



Corporate Report

NO: R010

COUNCIL DATE: January 28, 2008

REGULAR COUNCIL

TO: Mayor & Council

DATE: January 25, 2008

FROM: General Manager, Human Resources

City Solicitor

SUBJECT: Amendments to Human Rights Policy and Respectful Workplace Policy

RECOMMENDATION

The Human Resources Department and the City Solicitor recommend that Council:

1. Receive this report as information;
2. Approve amendments to the City of Surrey Human Rights Policy as documented in Appendix 1; and
3. Approve amendments to the City of Surrey Respectful Workplace Policy as documented in Appendix 1.

DISCUSSION

Both the Respectful Workplace Policy and the Human Rights Policy were introduced in July 2006. Since that time all employees have been trained in the policies. Communication of the City's commitment to maintaining a welcoming and supportive work environment is ongoing.

Since implementation, the Policies have been used by the Public, employees, managers and the Unions to provide structure to addressing specific workplace concerns. Based on the experience to date with the Policies, it is considered appropriate to make several modifications to continue to support the development of appropriate workplace behaviours. Both Unions have been informed of the proposed changes.

The proposed amendments are designed to provide both greater consistency between the two Policies and to ensure that the objectives of the Policies are fully met.

The policies updated with the proposed revisions are attached as Appendix 2 and 3.

CONCLUSION

It is recommended that Council approve amendments to the City of Surrey Human Rights Policy and the City of Surrey Respectful Workplace Policy as documented in Appendix 1.

Craig MacFarlane
City Solicitor

Nicola Webb
General Manager, Human Resources

APPENDIX 1

Proposed Amendments to the City of Surrey Human Rights Policy

It is proposed that the current City of Surrey Human Rights Policy be amended as follows:

- a. By adding the following to sub-section 7.6:
“If the complaint is not received in written form, the City will confirm the complaint in writing to the Complainant. Such confirmation will include a statement detailing the specifics of the complaint. The Complainant will be provided with reasonable time to respond to the written confirmation of the complaint, but subsequently the written confirmation of the complaint will serve as the basis for the informal complaint resolution process.”

- b. By adding a new sub-section 7.7 that reads as follows:

“With the objective of effective resolution of complaints from Customers, Visitors, Contractors, Volunteers or Elected Officials, all such complaints will be initially processed through an informal investigation. An informal investigation will include a confidential meeting with a Designated Management Employee to discuss the complaint, appropriate fact-finding actions and a required mediation meeting, which will include the Complainant and the Designated Management Employee, and the General Manager with accountability for the identified respondent(s). The City Manager may participate in the mediation meeting. If the Complainant declines to fully participate in the mediation, the City shall be under no obligation to progress to the formal complaint phase provided for in Section 8 of this Policy.”

- c. By renumbering the current sub-section 7.7 as sub-section 7.8.

Proposed Amendments to the City of Surrey Respectful Workplace Policy

It is proposed that the City of Surrey Respectful Workplace Policy be amended as follows:

- a. By adding the following text to the end of sub-section 3.1:

“Disrespectful conduct does not include legitimate job related actions performed in good faith by supervisors and management employees such as work direction or assignment, performance appraisals, attendance monitoring and implementation of disciplinary and other corrective actions.”

- b. By adding a new sub-section 4.4 that reads as follows:

“Retaliation against any individual in relation to that individual speaking out, bringing a complaint or participating in the investigation of a complaint under the Respectful Workplace Policy is prohibited by this Policy. A separate complaint can be made if an individual has been the subject of retaliatory behaviour for bringing a complaint. Retaliation may include, but is not limited to, penalizing an individual or subjecting them to adverse job consequences.”

APPENDIX 1 (Cont'd)

- c. By adding a new sub-section 4.5 that reads as follows:

“An allegation of a violation of the Respectful Workplace Policy is an extremely serious matter. Complaints that are investigated and determined to be false and malicious may lead to discipline or other negative consequences for the individual who files such a complaint. A false and malicious complaint is a complaint brought in bad faith and for improper reasons. A good faith complaint brought for proper reasons which is found to not have merit, is not a false and malicious complaint.”

HUMAN RIGHTS POLICY

Revised: January 29, 2008

SECTION 1 – ACCOUNTABILITY

The City of Surrey is committed to creating an environment which is free from any form of discrimination based on any of the prohibited grounds of discrimination under the B.C. *Human Rights Code*.

