



**Cochrane Search and Rescue Association
Member Handbook**

DOCUMENT HISTORY

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1.8	Feb 25, 2020	Andy Potton, Stefan Lund, Evan Knox & Chad Sales	Discussion of document to: <ol style="list-style-type: none"> 1) Transfer Code of Conduct from Member Standards Handbook to Member Handbook 2) Transfer Violence & Harassment Policy from Member Standards Handbook to Member Handbook 3) Include CSAR Member Handbook Prevention Procedures 4) Transfer WCB Reporting Policy to Occupational Health and Safety Handbook. 5) Include Safety Committee and Social Committee on Organizational Flow 6) Remove 'Additional Member Handbooks' from Member Handbook as referenced in Code of Conduct

			<ul style="list-style-type: none"> 7) Remove 'Self Deployment' from Member Handbook as referenced in Code of Conduct 8) Update 'Uniform' following discussion on Feb 14, 2020 between Potton, Knox and Sales (Lund not present) 9) Remove 'Alcohol, Cannabis and Drugs' from Handbook as referenced in the Code of Conduct 10) Remove 'Confidentiality Agreement' from Handbook as referenced in Code of Conduct 11) Remove 'WCB Policy' from Handbook as this will now be referenced in the Occupational Health & Safety Handbook 12) Clarify areas of concern in Uniform section. 13) Increase version from 2.0 to 5.0
1.8	Feb 27, 20	Andy Potton, Stefan Lund & Evan Knox	Final formatting and presentation to the Board for review prior to March Board meeting
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1. PURPOSE

The Purpose of this document is to provide an understanding of expectations and resources for members within the Cochrane Search and Rescue organization. This handbook attempts to cover all of the necessary information, however, should not be taken as comprehensive. If a member has an inquiry about the interpretation of this document or about topics not discussed or referenced within, they should approach the appropriate Director.

2. CODE OF CONDUCT

2.1 Purpose

The purpose of this Code of Conduct is to identify standards of behaviour by which all volunteer members registered with Cochrane Search and Rescue Association must abide. Members who violate the Code of Conduct may have their membership revoked or suspended.

2.2 Competency

- i) Members will carry out their duties to the best of their abilities.
- ii) Members will seek to develop and maintain skills necessary to perform their assigned duties.
- iii) If a Member is unclear on any element of the code of conduct, they will seek out clarity from their Board of Directors.

2.3 Confidentiality

- i) Members will keep confidential all information they are exposed to while serving as volunteers, including information concerning other volunteers, subjects, Tasking Agencies, and other organizations.
- ii) Members will not disclose confidential information, unless required to do so by law, or to assist in responding to an emergency.

2.4 Authority

- i) Members who are placed in leadership positions will exercise their responsibilities consistently and fairly; a leadership position is identified as follows:
 - a) Executive member
 - b) Board Member
 - c) Committee Lead
 - d) Section Leads
 - e) Search Manager
 - f) Team Leader
 - g) Event or Exercise Coordinator/Liaison/Lead
 - h) MIT Mentor
 - i) CSAR Instructor
- ii) Members will respect the chain of command and follow reasonable directions given by a person in authority.
- iii) Members will follow all Member Handbooks as follows:
 - a) Member Handbook
 - b) OHS Handbook
 - c) Social Media Handbook
 - d) Section and/or equipment specific Handbooks

2.5 Communication

- i) Members will not publicly criticize fellow volunteers, SAR Alberta, or other organizations in emergency response.
- ii) Members will not use harassing, or otherwise offensive language while serving as a Search & Rescue Volunteer.
- iii) Members will conduct themselves in a manner that positively supports CSARs and SAR Alberta's policies and guidelines.
- iv) Members will not represent themselves as agents of the Province of Alberta.
- v) Members will not comment to the media or in social media on any operations they were involved in unless approved by the Tasking Agency.

2.6 Personal Conduct

- i) Members will work as part of a team, with personal and team safety always at the forefront.
- ii) Members will treat others, including other volunteer and members of other organizations, with respect and dignity.
- iii) Members will not engage in violence, harassment, abusive behaviour, or discrimination.
- iv) Members will carry out their duties in an honest and professional manner.
- v) Members will not Self Deploy, including by ones self or with other agencies unless specifically tasked by Cochrane Search and Rescue.

