

## Report to Corporate Services Committee

**To:** Chair and Members  
Corporate Services Committee  
**From:** Michael Goldrup, Director, People Services  
**Subject:** Respectful Workplace Policy and Workplace Violence  
Prevention Procedure Annual Report -  
January 1, 2021 to December 31, 2021  
**Date:** March 28, 2022

## Recommendation

That, on the recommendation of the Director, People Services, and the concurrence of the Deputy City Manager, Enterprise Supports, the following Annual Report regarding the Respectful Workplace Policy (Anti-Harassment/Anti-Discrimination) and Workplace Violence Prevention Procedure BE RECEIVED for information purposes.

## Executive Summary

This is an Annual Report regarding the Respectful Workplace Policy (Anti-Harassment/Anti-Discrimination) (“RWP”) and Workplace Violence Prevention Procedure (“WVPP”) for the period January 1, 2021 to December 31, 2021. It provides an overview in two areas:

- (i) complaints received involving employees as a respondent; and
- (ii) training and awareness initiatives.

## Linkage to the Corporate Strategic Plan

Council’s 2019-2023 Strategic Plan for the City of London (the “City”) identifies several strategic areas of focus including “Creating a Safe London for Women and Girls” and “Leading in Public Service”. Annual reporting regarding the RWP and WVPP supports actions to maintain a respectful, safe and healthy workplace for women, girls, and all employees as well as establishing the City as a leader in public service as an employer.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- June 21, 2021 Respectful Workplace Policy and Workplace Violence Prevention Procedure Annual Report March 1, 2020 to December 31, 2020.

All previously submitted reports regarding Corporate Human Rights and Code of Conduct Inquiries, Requests, Complaints and Related Training initiatives.

### 2.0 Discussion and Considerations

#### 2.1 General

This is the second Annual Report since the implementation of the RWP and the first to report on an entire calendar year, covering the period January 1, 2021, to December 31, 2021. The Annual Report focuses on the RWP and WVPP, the complaints received involving employees as respondents including type of allegation, timelines, and the number of positive findings subject to applicable legislation including the *Municipal*

*Freedom of Information and Protection of Privacy Act.* The Report also provides an overview of training and awareness initiatives to support a Respectful Workplace.

Set out below are the complaints received and the training and awareness initiatives implemented during the reporting period in support of the RWP, the WVPP, and the Corporation’s commitment to provide a Respectful Workplace.

## 2.2 Complaints

The tables below set out the following information for the RWP and WVPP:

- Type of Allegation – specific to the complaint, for example, a complaint of discrimination based on race. Each complaint may include several allegations of behaviour or conduct that is in violation of the RWP and/or WVPP
- Number of complaints (for each type of allegation)
- Timelines – the RWP provides that the “Corporation will complete any informal actions or formal investigations within three (3) months from the date of receiving a complaint/initiating an investigation, unless there are extenuating circumstances (e.g. illness, complex investigation) warranting a longer period”

A summary of the number of complaints where a positive finding was made is provided based on the information contained in the table along with the type of resolution. A positive finding is an allegation that is found to be a violation of the RWP or WVPP. Type of resolution is broken down into two categories: informal resolution and formal resolution. An informal resolution to a complaint is a resolution completed without conducting a formal investigation (for example: mediation, facilitated discussion, informal review). A formal resolution to a complaint is a resolution completed using a formal investigation.

### 2.2.1 Respectful Workplace Policy

The Human Rights office reported 16 complaints under the RWP for the period January 1, 2021 to December 31, 2021 including allegations of discrimination, harassment and disrespectful behaviour. This information is based on complaints the Human Rights Office received and reflects how they were resolved; either formally or informally. The chart also includes information received from managers and/or supervisors regarding complaints of disrespectful behaviour they have resolved.

The following table summarizes these complaints.

Type of Complaint	Type of Allegation	# of Complaints		Resolution Completed within 3-month Timeline Yes or No
		Human Rights	Managers/ Supervisors	
Discrimination	Race	1		Yes
Harassment	Sexual	2		Yes
Harassment	Personal /Workspace	1		Yes
Disrespectful Behaviour		16	33	Yes
Reprisal		1		Yes

#### *Positive Findings*

One or more positive findings were made in 10 of the 21 complaints handled by the Human Rights office as outlined above.

#### *Resolution Type*

Of the 54 complaints outlined above, 46 were informally resolved and 8 were formally resolved.

\*Note: definitions of discrimination, harassment, disrespectful behaviour and reprisal are outlined in the RWP attached as Appendix “A” for reference.

## 2.2.2 Workplace Violence Prevention Procedure

The Human Rights office reports 2 complaints under the WVPP for the period January 1, 2021 to December 31, 2021. This information is based on the complaints the Human Rights office received and reflects how they were resolved, either formally or informally.

The following table summarizes the complaints received.