This policy reflects the City's responsibility under the B.C. *Human Rights Code* to prevent discrimination in the Workplace.

The City of Surrey is committed to providing education and training to all Employees and Elected Officials about the Policy and will ensure that procedures for complaint investigation and resolution are implemented and followed.

All individuals are accountable for creating an environment that is free from Discrimination for Employees, and for Customers, Visitors, Contractors, Volunteers, and Elected Officials.

Management Employees and Supervisors are accountable for creating a working environment where Discrimination and Harassment are not tolerated.

The City of Surrey will communicate the commitment set out in this Policy to Customers, Visitors, Contractors and Volunteers.

SECTION 2 – PURPOSES

The Purposes of the Human Rights Policy are:

- 2.1 To formalize the responsibility and commitment of the City of Surrey to ensure that all Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors enjoy a workplace and service environment that is free from Discrimination or Harassment, as defined by the Policy.
- 2.2 To establish that the City of Surrey promotes a work environment for Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors free from Discrimination and Harassment.
- 2.3 To ensure that all Employees, Elected Officials and Volunteers understand what is meant by an environment free from Discrimination or Harassment and know what to do to ensure that such an environment is created and maintained at the City of Surrey.
- 2.4 To provide appropriate processes and procedures to deal with complaints in an effective and timely manner and remedy situations when Discrimination or Harassment occurs.
- 2.5 Nothing in this Policy should be construed as depriving Union Employees covered under the collective agreement(s) of CUPE Local 402, CUPE Local 402-02 and IAFF Local 1271 of their rights under these collective agreement(s). The intention is for this Policy to work in conjunction with any language on Discrimination or Harassment contained in the collective agreement(s).

SECTION 3 - DEFINITIONS OF DISCRIMINATION AND HARRASSMENT
--

- 3.1 Discrimination refers to adverse differential treatment of individuals or groups and is prohibited by law. It may be intentional or unintentional and often stems from prejudice and/or stereotypes we have of others. It can result in one individual or group having an advantage over another individual or group. Discrimination can cause an individual or group to be excluded from activities that they have the right to be included in.

The prohibited grounds of discrimination as set out in the B.C. *Human Rights Code* are race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age and conviction of a criminal or summary conviction offence that is unrelated to employment or intended employment. Discrimination as defined by this Policy is specific to conduct which is prohibited by the B.C. *Human Rights Code*. Other types of conflict which do not fall within the definition of Discrimination are provided for in other City of Surrey policies.

- 3.2 Harassment is a type of Discrimination. Harassment is defined as:

- Unwelcome conduct;
- That is based on or related to one of the prohibited grounds set out in Section 3.1 of this Policy; and
- That detrimentally affects the work environment or how accommodation, services or facilities are provided or leads to adverse job-related consequences for the victim.

- 3.3 Sexual Harassment is a type of Discrimination on the prohibited ground of sex.

- 3.4 Examples of harassment include but are not limited to:

- Remarks, jokes, innuendos or other comments regarding someone's body, appearance, physical or sexual characteristics or clothing;
- Display, distribution or storage of offensive or derogatory pictures, cartoons or other material (including material on computers or e-mail);
- Unwelcome questions or sharing of information regarding a person's sexuality or sexual activity, religious activities or disability status;
- Sexual solicitation or advance that is unwelcome;
- Unwanted physical touching; and
- Favouring or appearing to other employees to be favouring a subordinate employee in exchange for sexual favours.

- 3.5 Harassment does not include legitimate job related actions performed in good faith by Supervisors and Management Employees such as work direction or assignment, performance appraisal, attendance monitoring and implementation of disciplinary or other corrective actions.
- 3.6 Retaliation for speaking out, bringing a complaint or participating in the investigation of a complaint of Discrimination or Harassment under this Policy is prohibited by this Policy. A separate complaint of Discrimination or Harassment can be made if an individual has been the subject of retaliatory behaviour for bringing a complaint of Discrimination or Harassment. Retaliation may include, but is not limited to, penalizing an individual or subjecting them to adverse job consequences.

SECTION 4 – APPLICATION OF POLICY
--

4.1 This Policy applies to all Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors and covers conduct occurring where activities related to the enterprise of the City of Surrey or the Surrey Public Library occur including:

- At any facilities owned and/or operated by the City of Surrey;
- At City-related social functions;
- At work-related conferences or training sessions; and
- During work-related travel.

