

Zanzibar Personal Conduct Emergency Response Plan - 2025

Policy Statement

Zanzibar has a zero tolerance policy with consideration to Violence, Bullying, or Harassment of any kind.

Reporting Procedures for Workers

Any worker who witnesses or experiences bullying or harassment in the workplace is required to report the incident to their employer. If the employer does not take appropriate action, the worker may contact the Prevention Information Line at WorkSafeBC to discuss the incident with an officer. If the matter remains unresolved, a Bullying and Harassment Questionnaire may be submitted.

Procedures for Victims of Workplace Violence, Bullying, Sexual Harassment, or Assault

If you are a victim of workplace violence, bullying, sexual harassment, or assault, the following steps should be taken: Full policy to be found in section 1.18 Zanzibar Health and Safety manual

- If comfortable, immediately express your discomfort to the individual engaging in the conduct and/or request that the behavior cease.
- Report concerns to your supervisor, or another member of the management team or your JOHSC member representative.
- If you are uncomfortable notifying members listed above then email Zanzibar SAFE Committee directly at safe@zanzibar.ca. This email is confidential and seen only by SAFE committee members; Dale G, Sylvia FW, Nicole H, Noah L, Jeni C, Grant C. If you prefer to communicate with a specific member, please indicate this in the email subject line or you can also reach out to any of the members directly if you are not comfortable with the group receiving an email. If you would prefer to speak in person (including video call?) with a designated program leader, rather than providing a written account please indicate here. You can reach out to Dale Greidanus (dale@zanzibar.ca), personally if you do not hear back from the SAFE committee within 3 days.
- Another reporting option is through Safety Wizard - you can create an [incident report in Safety Wizard](#) or anonymously [disclose through Zanzibar Safety Wizard](#).
- [Reporting / Disclosure Form](#)
- If you are not comfortable reporting to Zanzibar or if you believe that the company has not taken reasonable steps to address the incident, contact the Prevention Information Line at WorkSafeBC (1-888-621-SAFE) to discuss the incident with an officer. If the matter remains unresolved, submit a Bullying and Harassment Questionnaire.
- Other contact support contact information:

- the BC Human Rights Tribunal
- SHARP Legal Advice Clinic: 1 888-685-6222
- RCMP-Victim Services- Third party reporting.
- NSDP- 250 847-9000 or Toll Free 1877-633 9933 Victim Line: 1800-563-0808
- Mental Health Support: 310-6789 or 1800- SUICIDE
- BC Support for Men: bc-malesurvivors.com
- Options for Sexual Health Clinics: 1800-739-7367 BC 211: Call 211 or bc.211.ca

Bystander Intervention

Bystanders play a crucial role in maintaining a safe work environment. If you witness an incident and feel safe to do so, consider the following 6 D's of bystander intervention:

1. Distract: Anything that distracts someone enough to discontinue the abusive behavior.
2. Delegate: If you do not feel comfortable or safe intervening, delegate the intervention to someone else.
3. Direct: Directly address the abuse
4. Delay: If you do not intervene in the moment there are still ways to support the victim afterwards.
5. Document: If you see something and you don't feel comfortable intervening make a note of the date and time in case someone needs the information at a later date
6. Defend:- Having someone's back and standing with them. Microaggressions- are not tolerated. Create a safe trusting environment- shut down any acts that are out of line

Manager/Supervisor Responsibilities

1. Receiving Complaints:

- If a potential criminal offense may have occurred, contact the police, but only with the consent of the victim.
- When receiving a "non-criminal offense" complaint from a worker:
 - Acknowledge the complaint with statements such as, "Thank you for bringing your concerns to me," or "That's a serious allegation, and I want you to know we take it seriously."
 - Practice active listening.
 - Inform the worker of other reporting options, including other personnel. Ensure they understand the difference between a disclosure and a report, and confirm their desired course of action. Definitions as follows:

Definition of the difference between a Report and a Disclosure

A Report is when information about an individual's conduct is conveyed with the intent that the Safe Committee formally reviews and potentially acts upon the

information. If agreed upon by all parties, there is an opportunity to remedy the situation through mediation facilitated by Zanzibar. If the involved parties cannot come to an agreement then a formal investigation will be initiated.

A Disclosure is when you convey information about the conduct of an individual to seek information about your options, including for safety, support, or accommodations. If making a disclosure, you have the option to identify yourself or remain anonymous.

Note, if you share your identity, your disclosure is still confidential, and steps will be taken to maintain your privacy. If you have questions or concerns about your rights and what type of disclosure you would prefer to submit, you may book a meeting with a member of your choice from the Safe Committee to review your options.

By making an anonymous disclosure you will not be able to participate in the review process or receive information about its outcome and we will not be able to offer you support. Zanzibar's ability to act upon anonymous disclosures may be limited, owing to its obligations to provide the respondent with a full and fair opportunity to respond to allegations made against them.