Type of Complaint	Type of Allegation	# of Complaints	Resolution Completed within 3-month Timeline Yes or No
Workplace Violence	Threat	1	Yes
Workplace Violence	Physical Force	1	Yes

### *Positive Findings*

One or more positive findings were made in both complaints outlined above.

### *Resolution Type*

Of the 2 complaints outlined above, none were informally resolved and 2 were formally resolved.

\*Note: definition of workplace violence is outlined in the WVPP attached as Appendix “B” for reference.

## 2.3 Corporate Training and Awareness Initiatives – RWP, WVPP, and Safe London for Women and Girls

### 2.3.1 Respectful Workplace Policy Training

January 2021 – December 2021:

Beginning in June 2021, Civic Administration implemented a comprehensive communication and learning plan to relaunch the Respectful Workplace Plan as a key initiative in support of the People Plan.

The relaunch plan included the following accomplishments in 2021:

- A training gap analysis was conducted for employees who had not completed the e-learning training module and for people leaders who had not completed the two-hour RWP training. All employees with outstanding training were contacted and informed that they were required to complete this training.
- Employees completed the e-learning training module on the “Respectful Workplace Policy and Code of Ethics” (1,679 employees, including casual employees).
- All outstanding people leaders completed the two-hour “Respectful Workplace” training session in March/April 2021, or in November 2021 (93 people leaders).
- Awareness campaigns and the development of supplemental resource materials to reinforce the concepts from the training will be developed and launched in 2022.
- Employees, during the Corporate Orientation Program, were provided training in the “Introductory I Step Forward” training program which addresses domestic violence and how to assist individuals who are experiencing it (188 employees).
- Civic Administration developed a new training program, “A Safe and Respectful Workplace,” to be launched enterprise-wide in 2022. This program will focus on employees’ rights and responsibilities to work in a psychologically safe workplace in which harassment, discrimination and disrespectful behaviours are not welcomed within the workplace and individuals will be held accountable for such

behaviour. Employees with computer access will complete this training online and those without a computer will participate in an in-person training program.

### **2.3.2 Workplace Violence Prevention Procedure**

Civic Administration continues to provide WVPP training to all new employees during orientation (188 employees).

“A Safe and Respectful Workplace,” an upcoming training program, includes the prevention of workplace violence and employees’ rights to work in a safe workplace and their responsibilities for appropriate conduct and reporting of such incidents. Starting in 2022, all employees will be required to complete this training either through the on-line training program or in person if they do not have computer access.

### **2.3.3 Safe London for Women and Girls**

In 2020, Civic Administration developed an introductory “Safe London for Women and Girls” training video for all employees. From January 2021 to December 2021, 273 employees completed the “Safe London for Women and Girls” training.

Moving forward, Civic Administration will continue to identify opportunities to create a Safe London for Women and Girls through the actions identified in Council’s Strategic Plan and through the 2021-2024 Safe Cities London Action Plan. This will include tailored bystander intervention training and learning outcomes that focus on the ability to recognize instances of sexual violence and harassment in public spaces and the form of intervention that is situationally appropriate, survivor-centred, and grounded in intersectionality.

## **Conclusion**

For the January 1, 2021, to December 31, 2021, reporting period, there were 54 complaints received under the RWP and 2 complaints received under the WVPP. The number of complaints under the WVPP is consistent with the previous Annual Report for March 1, 2020 to December 31, 2020. The number of complaints under the RWP is higher than the previous reporting period by 38. The increase in the number of complaints is mainly related to disrespectful behaviour (39 this reporting period compared to 12 in the previous reporting period) and within the range of the number of complaints the Corporation received under its previous policy, *Code of Conduct for Employees* for the five-year period 2015 to 2019 (prior to implementing the RWP). As reviewed in previous Annual Report, the shorter reporting period coupled with the impacts of the first year of the COVID-19 pandemic in the workplace may have impacted on the number of complaints received from March 1, 2020, to December 31, 2020. As supervisors/managers and employees have completed training; awareness of the RWP appears to be reflected in the number of disrespectful behaviour complaints for this reporting period.

In 2021 the Corporation was able to relaunch the Respectful Workplace Plan as a key initiative in support of the People Plan. There was a significant increase in the number of employees who completed the “Respectful Policy and Code of Ethics” training in 2021 with 1,679 completing it compared with 829 employees in 2020. As of December 1, 2021, all people leaders (100%) within the organization had completed the two-hour “Respectful Workplace” training program conducted by an external facilitator. Civic Administration continues to provide “Workplace Violence Prevention Plan” policy training and the “Introductory I Step Forward” training program to all new employees during the Corporate Orientation Program for a total of 188 employees for each of these programs. Civic Administration developed a new training program, “A Safe and Respectful Workplace,” to be launched enterprise-wide in 2022.

**Prepared by:**

**Sandra Crawford, Intake Administrator**

**Cristin Keller, Manager, Learning and Development &  
Employee Engagement**

**Recommended by:**

**Michael Goldrup, Director, People Services**

**Concurred by:**

**Jacqueline Davison,**

**Deputy City Manager, Enterprise Supports**