

## Third-party Harassment Policy

**Written By:** Peter Verhagen  
**Approved By:** Caitlin Stewart  
**Endorsed By:** Luke Martin  
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Our third-party harassment policy aims to address members harassment coming from people outside of our company. We won't tolerate this kind of behaviour, even if it means having awkward conversations with partners or losing business. Ensuring our members are safe in our workplace is our first priority.

In this policy, we indicate how to recognize harassment and how to report incidents. We also explain how we investigate claims and protect victims.

### Scope

This policy applies to everyone outside our company including vendors, investors, customers, contractors, shareholders and any other people we are connected to or do business with.

We aim to protect every employee, intern or volunteer regardless of level, function, seniority, status or protected characteristics like race, gender and sexual orientation.

For a more detailed explanation of our stance towards harassment, please refer to our discrimination and harassment policy and anti-discrimination policy.

### Policy elements

Harassment is any kind of behaviour that humiliates, victimizes or threatens a person, like directing racial slurs and making unwanted sexual advances. Even seemingly harmless actions, like a customer calling an employee constantly outside work for non-emergencies and without prior agreement, can constitute harassment. Innuendos, veiled threats and inappropriate or offensive jokes are all included in our definition.

Harassment can happen in-person, over the phone, via email or through a messaging app. It can come from strangers or people you know. Anyone who objectifies, threatens or ridicules our members are a harasser. We will describe our rules for dealing with these behaviours.

#### Harassment from customers

Harassment coming from customers is often difficult to deal with. Members might be reluctant to report customers, especially ones who are responsible for substantial revenue. This causes the customer's behaviour to go unpunished and continue.

Please don't hesitate to report a customer (or a customer's employee) if they behave inappropriately and make your life difficult. Reporting them means that they won't harass you anymore and that we will also have the chance to protect other employees who would come in contact with the harasser.

Report the customer to the Vice President or the committee via email or in-person.

The committee will investigate your claim and contact the customer to ask them to change their behaviour. If the customer is a business, our committee will do the following:

*This document was developed utilising and adapting content from:*

<https://resources.workable.com/third-party-harassment-policy>

- Contact that business' HR department and file a complaint against the person who harassed you.
- Explicitly ask for that behaviour to stop.
- Ask the customer-company to assign another person as your contact. We will push for this solution in three cases:
  - If the harassment from that person has happened before to you or your colleagues.
  - If the incident of harassment was severe (like a threat of violence or an explicit request for a sexual favour).
  - If you tell us you don't feel comfortable working with this person anymore.

We will also discuss possible solutions on our end. If you needed to interact with that person in specific cases, we may assign another member to fill in for you at those times. We will not penalize you or retaliate against you in any way.

If the customer-company ignores our report, or if the incident of harassment happens again and the customer seems unwilling to deal with the person responsible, we will dissolve our contract with that customer.

If the customer is an individual, we will refuse our products/services until they correct their behaviour.

#### Harassment from prospective customers

Salespeople and marketers interact with prospects every day. If any of these prospects harasses you:

- Drop all interactions with them (like answering calls and sending emails) and report this to your manager. If somebody harassed you via email, forward those emails to the committee for reference
- Leave immediately if someone harasses you at an on-site meeting. Please call a member of the committee as soon as possible to let them know.

#### Harassment from vendors and contractors

Our harassment and anti-violence policies apply to our vendors and contractors. We will communicate with them in writing whenever we sign a contract with another business.

If an employee of vendor or contractor harasses you, please report directly to the committee. The committee will:

- Report the person who harassed you to the vendor's HR department.
- Demand that either this person stops this inappropriate behavior immediately or the vendor assigns a different employee to that position, depending on the severity of the harassment.

If harassment continues after our intervention or our vendor ignores our report, we will dissolve our contract with this vendor.

#### Involving the police

Our company will involve the police if a harasser stalks, assaults or verbally / physically threatens an employee. This applies to all possible third-parties from customers to investors. When harassers seem dangerous (for example, if a harasser refuses to leave the premises and threatens you with physical violence), call the police before reporting to the Vice President or the committee.

### Committee responsibilities

We have an open-door policy and we encourage our employees to share their concerns and thoughts with us. However, sometimes employees may not feel comfortable reporting on harassment, whether it has happened to them or a colleague. This is why we expect the committee to always be alert and ready to spot harassment towards our members.

If you suspect one of our members is being harassed, talk to them to get more information. Assure them that they won't be penalized for reporting harassment from any source and that our company is committed to protect them from harassment.

Inform the Vice President of your conversation and act immediately to protect our members (like assigning someone else to interact with the person who harassed them until the investigation is complete).

### Vice President responsibilities

When the Vice President receives a report about third-party harassment, they must:

- Ask for as many details and information as possible from the person making the complaint.
- Keep copies of the report with dates, times and details of incidents and any possible evidence in a confidential file. They should update this file with all future actions and conversations regarding this complaint.
- Launch an investigation. They should always maintain professionalism when communicating with third parties, while also showing that they take the matter seriously and want to protect our members..
- Inform the harassed members of our company's procedures and provide legal advice if appropriate.
- Take into account the wishes of the harassed employee. If a member says they don't want to interact with a harasser again

The Committee must not, under any circumstances, blame the victim, conceal a report or discourage members from reporting harassment. If The Vice President or a manager behaves that way, please send an email to the president explaining the situation.

We welcome any feedback or complaint about our procedures and how our employees handled each case.

### Helping harassment survivors

We want to support the victims of harassment. If you experience trauma, stress or other symptoms because of harassment, consider taking a few days of leave from the project, or speaking to a member of our committee.

Your position will not be jeopardized or altered if you choose any of those options or other means of recovery.

### Help us keep our company safe

We all work best in environments where we feel safe and happy. We can't control the behaviour of people outside of our organization, but we can act to stop it. Please let us know whenever you are being harassed or witness others being the victims of harassment, whether the perpetrator is a customer, an employee or a partner.