SECTION 5 - CONFIDENTIALITY

- 5.1 All processes under this Policy will be conducted confidentially. This means that no one who is in any way involved with any process under this Policy, including Complainants and Respondents, is to disclose any information to anyone except as required for the conduct of Informal Complaint Resolution Processes under Section 7 or Formal Complaint Resolution Processes under Section 8 or for the purpose of making a decision respecting a complaint.
- 5.2 The *Freedom of Information and Protection of Privacy Act* governs rights to privacy and access to information with respect to any complaint.
- 5.3 If any individual knowingly discloses confidential information collected under this Policy contrary to the Policy and without proper authorization, that individual could be subject to disciplinary consequences up to and including termination of employment.

SECTION 6 – SERIOUS MISCONDUCT

- 6.1 Discrimination and Harassment are serious misconduct. Any Employee who is found to be responsible for Discrimination or Harassment may be disciplined up to and including termination of employment for cause.
- 6.2 A Customer, Visitor, Volunteer or Contractor who breaches this Policy may be temporarily or permanently denied access to the City of Surrey’s facilities and/or services.
- 6.3 In the event that an Elected Official is alleged to be in breach of this Policy, the complaint will be referred by the City Solicitor to an independent third party investigator who is experienced in human rights matters to investigate the matter and prepare a report. The investigator will be retained as the City's legal counsel. The investigator's report will be submitted directly to Mayor and Council. If a finding of a breach of the Policy has been made by the investigator the matter will then be referred to a third party facilitator experienced in mediating and facilitating human rights matters, who would review the situation and make appropriate recommendations.
- 6.4 An allegation of Discrimination or Harassment is an extremely serious matter. Complaints that are investigated and determined to be false and malicious may lead to discipline or other negative consequences for the individual who files the complaint. A false and malicious complaint is a complaint brought in bad faith and for improper reasons. A good faith complaint brought for proper reasons, which is found to not have merit, is not a false and malicious complaint.

SECTION 7 – INFORMAL COMPLAINT RESOLUTION PROCESS
--

7.1 If you feel you have been the subject of Discrimination or Harassment and you are comfortable discussing the issue directly with the other person, clearly tell the person that their behaviour is unwelcome and request that they stop immediately. If the complaint is dealt with to your satisfaction, the issue is considered to be resolved.

Employee Complaints:

7.2 If the complaint is not resolved, or if you feel that you are unable to talk to the person about the behaviour, inform your immediate Supervisor about your complaint. Your Supervisor will assist you to resolve the complaint and, if the complaint is dealt with to your satisfaction, the issue is considered to be resolved. The Supervisor will record the resolution in writing and provide a copy of it to the Manager, Human Resources.

7.3 If you do not feel comfortable approaching your Supervisor directly, or the Supervisor is part of the complaint, you should report your complaint to one of the following Designated Management Employees:

- General Manager, Finance, Technology & Human Resources;
- Manager, Human Resources; or
- Senior Advisor, Labour Relations.

7.4 The Designated Management Employee will set up a confidential meeting with you to discuss your complaint. You should be prepared to disclose all of the pertinent details relating to the complaint in the meeting. If you have kept any written notes or documentation, these should also be presented in the meeting. The Designated Management Employee will outline the options available to you for resolution of the complaint. An Employee may have a shop steward, a friend or a Supervisor accompany you to the meeting or to any other step in the process where it is appropriate.

7.5 The Designated Management Employee will assist you with the informal resolution of the complaint. Any resolution will be recorded in writing and placed in a confidential file kept by the Manager, Human Resources.

Customer, Visitor, Contractor, Volunteer or Elected Official Complaints:

7.6 If you are a Customer, Visitor, Contractor, Volunteer or Elected Official and you believe that you have been discriminated against or harassed, you should contact the City Manager's office to access the process for resolution of your complaint. The complaint will be referred by the City Manager to one of the Designated Management Employees. If the complaint is not received in written form, the City will confirm the complaint in writing to the Complainant. Such confirmation will include a statement detailing the specifics of the complaint. The Complainant will be provided with reasonable time to respond to the written confirmation of the complaint, but subsequently the written

confirmation of the complaint will serve as the basis for the informal complaint resolution process.

