared for. The victim may be reluctant to inform management of the situation. If evidence indicates that domestic violence has occurred, or the victim informs management, the safety of everyone is paramount. Managers, union representatives and co-workers should seek to aid and support the victim while also caring for the safety of on-site personnel. If the workplace is at risk from the perpetrator visiting or potentially harming co-workers immediate notification must be made to District Managers, Corporate Health and Safety along with Employee Relations and Corporate Human Resources. In some cases, authorities will be notified to protect everyone involved, this may not be the victim’s preferred course of action, however the safety of those at work must be considered.
Any employee who feels their rights under this policy have been compromised is encouraged to contact the Employee Relations Department, or designated member of Management in order to file a complaint or initiate an investigation. Alternatively, employees may report any violations by calling The Beer Store/Brewers Distributor Ltd. Helpline at 1-866-405-3406 or file a report online at www.thebeerstore.ethicspoint.com.

This policy does not preclude anyone from seeking counsel or advice on an anonymous basis, however, should a formal complaint be filed, employees must be prepared to identify themselves and have their identity known to the respondent. All investigations will be conducted confidentially and discreetly in an objective and unbiased manner with the goal of enforcing the employees' rights under this policy, the Human Rights Code and the appropriate provincial legislation.

5.0 WORKPLACE VIOLENCE/HARASSMENT INVOLVING NON TBS/BDL PERSONNEL

An employee must immediately inform his/her supervisor/manager if there is the potential for encountering, on TBS/BDL property, a person known to him/her as an individual with a history of violence and if the risk of violence is likely to expose the employee to physical injury. The Supervisor/Manager shall inform applicable departments.

The TBS/BDL Security Line (1-888-774-4401) must be contacted under the following circumstances:

- Violent crime on premises;
- Threats of violence against employees from customers (or other non TBS/BDL personnel); and/or
- Suspicious activity that could mean a threat to employees or assets.

The supervisor/manager shall use the Loss Prevention e-mail and include details of the threat (LossPrevention@thebeerstore.ca).

Notification shall be provided to DC Managers, District Managers, General Managers and Directors. If the violence or harassment resulted in any physical or emotional harm to a TBS/BDL employee, please fulfill requirements listed in section entitled, Reporting Workplace Violence and investigation section 4.0 Reporting and Investigating Workplace Violence. Both the Loss Prevention form www.scm.ca/TBS-LP and the electronic Accident/Incident Form may need to be completed based on outcomes associated with event. A report must be completed if requested by an employee.

6.0 COMMUNICATION AND TRAINING

Various elements of the Workplace Violence and Harassment program will be communicated via:

- Orientation and refresher Training; and
- E-Learning; Verbal/Written Communication

Training and instruction will be provided to any employee responsible and accountable to carry out and apply this standard and its requirements on an annual basis.

7.0 REPRISAL

Reprisal is defined as any act of retaliation, either direct or indirect. This policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace violence or harassment or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence and/or harassment.
8.0 WORKPLACE VIOLENCE RISK ASSESSMENTS
A written Workplace Violence Risk Assessment shall be conducted annually at each workplace, in consultation with the Joint Health and Safety Committee or Worker Health and Safety Representative. Ensure the correct form is being used for the current calendar year. Corporate Health and Safety can also be utilized to assist with the assessments (if required). The Assessments should be maintained on file for a minimum of two years.

The risk assessment is based on:
- The nature of the workplace
  - Refers to the physical characteristics of the workplace. Whether it is a building, mobile unit, vehicle or a customer business; and
  - May also include workplace lighting, lines of sight, and depth of counters, entrances, exits, layout and design of the workplace, and objects that could be used to hurt employees.
- Type of work performed
  - Activities employees or others perform, such as handling cash, the division and the employees interact with such as customers, contractors and visitors; and
  - Work carried out associated with a higher risk of violence; and
- Past violent incidents in the workplace.
- The conditions of the work
  - Refers to aspects such as hours worked, surrounding neighbourhood, and whether employees move from location to location, travel, work alone or in isolation.

Following an event involving Workplace Violence, the location shall undertake completion of another assessment with emphasis on preventing re-occurrence. A copy of the written Workplace Violence Risk Assessment will be provided to the Joint Health and Safety Committee or Worker Representative and retained on site.

9.0 CONCLUSION
Any employee found to be in violation of the above policy will be subject to disciplinary action up to and including the termination of employment for cause.

To falsely accuse someone of harassment or sexual harassment is a serious offense. Any complaint brought under this policy which is determined through the investigative process to involve malicious intent by the complainant, will be considered a violation of this policy and offenders will be subject to disciplinary action up to and including the termination of employment for cause. All employees are required to conduct themselves in a manner which aligns with the TBS/BDL Code of Conduct.

10.0 APPENDIX
Appendix A – Workplace Violence Investigation Form
2017 Workplace Violence Investigation Report
Appendix A

Name of Investigator: ________________________ Date of Investigation: ____________________ (dd/mm/yyyy)

Section A – Background Information
Who are the people involved? Are they workers as defined by Occupational Health and Safety Act (OHSA)? Who reported and when?

Name of person who reported workplace harassment: ______________________________________

Name of person who allegedly experienced workplace harassment: _________________________

Date complaint/concern raised and how: ________________________________________________ (dd/mm/yyyy)

Name of worker(s) exposed to workplace harassment: _____________________________________

Name of respondent(s) (alleged harasser): ______________________________________________

Position/Department: ________________________________________________________________

Position/Department: ________________________________________________________________

If not a worker, provide details: ______________________________________________________

____________________________________________________________________________________

Section B – Worker(s) Allegedly Experienced Workplace Harassment Interview and Response
Plan and conduct the investigation. Collect and review relevant documents from the worker, alleged harasser, witnesses and the employer. This investigation is confidential. All parties involved in the alleged workplace harassment are not to talk to others about the investigation unless it is necessary, for instance, to obtain advice or counselling.

Witness’ of worker(s) who allegedly experienced harassment: 1. __________________________

2. ______________________________________

3. ______________________________________

4. ______________________________________

Witness’ of alleged harasser: 1. ________________________________________________

2. ______________________________________

3. ______________________________________

4. ______________________________________

In detail, provide worker(s) concerns of harassment: ____________________________________

____________________________________________________________________________________

____________________________________________________________________________________

If worker is not the same as above, conduct a verbal investigation of the worker who allegedly experienced workplace harassment: ________________________________

____________________________________________________________________________________

____________________________________________________________________________________
Interview relevant witnesses, note statements in detail:

______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________

Section C – Worker(s) Concerns/Workplace Harassment Allegations
Note that recalling events of harassment can be stressful for the complainant.

Date of first incident: __________________________ Date of last incident: __________________________ Date of other incident(s): __________________________
(dd/mm/yyyy) (dd/mm/yyyy) (dd/mm/yyyy)

Section D – Alleged Harasser(s) Interview and Response
Provide details of allegations against alleged harasser to obtain response.

Interview alleged harasser (is a worker of the employer). If the alleged harasser is not a worker of the employers, the investigator should make reasonable efforts to interview him or her:

______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________

Response from alleged harasser(s) in relation to allegations made:

______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________

Section F - Collected Documents
List all documents collected for the investigation and how or from who they were obtained.

______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________

Section G – Investigation Results
The investigator should conduct a report highlighting the following content: who was interviewed, what evidence was obtained and an analysis of the evidence to determine whether workplace harassment occurred.

The investigation results should also include a summary or key events, recommended next steps, and who the report was provided to upon submission.
# Appendix A

## Record of Changes

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