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Under Policy:
 Human Resources


	Verify revision is current prior to use.
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SAFE AND RESPECTFUL WORKPLACE STANDARD

Executive Sponsor	Title	Date Approved
Brandie Yarish	Chief Human Resources Officer and Executive Vice President, Safety and Community Engagement	April 11, 2022
Content Owner	Title	Date Approved
Troy Garrecht	Interim Manager, Employee and Labour Relations	April 11, 2022
Jason Doering	VP, Safety, Environment and Support Services	April 12, 2022

Review of this Standard is required annually.

Revision history of this Standard is referenced in Schedule “B”.

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1.0 PURPOSE & SCOPE

1.1 ENMAX is committed to working in collaboration with its Employees, and its Unions to create a respectful workplace by:

1.1.1 Promoting and maintaining a common understanding of the expectations and behaviours considered appropriate and inappropriate at ENMAX and in the delivery of or access to ENMAX services, and;

1.1.2 Eliminating the hazard of violence and harassment, or controlling if elimination is not reasonably possible, by taking action to prevent and / or deal with Inappropriate Behaviour wherever ENMAX business is being conducted.

1.2 This Standard's purpose is to promote a Safe and Respectful Workplace and prevent Inappropriate Behaviour (See Section 4.2) from becoming a part of ENMAX's workplace by increasing awareness, promoting ENMAX's core values, and identifying processes for early intervention and resolution.

1.3 Support ENMAX's commitment to a workplace environment based on safety, integrity, accountability, service, teamwork, agility, and innovation.

1.4 Establish processes for reducing and responding to incidents of Inappropriate Behaviour. This Standard applies to all Employees of ENMAX.


1.5 Where there is a conflict between this Standard and a Collective Agreement, provisions of the Collective Agreement will be followed.

1.6 This Standard applies to all ENMAX operations and ENMAX Facilities whether owned or leased. This Standard also applies to any locations where ENMAX participates in social, commercial or other events as well as electronic communications.

1.7 For the purposes of this Standard, the definitions of Worksite and Workplace Violence are deemed to include the meanings ascribed to "work site" under the Occupational Health and Safety Act and "Violence" under the Occupational Health and Safety Code, respectively. (As set out in appendix A)

2.0 REFERENCES

- [Alberta Human Rights Act](#)
- [Alberta Occupational Health and Safety Act \("OHS Act"\)](#)
- [Alberta Occupational Health and Safety Code \("OHS Code"\)](#)
- Corporate Emergency Response Plan

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- [Criminal Code of Canada](#)
- [Health and Safety Policy](#)
- [Human Resources Policy](#)
- [Principles of Business Ethics Policy](#)
- [Progressive Discipline Standard](#)
- [Records Management Standard](#)
- [Incident Management Standard for Safety, Environment and Security](#)
- [Hazard Management Standard for Safety, Environment and Security](#)
- Threat Management Procedure
- [Training Record Standard](#)

3.0 RESPONSIBILITIES

Maintaining a Safe and Respectful Workplace is everyone's responsibility.

3.1 All Employees must

3.1.1 Familiarize themselves with this Standard and associated training.

3.1.2 Create and support a Safe and Respectful Workplace through adherence to the Standard.

3.1.3 Foster a workplace free from Inappropriate Behaviour by behaving in manners consistent with ENMAX's values that support diversity and inclusion.

3.1.4 Report incidents of Inappropriate Behaviour to their immediate supervisor or Employee Relations immediately or as soon as reasonably practicable.


3.1.5 If an incident involves a potential threat to the safety of themselves or others, all Employees must complete a [Threat Management Form 20053](#) when reasonably safe to do so.

3.1.6 Cooperate and maintain confidentiality throughout the Investigation process.

3.2 All Supervisors and Managers

3.2.1 Communicate and ensure a Safe and Respectful Workplace for all Employees by adherence to this Standard.

3.2.2 Take appropriate preventative and/or corrective action.

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3.2.3 Ensure all Employee rights are respected.

3.2.4 Report incident(s) of Inappropriate Behaviour that are either witnessed or reported by others to Employee Relations or Security where circumstances warrant.

3.2.5 Upon obtaining the outcome of an investigation from Employee Relations, take appropriate disciplinary action where warranted and ensure outcomes are completed.

3.3 Employee Relations

3.3.1 Investigate incidents of Inappropriate Behaviour in a timely and objective manner and make determination on if complaint is founded, unfounded, or made in bad faith.

3.3.2 Make effective and appropriate recommendations for corrective action which may include discipline up to and including termination.