- 7.7 With the objective of effective resolution of complaints from Customers, Visitors, Contractors, Volunteers or Elected Officials, all such complaints will be initially processed through an informal investigation. An informal investigation will include a confidential meeting with a Designated Management Employee to discuss the complaint, appropriate fact-finding actions and a required mediation meeting, which will include the Complainant and the Designated Management Employee, and the General Manager with accountability for the identified respondent(s). The City Manager may participate in the mediation meeting. If the Complainant declines to fully participate in the mediation, the City shall be under no obligation to progress to the formal complaint phase provided for in Section 8 of this Policy.”

Complaints against Designated Management Employees, Senior City Managers and Elected Officials:

- 7.8 Complaints against Designated Management Employees, Senior City Managers and Elected Officials must be directed to the City Solicitor who, in consultation with the General Manager, Finance, Technology & Human Resources, will be responsible for implementing an appropriate resolution process. (The General Manager, Finance, Technology & Human Resources will not be consulted by the City Solicitor respecting any complaint brought against the General Manager, Finance, Technology & Human Resources.) Complaints against the City Solicitor must be directed to the General Manager, Finance, Technology & Human Resources who, in consultation with the City's external labour relations counsel, will be responsible for implementing an appropriate resolution process.

SECTION 8 – FORMAL COMPLAINT RESOLUTION PROCESS
--

- 8.1 If the informal approach has not resulted in a resolution of the complaint or at the option of the Complainant, the complaint will be referred to the City Solicitor for formal resolution through an investigation.
- 8.2 The complaint must be made in writing describing the incidents, names of witnesses and the Respondent(s). The Respondent(s) will be provided with sufficient information to be able to respond to the allegations. The Investigator will give the parties the opportunity to respond to the allegations and present evidence necessary in support of their positions.
- 8.3 The Investigator will prepare a confidential fact-finding report that, at a minimum, describes the allegations, the evidence of the parties and the witnesses, a determination of whether the Policy has been violated, and may provide recommendations with respect to potential outcome. The Investigator will provide the final report to the City Solicitor.
- 8.4 Although there are no firm deadlines, the Investigator will be required to conduct the investigation as expeditiously as possible and in the normal case would be expected to make a determination within 60 days of being retained to conduct the investigation.
- 8.5 The City's Investigator may be an internal or external person who will have experience in the conduct of human rights investigations. The Investigator will conduct a thorough, fair and confidential investigation of the complaint. The Investigator will interview the Complainant, the Respondent and any Witnesses that may have relevant information.
- 8.6 The City reserves the right to retain external legal counsel to conduct the investigation and provide a privileged and confidential report to the City Solicitor.
- 8.7 If the Complainant withdraws the complaint, the City may continue with the formal investigation of the complaint.
- 8.8 Upon receipt of the confidential investigation report from the Investigator, the City Solicitor in consultation with appropriate City personnel will determine the appropriate corrective action.
- 8.9 The decision of the City of Surrey in this process is final and not subject to internal appeal.
- 8.10 A Union Employee retains the right to file a grievance under the Collective Labour Agreement at any time respecting a complaint brought under this Policy.
- 8.11 A decision made by the City of Surrey in this process does not affect the right of an individual to seek recourse under the B.C. *Human Rights Code*.

APPENDIX I – DEFINITIONS

The following terms are used in this Policy and are defined as follows:

- (a) **City of Surrey** for the purposes of this Policy also includes the Surrey Public Library.
- (b) **Complainant** is any individual who seeks recourse pursuant to this Policy as someone who believes he/she has experienced Discrimination or Harassment (including sexual harassment). The City of Surrey may also be a complainant.
- (c) **Contractor** includes all individuals who access the Workplace, as defined in this Policy, for the purpose of providing services or supplies to the City of Surrey.
- (d) **Customer** includes all individuals who access the Workplace as defined in this Policy for the purposes of obtaining City services on information and may include residents, taxpayers, business agents and contractors.
- (e) **Designated Municipal Employee** is defined in Section 7.3.
- (f) **Discrimination** is defined in Section 3.1.
- (g) **Elected Official** means those individuals elected to Council and includes the mayor and councillors of the City of Surrey.
- (h) **Employee** includes any individual paid a salary or wages by the City of Surrey and may be a Union Employee or Management Employee of the City of Surrey.
- (i) **Harassment** is defined in Section 3.2.
- (j) **Investigator** is an internal or external individual who will investigate a complaint brought under this Policy.
- (k) **Management Employee** means an Employee of the City of Surrey who is exempt from Union membership for the purposes of the City of Surrey's collective agreement(s).
- (l) **Respondent** is a person or group of persons, against whom allegation(s) of Discrimination or Harassment have been made pursuant to the terms of this Policy.
- (m) **Senior City Manager** includes: the City Manager; the General Manager, Human Resources; the General Manager, Finance & Technology; the General Manager, Engineering; the General Manager, Planning & Development; the General Manager, Parks, Recreation and Culture; the Chief Librarian; the Fire Chief; and the City Solicitor.
- (n) **Supervisor** means any Employee of the City of Surrey responsible for the directing and supervision of other Employees and may include both Union Employees and Management Employees.
- (o) **Union Employee** means a member of CUPE Local 402-02, CUPE Local 402 or IAFF Local 1271.

