



SENSITIVITY IN THE WORKPLACE

RSI Mandate

In the professional environment it is imperative that everyone be sensitive to their coworkers. Real Soft Inc. (RSI) believes in a workplace environment which allows everyone to grow professionally, respect their colleagues, and ensure comfort in the workplace conducive to effective teamwork and optimal performance and free of offensive behaviour.

In determining what is offensive behaviour, everyone should use a two prong approach:

1. Will your actions or comments be perceived as offensive to a reasonable person?
If your answer is yes, then cease and desist from engaging in such conduct.
2. Do your actions or comments appear to be offensive to the recipient of your conduct?
If yes the you should cease and desist from engaging in such conduct.

Offensive Behaviour can take any number of forms. At its very essence it is conduct which is unwelcome, unsolicited or offensive. Any unwanted behaviour that is shown towards an individual that has the impact of making that individual feel (i) their dignity has been violated; or it has created an intimidating, hostile, degrading, humiliating or offensive behaviour is prohibited. Common Sense should prevail when ascertaining if ones conduct or behaviour would fall within this perview.

Examples

- i. Appearance – complimenting a person on their appearance is acceptable however repetitive, unwelcome requests, leering, gesturing, sexually oriented comments would not be acceptable.
- ii. Jokes – Insensitive jokes may be viewed as offensive
 - a. Content-wise – gauge your audience and err on the side of caution
 - b. Start Slowly – take time to build a relationship with your colleague. You do not know how a coworker may react. Humor should be used gradually to test how your coworker would react. You have obtain a sense of what your coworker’s humor style
 - c. Trust you intuition – if your coworker is offended, distracted or upset by your use of humor, you should get a sense of his or her feelings and change the way you use your humor
 - d. Take yourself lightly – self-deprecation is a good tool to break the ice however use it moderation
 - e. Avoid Playful insults – avoid sarcasm or cynicism. It may seem funny but can leave a bitter taste or feeling in the workplace

Effective humor takes a stressful work situation and makes light of it. Humor that focuses on commonalities among people rather than the differences. Humor that

includes everyone in the audience. Humor in the workplace should make hard tasks easier, collaborations fun and the workday go faster.

- iii. Bullying – Pattern of behaviour wherein there is repeated less favorable treatment of a person by another or others in the workplace which may be considered unreasonable and inappropriate in workplace practice. This includes behaviour that could be expected to intimidate, offend, degrade, humiliate, undermine, or threaten and create a risk to health and safety.

Examples : demeaning remarks, constant unreasonable and unconstructive criticism, deliberate exclusion, isolation or alienation of the employee from normal work interaction; allocation meaningless tasks, unreasonably ignoring the employee, repeated refusal of requests for leave or training without adequate explanation and suggestion of alternatives.

- iv. Racial Harassment – may take many forms from relatively minor abuse to actual physical violence.

Examples – insensitive jokes regarding race; pranks; deliberate exclusion from conversations; abusive; threatening or insulting words and behaviour; and displaying abusive writing or pictures; mimicry, any other racial abuse.

- v. Sexual Harassment – takes many forms, from relatively mild sexual banter to actual physical violence

Examples – insensitive jokes and pranks; comments about appearance; unnecessary body contact, displays of sexually offensive material (ie. Pinups); requests for sexual favors; speculation about a person's private life and sexual activities; threatened or actual sexual violence; threat of dismissal, loss of promotion and so on, for refusal of sexual favors; any other unwanted sexual advances

RSI is a equal opportunity employer, committed to creating a diverse workforce in a working environment in which all individuals show, and are shown, respect and consideration for one another. RSI supports a working environment and culture in which bullying and harassment is known to be unacceptable and where individuals have the confidence to report bullying and harassment without fear of ridicule or reprisals.