If you choose to identify yourself, we will follow up with you to initiate a discussion about your options and the next steps required in order to minimize further harm or stress. If you choose to identify yourself, you can also choose a de-identified disclosure: your identity will be known to the Safe Committee, but is withheld if the Safe Committee escalates the report for review and management. The Safe Committee will take precautions to protect your identity by redacting potentially identifiable information in your submission. If you do not wish to be named to the individual who was the source of the mistreatment, we will try our best to facilitate this..

Confidentiality has its limits - if there is an imminent risk to yourself or others, or if the incident was violent or criminal in nature, Zanzibar has an obligation to act. Anything criminal in nature and that violates provincial or federal laws will be reported to appropriate authorities.

- Provide information on available internal and external reporting options and support services, such as the nearest hospital, counseling services, RCMP, Victim Services, and walk-in clinics.
- Encourage the sharing of information but avoid making suggestions or asking leading questions. Be aware that the complainant may be reluctant to share details due to fear, embarrassment, or other concerns.
- Provide confidentiality when requested, but understand that there may be limits to confidentiality, particularly when the identity of witnesses is revealed through their evidence.
- Do not make promises regarding the duration of an investigation.
- Ensure the reporting process remains open-ended. The complainant can provide additional information later if needed.
- Maintain appropriate boundaries and avoid getting involved in the complainant's personal life. Be aware of your own boundaries and seek support if needed.

Questions to ask the complainant

- Given the explanation above, do you wish to REPORT or DISCLOSE?
- If this is a disclosure, do you wish to submit your account anonymously or share your identity? If so, record their name, phone number and email address.
- If you share your identity in a disclosure, do you wish to de-identify your disclosure if it escalates beyond the Safe Committee?
- Did you witness the mistreatment or experience the mistreatment?
- Who is responsible for the behaviour?
- Were there any other witnesses? (they do not have to provide names)
- Date(s) that behaviour was experienced/witnessed (can be a single date, multiple dates or date range)
- Location of event:
- Type of Behaviour:
 - a. Unprofessional behaviour
 - b. Discrimination
 - c. Discriminatory harassment
 - d. Sexual violence/sexual harassment
 - e. Unsure
 - f. Other
- What happened, to the best of your memory?
- How would you describe what you experienced? What was the impact on you?
- Did you perceive the mistreatment to be attributed to your identification with a specific minority group?
- Are there any other factors that you think would be helpful to record?
- What is your preferred outcome? (if any). Possible options include counselling support, mediation, investigation, awareness training for the respondent, relocation for yourself.
- If submitting anonymously, make them aware that despite our efforts to maintain their anonymity, it is possible that they may be identified based on the respondent's

description of the underlying incident(s). If the complainant is identified in this way, do they consent to being contacted by a member of the Safe Committee for any additional information?

2. Initial Response:

- Separate the involved parties to ensure safety and comfort until the investigation is complete. Protect both parties from economic or other types of loss or privilege, where possible.

3. Addressing the Respondent:

- The accused person has the right to respond to accusations. Fairness in the process is essential.
- When addressing harassment with an individual, follow these guidelines:
 - **A. Identify the Behavior:**
 - Choose an appropriate time and place for the conversation, ensuring minimal distractions and sufficient time.
 - Request support from another manager/supervisor or an observer if necessary.
 - Maintain appropriate body language, such as eye contact, without escalating the situation.
 - Remain confident, calm, and objective.
 - **B. State the Company Policy:**
 - State your responsibilities as a manager/supervisor in addressing the behavior. Focus on the behavior, not on the individual.
 - Explain the process, review Zanzibar's policies with all parties involved, and inform them of potential outcomes at the beginning of the process.
 - **C. Bring the Individual into Alignment:**
 - If the alleged victim and the alleged perpetrator agree on what occurred and the alleged perpetrator agrees that their behavior violates company policy:
 - Whenever possible, provide the alleged perpetrator with the opportunity to align their behavior with Zanzibar's policies. The first warning can be verbal but must be documented (e.g., in a personal journal). Consult with the operations manager to determine necessary corrective action.
 - If the employee violates Zanzibar's policies a second time, a written warning will be issued, documented, and shared with the operations manager and company owners. Remedial and disciplinary corrective actions should be taken.
 - If the alleged victim and the alleged perpetrator do not agree on what occurred, or if the alleged perpetrator does not agree that their behavior violates Zanzibar's policies, further investigation is required, or the matter should be referred to the operations manager.

Note: Any employee accused of violating this policy may be suspended from work duties immediately at the discretion of the manager and/or company owners. A suspended worker will not be allowed to return to the same workplace as the complainant until the incident has been resolved to the satisfaction of the manager and/or company owners.