

Respectful Workplace

Creating a safe and respectful workplace is a shared responsibility.

GREEN ZONE

Professional employee behaviour that contributes to a respectful workplace, and that models our Cultural Commitments of being Safe, Helpful, Accountable, Integrated and Excellent.

ALL EMPLOYEES

Maintain awareness of your behaviour – treat others as they wish to be treated. Speak up if you have a concern and be open when someone raises a concern to you.

IF YOU ARE A SUPERVISOR

Recognize and reinforce positive behaviours.

YELLOW ZONE

Unprofessional employee behaviour can negatively impact workplaces and work relationships. However, addressing these behaviours early and directly with those involved can help build trust and a respectful workplace culture.

HOW TO RAISE A CONCERN

- » Respectfully address the concern with your co-worker and together find a resolution.
- » Raise these concerns with your supervisor when you need support or when it is not appropriate for you to address them directly with your co-worker.

HOW THESE CONCERNS MAY BE ADDRESSED

Yellow zone behaviours are most often addressed through alternative remedies such as facilitated conversations, mediation or training. These behaviours may be subject to a workplace misconduct investigation.

WHAT TO DO IF A CONCERN IS RAISED ABOUT YOU

Be open to feedback, re-evaluate your actions and make changes to support a respectful workplace.

WHAT TO DO IF YOU ARE A SUPERVISOR

Address the behaviour and support employees in finding resolution. If these behaviours are repeated, contact Labour Relations for support.

ORANGE ZONE

Highly unprofessional, inappropriate or disruptive employee behaviour that needs to be addressed in a timely and appropriate manner.

HOW TO RAISE A CONCERN

- » Raise these concerns to your supervisor, Labour Relations, or the Safe Disclosure Office.

HOW THESE CONCERNS MAY BE ADDRESSED

Orange zone behaviours are most often addressed through a workplace misconduct investigation.

WHAT TO DO IF A CONCERN IS RAISED ABOUT YOU

Be aware and change your behaviour to support a respectful workplace.

WHAT TO DO IF YOU ARE A SUPERVISOR

Ensure your employee is supported and consult Labour Relations.

RED ZONE

Very serious employee violations of the Respectful Workplace Policy that must be addressed. The red zone also includes concerns where an internal review of the case presents a strong conflict of interest.

HOW TO RAISE A CONCERN

- » Raise these concerns to your supervisor, Labour Relations, or the Safe Disclosure Office.

HOW THESE CONCERNS MAY BE ADDRESSED

Red zone behaviours are most often addressed through a Standard Investigation conducted by either an internal or external investigator.

WHAT TO DO IF A CONCERN IS RAISED ABOUT YOU

Bring your behaviour in line with the Respectful Workplace Policy.

WHAT TO DO IF YOU ARE A SUPERVISOR

Ensure your employee is supported and contact Labour Relations for direction on how to proceed.

GREEN ZONE BEHAVIOURS

- » Being kind and helpful
- » Timely recognition of people's efforts
- » Positive reinforcement
- » Constructive feedback
- » Listening/being attentive and open
- » Sharing knowledge, information
- » Seeking input from others
- » Recognizing and valuing others' differences
- » Listening with an open mind when told that your words or behaviour are problematic, apologize, ask questions and adjust your behaviour accordingly
- » Accepting responsibility for your actions and your impact on others
- » As a supervisor, addressing employee performance problems as soon as they arise

YELLOW ZONE BEHAVIOURS

- » Careless humour
- » Gossip
- » Profanity
- » Interrupting
- » Not doing what you say you will do
- » Put downs
- » Insults
- » Not permitting input
- » Practical jokes that result in embarrassment
- » Angry outbursts
- » Unreasonable demands
- » Sarcasm

ORANGE ZONE BEHAVIOURS

- » Malicious rumours and/or gossip
- » Malicious complaints
- » Threats, including coercion, intimidation
- » Sexual innuendo
- » Harassment/bullying
- » Discrimination
- » Retaliation
- » Passing off others' ideas as your own
- » Workplace mobbing, gaslighting, isolating or excluding
- » Jokes about someone's identity
- » Confidentiality breach

RED ZONE BEHAVIOURS

- » Sexual assault
- » Assault
- » Systemic discrimination and harassment
- » Complex and egregious discrimination and harassment

CONFLICT OF INTEREST

- » Concerns that involve Deputy City Managers, The City Manager, City Auditor
- » Allegations against Labour Relations employees

There's support for you at every zone.
onecity.edmonton.ca/respect

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This is how we
WORK

Edmonton