

Greater Victoria Harbour Authority Customer Code of Conduct

1. Objective & Scope

- 1.1 The objective of Greater Victoria Harbour Authority's Customer Code of Conduct (the "Code of Conduct") is to define disrespectful conduct, summarize the complaint and resolution process, and outline potential resolutions.
- 1.2 This policy applies to and is for the benefit of all employees and Board of Directors of Greater Victoria Harbour Authority ("GVHA"), as well as members of the public including license holders, customers, clients, suppliers, contractors and individuals on or off of GVHA property. This policy applies to interactions in offices and facilities where GVHA's business is conducted whether in person, by telephone, by email, on social media (including Facebook, Twitter, Instagram and all other platforms), in the press, online, via written correspondence or by any other direct or indirect method of communication.

2. Policy

- 2.1 Harassment against any GVHA employee, license holder, customer, guest or invitee will not be tolerated. Harassment includes any conduct by any person directed against another person that a reasonable person would know or ought to know would cause offence, humiliation, or intimidation, where the conduct serves no legitimate business-related purpose. Such behavior may include, but is not limited to:
- Making derogatory comments to or about another person to any member of the public,
 - Swearing or other violent language, and/or yelling or otherwise demonstrating anger unreasonably for the situation,
 - Interfering with the ability of another person to perform their job or otherwise perform their duties or intended tasks within their rights on the property,
 - Accusatory comments which are extreme in nature,
 - Refusal to comply with a request made by GVHA staff or to leave the premises or disengage in the event of a conflict, threat to personal safety or other real or perceived infringement of the ability of another person to maintain their quiet enjoyment,
 - Any verbal, physical, written or implied action or threat that results in a criminal complaint or requiring police involvement or response,
 - Any behavior, conduct or comment of a sexual nature by any person directed at another person or in the presence of another person or people that a reasonable person would know or ought to know is unwelcome, uninvited or non-consensual.

3. Complaint and Resolution Process

- 3.1 License holders, customers, guests and invitees shall report violations of the Code of Conduct by other license holders, customers, guests or invitees related to any facility owned by GVHA to their primary contact at GVHA, in writing. GVHA will take immediate action to connect with the both parties to begin the reporting and resolution process.
- 3.2 Violations of the Code of Conduct against GVHA staff by license holders, customers, guests or invitees shall be reported to that staff person's direct supervisor at GVHA and to the Manager of Human Resources at GVHA. The Manager of Human Resources shall work with the employee and the employee's direct supervisor to further investigate the alleged violation.
- 3.3 Any GVHA employee found to be engaged in or perpetrating any type of harassment or disrespectful conduct may face a reprimand and/or discipline under the GVHA's Respectful Workplace Conduct Policy (Internal – HR-02).
- 3.4 In the case of violation of the Code of Conduct by a license holder against a GVHA staff member or license holders, customers, guests and invitees, the remedy process is at the sole discretion of GVHA, and may include, but is not limited to, the involvement of a mediator, informal discussion between the parties, enforcement of remedy under the applicable license or agreement, suspension of license or agreement, designation of alternate contact at GVHA or with the license holder, barring from GVHA premises including all facilities and corporate offices, and refusal of service.
- 3.5 GVHA shall, at all times and during all actions related to the Code of Conduct, maintain confidentiality, ensure objectivity and document all processes as they occur.