

# Creating a Safe, Respectful Environment

## ZERO TOLERANCE FOR UNWELCOME BEHAVIOUR

Maximus Canada Employment Services is committed to providing a safe and comfortable environment for our team members and clients.

Unwelcome behaviour is considered harassment and will not be tolerated. Persons displaying unwelcome behaviour will not be provided Services by our service delivery team.

### What is unwelcome behaviour?

Unwelcome behaviour includes, but is not limited to insulting, intimidating, humiliating, malicious, degrading, or offensive words, gestures, actions and other behaviours directed toward another person or group.

This includes, but is not limited to:

raised voices  
swearing  
verbal hostility  
bullying

threats  
violence  
harassment (sexual and otherwise)

and other behaviors our team members deem unwelcome including noncompliance with the MCES Terms of Service, or behavior which contravene protection for our team under *Occupational Health and Safety Regulations* and the *Workers Compensation Act*.

### What is bullying and harassment?

By definition, "bullying and harassment" includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated.

### What is violence?

"Violence" is defined as the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury.

**Under the *B.C. Trespass Act*, Maximus Canada Employment Services has the right to refuse service to anyone who does not comply with the Maximus Canada Employment Services Terms of Service.**