3.3.3 Communicate and report to Executive Leadership instances of concern,

3.3.4 Advise the Complainant and the Respondent of the findings of the Investigation, including if corrective actions have been recommended, while respecting the privacy rights of all parties involved.

3.4 Safety, Environment, Security

3.4.1 Develop and deliver training for all Employee related to workplace violence.

3.4.2 Apply the requirements of the Threat Management Procedure to Violence-related incidents (including risk and hazard assessments).

3.4.3 Participate in investigations of Inappropriate Behaviour involving violence.

3.5 Executive Sponsor


3.5.1 Responsible for interpretation and implementation of this Standard.

4.0 STANDARD

4.1 Principles

4.1.1 All Employees are collectively responsible to ensure ENMAX is a Safe and Respectful Workplace free from Inappropriate Behaviour. All individuals should be treated with dignity and respect as ENMAX is committed to:

- a) Maintaining an environment that is free from violence and harassment, which enables individuals to thrive and perform at their full potential in a supportive and engaging workplace.

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b) Building a culture where behaviours are in accordance with ENMAX's Values and where Inappropriate Behaviour is not tolerated:

- **Safety**- nobody gets hurt
- **Integrity**- do what's right with courage and conviction
- **Accountability**- own it
- **Service**- act with others in mind
- **Teamwork**- together, we are better and stronger
- **Agility**- adapt and act
- **Innovation**- aim high and create possibilities

4.2 Inappropriate Behaviour

4.2.1 It is not possible to itemize every instance of appropriate or Inappropriate Behaviour. Inappropriate Behaviour is that which is objectionable and / or unwelcome to an individual. Such behaviour serves no valid work-related purpose and can create a poisoned work environment. Inappropriate Behaviour can be any conduct by an individual or group that adversely affects another person's psychological or physical well-being. Inappropriate Behaviour in all forms is a serious offense and must be distinguished between other forms of workplace issues that are not considered inappropriate such as:


- a) The imposition of disciplinary measures in accordance with ENMAX Standards.
- b) Reasonable managerial authority in directing day to day activities to service legitimate work-related purposes.

Inappropriate Behaviour includes (but is not limited to):

- a) Disrespectful Behaviour
- b) Discrimination/Harassment
- c) Workplace Violence

4.2.2 Disrespectful Behaviour

- a) Conduct, comments, actions or gestures which are humiliating, offensive, hurtful or belittling.

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- b) Repeated: conduct, comments, actions, or gestures which when taken in isolation seem minor but when repeated can lead to a conclusion of harassment.
- c) A single incident of enough seriousness to have a significant impact on the recipient or the work environment.

Examples of disrespectful behaviour include, but are not limited to:

- written or verbal comments, actions, gestures or other behaviours or, "jokes" which are humiliating, offensive, hurtful or belittling;
- bullying or intimidation;
- abusing authority;
- yelling or shouting (except where intended to alert another to danger);
- deliberately excluding an employee from relevant work activities or decision making;
- decision-making which is influenced by factors which have no work-related purpose; and
- attempting to discredit an individual by spreading false information.

4.2.3 Discrimination/Harassment

- a) Behaviours practices, policies or systems which have a direct or adverse impact based on: race, colour, ancestry, place of origin, religious beliefs, gender, gender identity, gender expression, age, physical disability, mental disability, marital status, family status, source of income, and sexual orientation, or any other ground covered by the [Alberta Human Rights Act](#).
- b) Discriminatory or harassing behaviours include comments or actions which are unwelcome, that are based on a prohibited ground of discrimination and result in a negative or poisoned work environment. Examples Include:
 - Any previously described Inappropriate Behaviour that is based on a prohibited ground;
 - Sexual harassment includes comments or conduct such as: unwelcome advances, requests, comments, physical contact such as unnecessary touching, pinching or jostling or gestures that are suggestive or persistent staring that are of a sexual nature. Implied or

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expressed threats of reprisal for refusal to comply with a request of a sexual nature or implied or expressed promises of reward for agreeing to comply with a request of a sexual nature;


- Unwelcome remarks, jokes, taunts, suggestions or speculations about a person's body, attire, sex life, etc.;
- Displays of pornographic or other sexual materials in the form of pictures, electronic mail, graffiti, cartoons or sayings.

4.2.4 Workplace Violence

- a) Violence means any act in which an Employee is abused, threatened, intimidated or assaulted in their employment. Workplace Violence is not limited to incidents that occur within a traditional Worksite and can occur at off-site business-related functions. Workplace Violence includes domestic Violence, where there is reason to believe that domestic Violence is likely to expose a worker to a risk of physical injury in the workplace.
- b) Violence includes unwanted physical contact or physical attacks such as hitting, kicking, and pushing as well as threatening body language and intimidation tactics that would arouse fear in a reasonable person.