2.7 Conflict of Interest

- i) Members will avoid real or perceived conflicts of interest.
- ii) Members will declare involvement in any form of self-employment or private business which competes with programs or services supported by CSAR which could be considered a conflict of interest.
- iii) Members who find themselves in a conflict of interest will self-declare to the Board of Directors.

2.8 General

- i) Members will not use CSAR facilities, supplies, or equipment for private purposes without permission.
- ii) Members will appropriately care for any materials entrusted to them and return all borrowed equipment and supplies.
- iii) Members will not post inappropriate photos on any social media feed while engaged in CSAR activities or wearing CSAR branded clothing.
- iv) Members will dress as per Section 5 while on duty and will refrain from wearing CSAR or SAR Alberta identification when not on duty.
- v) Members will not accept an assignment or respond if they are under the influence of drugs or alcohol.
- vi) Members will not respond or act in SAR duties while under the influence of alcohol or drugs.
- vii) Members will conduct exercises, training and operations in accordance with CSAR policies and operating guidelines; when there is no written CSAR standard, the standard of care shall be that of the related industry.

3. MEMBERSHIP

3.1 All member accountabilities:

- i) Be in good standing with their annual dues (\$40.00) payable by no later than the beginning of each Annual General Meeting.
- ii) Have a valid Criminal Record Check with Vulnerable Sector within the last three (3) years.
- iii) Have read through the following membership documents and have signed an acknowledgement every 12 months:
 - Member Handbook
 - OHS Handbook
- iv) Be an active participant in at least one (1) organizational committee as outlined in Section 4.
- v) Utilize the organizational email address and Google Drive storage system.

3.2 Operational Member accountabilities:

- i) Comply with Section 3.1: All member accountabilities.
- ii) Have a valid SAR Basics certificate.
- iii) Have certification in Incident Command System (ICS) 100.
- iv) Have completed SAR Skills within the last three (3) years.
- v) Have a valid Standard First Aid Level C with CPR certificate.
- vi) Log on to D4H at least once every two (2) weeks.
- vii) Attended one quarter (1/4) annual training sessions identified on D4H with “Core Training” in both the description and D4H ‘tag’ associated with the exercise.
- viii) Attend two (2) searches per annum or, in their place, two (2) mock searches per annum.
- ix) Contribute a minimum of forty (40) hours per annum as recorded on D4H.
Note: ‘Per Annum’ is identified as January 1 to December 31 each year.

3.3 Non-Operational Member accountabilities:

- i) Comply with Section 3.1: All member accountabilities.
- ii) Be given a period of nine (9) months to either return to Operational Member status as outlined in Section 3.2, or move to Associate Member status as outlined in Section 3.5.
- iii) Failure to do either of these will result in dismissal from the organization.

3.4 Member-In-Training (MIT) accountabilities:

- i) Comply with Section 3.1: All member accountabilities.
- ii) Have completed all new member documentation as supplied by the CSAR Member Relations Team under the direction of the Planning Director.
- iii) Have paid joining fee (\$150).
- iv) Be working towards becoming an Operational Member as outlined in Section 3.2.

3.5 Associate Member:

3.5.1 Definition:

- i) Individuals who no longer wish to be Operational yet wish to continue within the organisation and contribute volunteer hours within the administration and coordination of the organization.

3.5.2 Accountabilities:

- i) Comply with Section 3.1: All member accountabilities.

- ii) Contribute forty (40) hours per annum to the organization tracked through the Extra Hours reporting system provided by the organization.

3.6 Executive Members:

3.6.1 Definition:

- i) Executive Members are identified within the present Bylaws of the organization and highlighted in red on the Organizational Flow in Section 4.

3.7 Board Members

3.7.1 Definition:

- i) Board members are identified within the present Bylaws of the and highlighted in green on the Organizational Flow in Section 4.

3.8 Leave of Absence (LOA):

- i) Should a member require time away from the organization then they must write to the Board via email for a request.
- ii) The maximum length of time for a LOA is six (6) months.
- iii) LOAs are subject to approval of the Board.