- (p) **Visitor** includes all individuals who access the Workplace, as defined in this Policy, who are not Employees, Elected Officials, Volunteers, Contractors or Customers.
- (q) **Volunteer** means a person serving the City of Surrey who is not an Employee, as defined in this Policy, and includes those individuals serving on any board(s), commission(s) or committee(s) established by the City of Surrey.
- (r) **Witness** is any individual(s) determined to have pertinent information with relation to a complaint filed under this Policy.
- (s) **Workplace** is considered to be anywhere where activities directly related to the business of the City of Surrey or the Surrey Public Library occur.

RESPECTFUL WORKPLACE POLICY

Issued: January 29, 2008

<p>SECTION 1- ACCOUNTABILITY</p>

- 1.1 The City of Surrey is committed to creating an environment where Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors are treated with respect and dignity and can contribute to a productive and professional atmosphere.
- 1.2 This Policy reflects the City's commitment to ensure that all those who work at the City of Surrey do so in a Respectful Workplace, where Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors are treated with respect and dignity.
- 1.3 All Employees, including Management Employees, are accountable for creating an environment that is respectful.
- 1.4 The City of Surrey commits to train and educate Employees, Elected Officials and Volunteers about this Policy. All new Employees will receive training on an ongoing basis as need be.

SECTION 2– PURPOSES

The Purposes of the Respectful Workplace Policy are:

- 2.1 To formalize the responsibility and commitment of the City of Surrey to ensure that all Employees, Elected Officials, Volunteers, Customers, Contractors and Visitors enjoy a workplace and service environment that is respectful.
- 2.2 To provide appropriate processes and procedures to deal with complaints in an effective and timely matter and remedy situations where the Respectful Workplace principles are not being honoured.

SECTION 3– WORKPLACE CONFLICT

3.1 What is a Respectful Workplace?

A Respectful Workplace honours the entitlement of others to have a respectful experience and honours the pride and dignity of others. In a Respectful Workplace the principles of promoting cooperative and collaborative behaviours, including healthy group dynamics and proactive problem solving are honoured. A Respectful Workplace includes conduct which is respectful of others. It does not include aggressive or demeaning behaviours, negative or inappropriate communication. Disrespectful conduct does not include legitimate job related actions performed in good faith by supervisors and management employees such as work direction or assignment, performance appraisals, attendance monitoring and implementation of disciplinary and other corrective actions.

3.2 What is Workplace Conflict?

Workplace conflict occurs where individuals do not honour the principles of a Respectful Workplace. Workplace conflict is not Discrimination or Harassment that is prohibited by the BC *Human Rights Code*; that conduct is covered under the City of Surrey Human Rights Policy.

3.3 How to avoid Workplace Conflict?

Getting along with Employees, Supervisors or Management Employees may not always be easy, but making an effort to resolve conflict at work should be a goal of all Employees at the City of Surrey. It is the experience of the City of Surrey that each Employee will try his/her best to get along with his/her co-workers. This means:

- Bullying or other aggressive or demeaning behaviours towards others will not be tolerated at the City of Surrey. Individuals found to be bullying or otherwise tormenting others, either physically or mentally, will be subject to discipline.
- Employees should respect the fact that others may be different from you and that they may have a different approach or way of doing something than you do.
- Employees should be aware of the fact that how you act can impact others in the workplace.
- Employees should avoid talking negatively, gossiping or being judgmental about your co-workers. This type of behaviour encourages conflict in the workplace, and is not consistent with the goals of the Respectful Workplace Policy.
- If you are not sure if your behaviour is welcome, ask.