4.3 Confidentiality

Allegations of Inappropriate Behaviour will be handled in a timely manner respecting the privacy rights of all parties involved wherever possible. ENMAX will not disclose the names or any identifying details of the Complainant or Respondent to any person other than those necessary for the purposes of restorative or investigative action, to inform of specific or general threats of violence or potential violence, or as required by law. Failure to preserve the confidentiality of information initially acquired during the complaint and follow up process will result in disciplinary action being taken. Where reasonable, all involved parties (Complainant, Respondent, and witnesses) will be asked to keep details of the Investigation confidential to not obstruct due process of the Investigation.

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4.4 Retaliation

Everyone has the right and obligation to report concerns regarding a Safe and Respectful Workplace, in good faith, and without fear of reprisal or retaliation, including a credible threat of adverse action. Any instances or acts of retaliation will be investigated and the involved person(s) will be subject to discipline up to and including termination.

4.5 Training

4.5.1 Training on matters related to this Standard will be provided to all Employees engaged to perform work for ENMAX.

4.5.2 Training records will be created and maintained in accordance with the Training Record Standard.

4.6 Hazard Assessments and Emergency Response Planning

Workplace Violence is considered when performing hazard assessments under the Hazard Management Standard for Safety and Environment


4.7 Reporting an Incident

4.7.1 Steps Prior to Reporting

- Inappropriate Behaviour involving Discrimination/Harassment or *Disrespectful Behaviour*. Where safe and reasonable to do so a person who believes that they are the target of the Inappropriate Behaviour is encouraged to make the offending person aware that the behaviour is unwelcome and request that it cease immediately. If the behaviour is repeated, the person is encouraged to formally report the incident. If the person is not comfortable confronting the offending person, they may formally report the incident without taking the first step of confronting the originator of the unwelcome behaviour.
- Inappropriate Behaviour involving Workplace Violence. A person who believes that they are the target of Workplace Violence must immediately remove themselves from the situation. For serious imminent threats and acts of Violence call 911 Police Emergency immediately. For threats of lower risk, contact ENMAX 24/7 Security (403.514.3100 or 403.689.6310) or their Manager.

4.7.2 Formal Complaint Reporting

- A person who believes or is aware of an instance where a violation of the Safe and Respectful Workplace Standard has occurred must inform either their

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Manager, or a member of the Employee Relations team within Human Resources. An Employee can also report incidences of Inappropriate Behaviour through the ENMAX Safety and Ethics HelpLine (1.800.661.9675) or www.enmax.confidenceline.net

- A formal complaint may be made in writing or verbally directly to Employee Relations. Information that will need to be initially gathered may include, (but is not limited to): identification of the individual(s) involved, a detailed description of the incident(s), dates, times, witnesses, etc.
- If the incident involves a potential threat to the safety of themselves or another person, the Employee must complete a [Threat Management Form 20053](#). The Facility and Security Operations Team will ensure the instigation of the ETAT (ENMAX Threat Assessment Team) process for all incidents involving a direct or implied threat of physical Violence, as per the Threat Management Guide.
- This Standard is not intended to prevent or discourage any worker(s) from exercising their rights to pursue action under any other law (e.g., Union grievance, human rights complaint, etc.).

4.7.3 Bad Faith Complaint


All reports made under this Standard shall be made in good faith. Complaints made frivolously, maliciously, or without factual basis may constitute defamation, may be actionable by the Respondent, and may result in disciplinary action, up to and including dismissal.

4.8 Investigating an Incident

4.8.1 Employee Relations, in consultation with the Manager (if appropriate), shall appoint an investigation team. The investigators are responsible for formally and objectively investigating and documenting the incident in a timely manner, determining the factual findings and making recommendations for resolution. The Investigation will follow the principles of due process.

4.8.2 The Complainant, at any stage, may request that the complaint be withdrawn; however, ENMAX may still be obligated to investigate. Continuation of the complaint process will be determined by Employee Relations in consultation with the Executive Sponsor.

4.8.3 In the absence of a formal complaint or a suspected incident of Inappropriate Behaviour, the matter may still be investigated in the interest of protecting and promoting a Safe and Respectful Workplace.

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4.9 Outcome

4.9.1 Where it is determined through the Investigation that upholds a violation of the Safe and Respectful Workplace Standard, remedial actions may include: education and training, transfer, demotion, mediation, or formal disciplinary action in accordance with the Progressive Discipline Standard up to and including termination of employment, as determined by the investigators jointly with Management and Employee Relations.