3.9 Resignation:

- i) Should a member decide to leave the organization they are to:
 - a) Inform the Board in writing and
 - b) Return their issued CSAR Operational / Non- Operational Member Jacket and/or yellow vest, long sleeved red tee and any other equipment either issued or signed out from the organization

3.10 Termination:

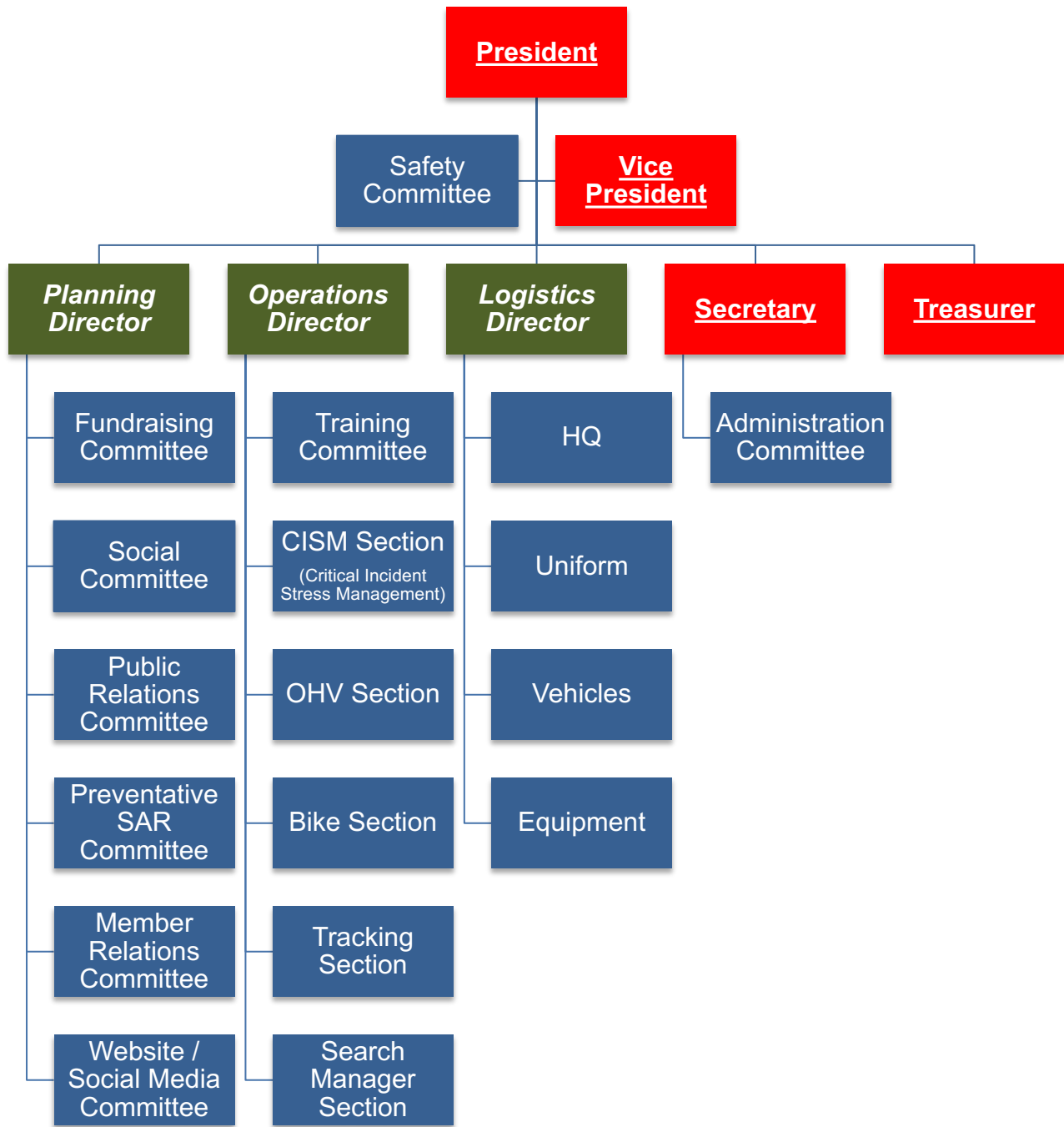
Members are terminated when:

- i) They fail to comply with the membership accountabilities as identified in Section 3.
- ii) Have failed to comply with expectations as detailed in additional handbooks as noted in Section 2.4.
- iii) Have failed to comply with the Code of Conduct.

3.11 Reminder:

- i) All CSAR Members are to note that they are a **Ground Search and Rescue** resource first and foremost, failure to comply with the organizational expectations in regards to points 3.1 through 3.8 will mean that the individual is not only moved to Non-Operational but is also removed from any additional Committees or Sections (e.g. OHV Section, Search Manager Section, etc.).

