

Safe & Respectful Workplace Policy

Destination Greater Victoria (“DGV”) is committed to and responsible for maintaining a safe and harassment-free work environment for all its members and employees and will not tolerate any form of workplace violence, bullying and harassment, committed by or against any of its members and employees. Mutual respect, along with cooperation and understanding, is expected in all interactions. This includes all communications with DGV employees at the Visitor’s Centre, in-person/virtual meetings, by email, by phone, in writing, online, through social media or the press, or any other forms of communication.

Members and employees of DGV are held to a high standard of professional, respectful, and inclusive behaviour. All DGV members, employees, and all other members of the public are required to adhere to DGV’s Safe & Respectful Workplace Policy. The purpose of DGV’s Safe & Respectful Workplace Policy is to clarify what constitutes disrespectful and/or inappropriate behaviour and outline the complaint reporting procedure.

Disrespectful & Inappropriate Behaviour

Disrespectful and inappropriate behaviour toward a DGV employee or member will not be tolerated. Disrespectful and inappropriate behaviour includes, but is not limited to:

- Workplace Violence – the exercise of, attempt to exercise, or threaten to exercise, physical force that could cause physical injury. This includes any actions that could reasonably be interpreted as intent to cause physical injury.
- Bullying and Harassment – any conduct or comments by a person towards a member or employee that the person knew or ought to have known would cause humiliation or intimidation. Some examples include:
 - Verbal or written aggression, insults, or threats.
 - Calling someone derogatory names.
 - Spreading of malicious rumours.
 - Accusatory comments that are severe in nature.
 - Threatening an employee’s career or insinuating long term negative impacts on an employee’s career.
 - Refusal to comply with an employee’s request to leave the premises or disengage from the conflict.
 - Any behavior, conduct, or comment directed at another person that is sexual in nature that a reasonable person would know or ought to have known is not consensual, uninvited, and inappropriate.

Complaint Reporting Procedure

All incidents or complaints where a violation to the DGV Safe & Respectful Workplace Policy has been made should always be reported. DGV will ensure the process remains fair, objective, and confidential.

If the incident involves a member in violation of this policy the complaint should be reported to the Manager, Member Services in writing. The Manager, Member Services will follow the procedure outlined in the Members Code of Conduct.

If the incident involves a DGV employee who is in violation of the policy or if the incident is committed against an employee, the complaint should be reported to Human Resources. Human Resources will follow the investigation procedure outlined in the Employee Handbook under Workplace Violence, Bullying and Harassment.

Members of the public found to be in violation of this policy will be subject to the consequences provided at the discretion of DGV, up to and including temporary suspension of services and banning from all DGV offices and events.