Incidents of a significant nature will be reported to the Executive Sponsor for further follow up if required.

4.10 Additional Support

Employees may access counseling through the Employee and Family Assistance Program (1.800.663.1142). Anyone who is a victim of domestic abuse, Violence or threats outside the workplace is strongly encouraged to contact Human Resources or the Employee and Family Assistance Program for support.


5.0 EXCEPTIONS

Any exceptions to adherence to this Standard shall require the prior written approval of the Executive Sponsor.


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SCHEDULE “A” – DEFINITIONS

Defined Term	Definition
Complainant	the person who has made a complaint of <u>Inappropriate Behaviour</u> or brings the issue to the attention of the employer.
Employee	means a member of the Executive Team or any other person employed by <u>ENMAX</u> on a full or part-time basis.
ENMAX	means ENMAX Corporation and its direct and indirect <u>Subsidiaries</u> , other than Versant Power and its U.S. holding companies and its direct and indirect subsidiaries.
Executive Sponsor	is an <u>Employee</u> with specific <u>Policy</u> development and management accountabilities as designated by the Chief Executive Officer.
Form	means a document used to record <u>Data</u> or satisfactory completion of process steps in support of the governing <u>Procedure</u> . It may also be a template used to prepare other documents.
Inappropriate Behaviour	See Section 4.2.
Investigation	a fair and impartial fact-finding process to assess whether the allegation is founded, unfounded or made in bad faith.
Personnel	means <u>ENMAX</u> Board of Directors, Executive Team, <u>Employees</u> and Contractors.
Policy/Policies	is/are principle based document(s) that contain information and direction in relation to the values and fundamental expectations of <u>ENMAX</u> .
Principles of Business Ethics	are statements of <u>ENMAX’s Standards</u> of management and operation that apply generally across <u>ENMAX</u> . This document is approved by the Board of Directors of <u>ENMAX Corporation</u> on behalf of <u>ENMAX Corporation</u> and on behalf of <u>ENMAX Power Corporation</u> and <u>ENMAX Energy Corporation</u> in its capacity as shareholder of these <u>Subsidiaries</u> .
Procedures	are documents designating the steps or processes that provide specific direction in order to achieve a uniform approach to executing a work or business activity. Procedures are composed of steps which, when not executed in a specific order may result in an impact to health,

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Defined Term	Definition
	safety, environment, customer service or business (operational, financial, regulatory, etc.) performance.
Respondent	the person against whom the complaint has been lodged.
Safe and Respectful Workplace	is one that values safety, diversity and inclusion, dignity of the person, courteous conduct, mutual respect, fairness and equality, professional communication, and collaborative working relationships between people.
Safety and Ethics HelpLine (“HelpLine”)	is a helpline through which <u>Employees</u> and <u>Contractors</u> may make good faith reports anonymously and is supported by Xpera through its Confidence Line service.
Standard	is a document providing further direction, guidance and requirements that provides greater detail than that provided in a <u>Policy</u> , and reflects Management’s expectations.
Subsidiary/Subsidiaries	means a Company that is, directly or indirectly, controlled by <u>ENMAX</u> , but excludes Versant Power and Versant Power's direct and its U.S. holding companies and its direct and indirect subsidiaries.
Union	means an organization formed by workers from related fields that work for the common interest of its members. Generally speaking, except for management personnel, CUPE (Canadian Union of Public Employees) Local 38 represents all office and clerical employees, while IBEW (International Brotherhood of Electrical Workers) Local 254 represents all other employees at <u>ENMAX</u> .
Worksite	means a location where an <u>Employee</u> or Contractor is engaged in, or is likely to be engaged in, the performance of services for the benefit of <u>ENMAX</u> , and includes any Vehicle or mobile Equipment used by an <u>Employee</u> or Contractor to perform that service.

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SCHEDULE “B” – REVISION HISTORY

Rev No.	Effective Date	Revision History
5	April 12, 2022	Annual review completed, no content changes. Updated Worksite definition to match other H&S governing documents.
4	March 29, 2021	Removed reference to Contractor, updated definitions and Supervisor responsibilities.
3	December 8, 2020	Content Owner updated.
2	October 1, 2020	Content Owner updated. Definitions for Company, ENMAX and Subsidiaries updated with the acquisition of Versant Power.
1	July 25, 2019	Purpose, scope, principles and confidentiality updated to align with legislative requirements
0	April 23, 2018	Standard and definitions updated, and aligned with Alberta Human Rights Act, and Occupational Health and Safety Act and Code.