SECTION 4 – WORKPLACE CONFLICT RESOLUTION PROCEDURES

- 4.1 If an Employee is behaving in a way that makes you feel uncomfortable at work, or if you are having a conflict with an Employee at work there are steps you can take to resolve the conflict.
- 4.1.1 If you are comfortable discussing the issue directly with the other Employee, you are encouraged to do so and try to resolve the issue. If the issue is not resolved, inform your Supervisor about the conflict.
- 4.1.2 The Supervisor will assist you to resolve the conflict and, if it is resolved to your satisfaction, the issue is considered to be resolved. If the conflict is not resolved, you or your Supervisor should refer the conflict to a Designated Management Employee, as outlined in Section 4.1.3.
- If you do not feel comfortable approaching your Supervisor directly, or if the Supervisor is part of the conflict, go to Section 4.1.3.
- 4.1.3 If you are unable or uncomfortable in resolving the conflict with the steps indicated above, you should speak to one of the following Designated Management Employees who will assist you in resolving the conflict:
- General Manager, Finance, Technology & Human Resources;
 Manager, Human Resources; or
 Senior Advisor, Labour Relations.
- 4.2 If a Customer, Visitor, Contractor, Volunteer or Elected Official is behaving in a way that makes you feel uncomfortable at work, or if you are having a conflict with a Customer, Visitor, Contractor, Volunteer or Elected Official while at work, you should try to resolve the issue. If you are not comfortable attempting to resolve the issue, or, if the issue is not resolved, inform your Supervisor about the conflict. The Supervisor will assist you to resolve the conflict and, if it is resolved to your satisfaction, the issue is considered to be resolved. If the conflict is not resolved, you or your Supervisor should refer the conflict to a Designated Management Employee as outlined in Section 4.1.3.
- 4.3 If you see others behaving in a way that is inappropriate or disrespectful you are encouraged to follow the steps shown above to assist you in resolving the conflict.
- 4.4 Retaliation for speaking out, bringing a complaint or participating in the investigation of a complaint under the Respectful Workplace Policy is prohibited by this Policy. A separate complaint can be made if an individual has been the subject of retaliatory behaviour for bringing a complaint. Retaliation may include, but it is not limited to penalizing an individual or subjecting them to adverse job consequences.

- 4.5 An allegation of a violation of the Respectful Workplace is an extremely serious matter. Complaints that are investigated and determined to be false and malicious may lead to discipline or other negative consequences for the individual who files the complaint. A false and malicious complaint is a complaint brought in bad faith and for improper reasons. A good faith complaint brought for proper reasons which is found to not have merit, is not a false and malicious complaint.

APPENDIX I – DEFINITIONS

The following terms are used in this Policy and are defined as follows:

- (t) **City of Surrey** for the purposes of this Policy also includes the Surrey Public Library.
- (u) **Contractor** includes all individuals who access the Workplace, as defined in this Policy, for the purpose of providing services or supplies to the City of Surrey.
- (v) **Customer** includes all individuals who access the Workplace as defined in this Policy for the purposes of obtaining City services on information and may include residents, taxpayers, business agents and contractors.
- (w) **Designated Management Employee** is defined in Section 4.1.3.
- (x) **Elected Official** means those individuals elected to Council and includes the Mayor and Councillors of the City of Surrey.
- (y) **Employee** includes any individual paid a salary or wages by the City of Surrey and may be a Union Employee or Management Employee of the City of Surrey.
- (z) **Management Employee** means an Employee of the City of Surrey who is exempt from Union membership for the purposes of the City of Surrey's Collective Agreement(s).
- (aa) **Respectful Workplace** is defined in Section 3.1.
- (bb) **Supervisor** means any Employee of the City of Surrey responsible for the directing and supervision of other Employees and may include both Union and Management Employees.
- (cc) **Union Employee** means a member of CUPE Local 402-02, CUPE Local 402 or IAFF Local 1271.
- (dd) **Visitor** includes all individuals who access the Workplace, as defined in this Policy, who are not Employees, Elected Officials, Volunteers, Contractors or Customers.
- (ee) **Volunteer** means a person serving the City of Surrey who is not an Employee, as defined in this Policy, and includes those individuals serving on any board(s), commission(s) or committee(s) established by the City of Surrey.
- (ff) **Workplace** is considered to be anywhere where activities directly related to the business of the City of Surrey or the Surrey Public Library occur.