4. ORGANIZATIONAL FLOW



Key:

Executive positions are noted in **red box** and with **bold underlined** text

Board positions are noted in **green box** and with ***bold italic*** text

Member roles are noted in **blue box** in regular text

5. UNIFORM

5.1 Standards

Uniform standards for CSAR Members ensure we uphold the professional image that the organization has worked so hard to create while maintaining a safe environment for members. There are different types of organizational activities that requires different uniform needs. There are several standards listed below to ensure that members are wearing appropriate clothing. CSAR recognizes that 'appropriate' is, in itself, a subjective concept and, as a result, has identified the following clothing as 'inappropriate':

- i) Clothing with offensive language/images or suggestive language/pictures
- ii) Shorts or skirts
- iii) Ripped, dirty or tattered clothing
- iv) Halter tops
- v) Leggings, stockings, etc.
- vi) Sweatpants, yoga pants or joggers
- vii) Flat caps, bucket hats or cowboy hats
- viii) Clothing from different affiliations such as police, fire, military or other SAR teams
- ix) Open toed shoes
- x) With the exception of Section 5.7: jeans

5.2 PPE

- i) In addition to the identified standards below, Members are required to adhere to any PPE requirements set out in the OHS Handbook (Section 12).

5.3 Incident Uniform

- i) Defined as an Incident on D4H:
 - a) CSAR issued jacket or vest
 - b) CSAR red long sleeve upper (weather dependant)
 - c) Black outdoors pants
 - d) Head protection appropriate for the conditions
 - e) Hiking boots or hiking shoes/approach shoes

5.4 Outdoor Exercise Uniform

- i) Defined as an Exercise on D4H in an external/outdoors location:
 - a) CSAR issued jacket or vest
 - b) CSAR red long sleeve upper (weather dependant)
 - c) Black outdoors pants
 - d) Head protection appropriate for the conditions
 - e) Hiking boots or hiking shoes/approach shoes

5.5 Indoor Exercise Uniform

- i) Defined as an Exercise on D4H in an internal/inside location (e.g. classroom):
 - a) CSAR Polo or CSAR short / long sleeved tee or CSAR hoodie
 - b) Black outdoors pants
 - c) Comfortable closed toe footwear

5.6 External Event Uniform

- i) Defined as an Event on D4H in an external/outside location:
 - a) CSAR Polo
 - b) Black outdoors pants
 - c) Hiking boots or hiking shoes/approach shoes

- d) CSAR issued jacket or vest

5.7 Internal Event/Interview Uniform

- i) Defined as an Event on D4H in an internal/inside location:
 - a) CSAR Polo
 - b) Black outdoors pants
 - c) Comfortable closed toe footwear

5.8 Board, Section or Committee Indoor Meeting

- i) Typically defined as an Event on D4H:
 - a) Casual personal clothing within appropriate standards as per Section 5.1

5.9 Non-CSAR Related Activities

- i) With the exception of certain fundraising events and/or meetings, CSAR Members are expected to not wear uniform while drinking or in an establishment that sells alcohol.
- ii) In all other instances Members can wear uniform in their personal activities but are asked to remain mindful of the Code of Conduct and that they are representing the organization while in CSAR-branded clothing.

5.10 Contravention of the Uniform Policy

Members who are in contravention of the uniform policy, but not in contravention of other clauses pertaining to member behavior as outlined in this document will be subject to a three-strike rule:

- i) **First Strike:** The CSAR member identifying the contravention should verbally address the non-compliant member and follow up with a written e-mail to them detailing why the uniform was in contravention of the policy, CC'ing the Logistics Director. It is the accused member's responsibility to review the uniform policy.
- ii) **Second Strike:** The CSAR member identifying the contravention should verbally address the non-compliant member and identify this to the CSAR event coordinator (eg. Search Manager, Instructor, Team Lead). The member will be sent home by their superior and an email detailing the situation will be sent to the member and CC'd Logistics director as follow-up.
- iii) **Third Strike:** The CSAR member identifying the contravention should verbally address the non-compliant member and follow up with a written e-mail to them detailing why the uniform was in contravention of the policy, CC'ing the Logistics Director and the President, or in the case of an accused President, the Planning director. Procedures outlined in 7.6 iii) should then be followed to determine appropriate disciplinary measures.

