

# 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.



### 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

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.



### 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

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.



### 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

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.



### 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](http://onecity.edmonton.ca/respect)

This is how we  
**WORK**