Standards of Conduct

RSI expects its employees to conduct themselves in a professional, courteous manner when interacting with fellow employees, Clients, Customers and the Public. Each employee has a responsibility to its

By accepting employment with RSI, the employee has a responsibility to the Company and to fellow employees to adhere to certain rules of behavior and conduct. Acting in a professional, courteous and concerted manner, assists in ensuring a healthy pleasant work environment.

Unacceptable Activities

If the employee has any questions concerning any work or safety rule, or any of the unacceptable behavior/activities listed, please contact the Human Resource Department for an explanation.

Unacceptable behavior/activities may include but is not limited to the following:

- * violation of any company rule;
- * violation of security or safety rules or failure to observe safety rules or RSI safety practices;
- * Threatening, intimidating or coercing fellow employees on or off the premises -- at any time, for any purpose.
- * Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing RSI; fighting, or horseplay or provoking a fight on company property, or negligent damage of property.
- * Any acts of harassment, sexual, racial or other; discriminatory conduct, including but not limited to telling sexist or racial-type jokes; making racial or ethnic slurs.
- * Engaging in Malicious conduct and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job;
- * Creating or contributing to hostile work environment.
- * Posting inappropriate materials;
- * Obscene or abusive language toward any manager, employee or customer; indifference or rudeness towards a customer or fellow employee; any disorderly/antagonistic conduct on company and/or client premises.

Engaging in prohibitive conduct may be subject to disciplinary action and possible immediate termination of employment. A more comprehensive list is in your employee handbook.. Please refer to it for additional information.

Complaint Process

Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner:

- Verbal Warning
- Written Warning
- Dismissal

The Employee will have an opportunity to defend his/her actions and rebut the opinion of their manager at the time the warning is issued. Disciplinary actions may include suspensions or other measures deemed appropriate to the circumstances.

All pertinent facts will be carefully reviewed, and the employee will be given a full opportunity to explain his or her conduct before any decision is reached.

Disciplinary Actions

The Discipline Policy applies to all regular employees who have completed the introductory period.

This policy pertains to matters of conduct as well as the employee's competence. However, an employee who does not display satisfactory performance and accomplishment on the job may be dismissed, in certain cases, without resorting to the steps set forth in this policy.

Under normal circumstances, RSI expected to follow the three-step procedure outlined below. There may be particular situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps in the procedure. Likewise, there may be times when the company may decide to repeat a disciplinary step.

To insure that RSI business is conducted properly and efficiently, the employee must conform to certain standards of attendance, conduct, work performance and other work rules and regulations.

When a problem in these areas do arise, RSI will develop an effective solution. If, however, the employee fails to respond to the recommended "solution[s]", or an incident occurs requiring formal discipline, the following procedures will occur.

Step One: Oral Reminder

RSI will meet with the employee to discuss the problem, ensuring that the employee understands the nature of the violation and the expected remedy. The purpose of this conversation is to remind the employee of exactly what the rule or performance expectation is and also reminds the employee that it is his/her responsibility to meet that expectation. A copy that an oral reminder was given shall be noted in the employee's personnel file.

Step Two: Written Reminder

If employee's performance does not improve , or if the employees is again in violation of RSI practices, rules or standards of conduct, RSI will discuss, the problem with employee, emphasizing the seriousness and the need to immediately remedy same.

Following the conversation, RSI will write a memo to the employee summarizing the discussion. The original memo will go to employee and a copy will be placed in his/her Personnel file.

Step Three: Dismissal

If the employee's performance does not improve following a Written Reminder, or if employee is again in violation of RSI's practices, rules or standards of conduct, RSI, at its discretion, may terminate his/her employment. .

Dismissal

Employment and compensation with RSI is "at will" in that they can be terminated with or without cause, and with or without notice, at any time, at the option of RSI.

DECLARATION

I have read, understand and acknowledge receipt of Real Soft, Inc.'s policy on professional conduct in the workplace. I will comply with the guidelines set out in this policy and understand that failure to do so might result in disciplinary or legal action.

Signature: _____

Date: _____

Printed Name: _____