6. OTHER

6.1 Firearms, Pyrotechnics and Bear Spray

- i) No member is to be in possession of firearms, fireworks or explosives while involved in organizational activities in uniform or in space / on land leased by the organization
- ii) Pyrotechnics intended for emergency use such as flares or bear bangers as well as bear spray may only be carried in rural or wilderness terrain and used in accordance with manufacturer specifications or in emergency situations

6.2 Personal Vehicles

- i) Members are expected to inform their personal vehicle insurance company that their vehicle might be used for volunteer deployment of resources on a search or for logistical use on a search; it is important to note that members stress the volunteer/charity aspect in order for members not to be charged additional premiums.
- ii) Members are under no obligation to use their vehicles on an Incident, Exercise or Event and should inform the Search Manager, Instructor or Organizer immediately.
- iv) Members are expected to keep their vehicles serviced at all times.
- v) All vehicles must be driven in accordance with applicable laws and regulations.

6.3 Fundraising

- i) The Board must approve all fundraising, fundraising requests and grant applications.

6.4 Solicitation of Goods and / or Services

- i) The Board must approve solicitation of goods and / or services.

6.5 Purchasing

- i) The Board must approve purchasing of goods.
- ii) Original receipts must be submitted with an expense claim and proof of approval.

6.6 Insurance

- i) Insurance coverage for accidental death or dismemberment is provided by the Office of the Fire Commission (OFC) and Search and Rescue Volunteers of Canada (SARVAC).
- ii) The organization carries insurance for organizational vehicles and equipment but does not take responsibility for personal injury or property damages.

7. WORKPLACE HARASSMENT & VIOLENCE POLICIES AND PROCEDURES

7.1 Purpose

Cochrane Search and Rescue Association is committed to building and preserving a safe, productive, and healthy working environment that provides every member freedom from harassment or hostility. People who volunteer for CSAR are entitled to be treated with dignity and respect. Professionalism must dictate the way that members treat their colleagues.

7.2 Workplace Harassment Policy

- i) The Board of Directors for Cochrane Search and Rescue (CSAR) is committed to providing a work environment in which all workers are treated with respect and dignity. Harassment will not be tolerated from any person at or outside of the work site, including: Search and Rescue Members (board members, search managers, team leaders and ground searchers), members of the public (missing subjects, spontaneous volunteers), members of the RCMP and other emergency services workers.
- ii) CSAR, as the employer, is committed to eliminating or, if that is not reasonably practicable, controlling the hazard of harassment. Everyone is obligated to uphold this policy and work together to prevent workplace harassment.
- iii) Workplace harassment means any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows, or ought reasonably to know, will or would cause offence or humiliation to a worker, based on topics including, but not limited to: colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation, and a sexual solicitation or advance.
- iv) Reasonable action taken by the employer or supervisor relating to the management and direction of workers or a work site is not workplace harassment.
- v) In support of this policy, CSAR has put in place workplace harassment and workplace violence prevention procedures. It includes measures and procedures to protect workers from the hazard of harassment and a process for workers to report incidents or raise concerns.
- vi) CSAR will ensure this policy and the supporting procedures are implemented and maintained. All workers, search managers and team leaders will receive relevant information and instruction on the contents of the policy and procedures.
- vii) CSAR pledges to respect the privacy of all concerned members as much as possible. No workers can be penalized, reprimanded, or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing situations involving harassment. Although, anyone found to be abusing this policy may be removed from the organization. This harassment prevention policy does not discourage a worker from exercising the workers right under any other law, including the Alberta Human Rights Act.

7.3 Workplace Violence Prevention Policy

- i) The Board of Directors for CSAR is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. The organization will take whatever reasonable steps to protect CSAR workers from

- the potential hazards associated with workplace violence. Violent behaviour or threats of violence in the workplace is unacceptable from anyone. CSAR's goal is to the organization is providing a work environment in which all workers are treated with respect and dignity. This policy applies to Search and Rescue Members (board members, search managers, team leaders and ground searchers), members of the public (missing subjects, spontaneous volunteers), members of the RCMP, and other emergency services workers.
- ii) CSAR, as the employer, is committed to eliminating or, if that is not reasonably practicable, controlling the hazard of violence. Everyone is obligated to uphold this policy and to work together to prevent workplace violence.
 - iii) Violence, whether at a work site or work-related, is the threatened, attempted, or actual conduct of a person that causes, or is likely to cause: physical or psychological injury or harm, and includes domestic, or sexual violence.
 - iv) In support of this policy, CSAR has put in place workplace violence prevention procedures to protect workers from workplace violence, a means of summoning immediate assistance, and a process for workers to report incidents or raise concerns.
 - v) CSAR will ensure this policy and the supporting procedures are implemented and maintained. All workers, search managers, and team leaders will receive relevant information and instruction on the contents of the policy and procedures.
 - vi) CSAR pledges to respect the privacy of all concerned members as much as possible. No workers can be penalized, reprimanded or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing situations involving violence. Although, anyone found to be abusing this policy will be removed from the organization. This violence prevention policy does not discourage a worker from exercising the workers right under any other law, including the Alberta Human Rights Act.

7.4 Training and Education

- i) CSAR will inform members of all violence and harassment hazards and communicate the procedures in place for preventing such hazards. Members should share ideas, concerns, or input for consideration and will not be penalized in any way for expressing their thoughts. CSAR will also ensure members are aware of supports and resources available to them.
- ii) CSAR will ensure that all members are trained and educated on violence and harassment in the workplace and that they are clear about the roles and responsibilities, as well as this policy and procedures. The training will cover at minimum the following topics:
 - a) How to recognize workplace violence and harassment;
 - b) The policy, procedures, and workplace arrangements that effectively minimize or eliminate workplace violence and harassment;
 - c) The appropriate response to workplace violence and harassment, including how to obtain assistance; and
 - d) Procedures for reporting, investigating, and documenting incidents of workplace violence and harassment.
 - e) In addition, a copy of this policy will be made available to all associates.

7.5 Hazard Assessment

- i) Identifying and controlling hazards starts with an assessment of the working environment. CSAR will gather organizational data from a variety of sources to gain an understanding of the existing work environment. Doing so will help CSAR to identify gaps in existing policies, practices, and procedures and make improvements.
- ii) Factors to be considered when assessing the work environment include:
 - a) Organizational culture, values, and ethics;
 - b) Existing company policies, practices, and procedures;
 - c) Incident reports, worker complaints, investigation findings, and risk assessments;
 - d) Relevant laws and regulations, including human rights, employment standards, and health and safety;
 - e) Psychological supports available to associates;
 - f) Leadership styles and practices;
 - g) Communication of expectations;
 - h) Psychological job demands, workload management, and absenteeism rates;
 - i) Opportunities for growth and development;
 - j) Recognition and reward practices;
 - k) Stressors identified by members through feedback, such as surveys and participation rates;
 - l) Psychological protection from violence, bullying, and harassment;
 - m) Protection of physical safety;
 - n) Hiring procedures;
 - o) Potential work, or work-related sources of violence and harassment;
 - p) Work processes;
 - q) The physical environment; and
 - r) The company's commitment to preserving a violence- and harassment-free workplace.
- iii) Once psychological hazards have been identified, preventive and protective measures will be implemented to protect associates. Every situation will be evaluated, as different circumstances require different measures. The company will implement the most effective measures given the nature of the hazard. If the hazard cannot be eliminated entirely, the company will implement controls that reduce associated risks.

7.6 Procedures for reporting Workplace Violence and Harassment, as well as Member Standards Contraventions

- i) Every member must work in compliance with this policy and the supporting procedures. If an individual believes that they are being harassed, the individual should immediately inform the person(s) that their behaviour is unwelcome and ask them to stop. If resolution is not immediately apparent or the individual believes the behaviour contravenes the policy, the worker must submit a written complaint.
- ii) All workers are required to raise concerns about harassment or violence and to report any incidents to the President or, if the President committed the act, to the Planning Director. Workplace harassment and violence complaints must be made

- in writing and include details, including: the person the complaint is in regard to, the date in which it occurred, the location where the harassment or violence occurred and the specific details around the situation. If possible, the member should document any witnesses to the situation.
- iii) CSAR will investigate and take appropriate corrective actions to address all incidents and complaints of workplace harassment in a fair, respectful and timely manner. Upon receipt of a written harassment complaint, the President (or Planning Director) will:
 - a) Acknowledge the complaint in writing within 48hrs of receipt;
 - b) Forward the complaint to the CSAR Member Standards Ombudsperson;
 - c) The Ombudsperson will:
 - 1. Confirm receipt of the information to the President;
 - 2. Strike a committee of 3 active CSAR members (complaint committee) to manage the complaint;
 - 3. Email copies of redacted information in the form of scenarios to the complaint committee;
 - 4. Receive recommendations (within 28 days) from the complaint committee for resolution, changes to handbooks or SOP's, discipline actions and preventative measures to avoid repeat offences.

7.7 Fraudulent or Malicious Complaints

- i) Unfounded, frivolous, or fraudulent allegations of violence and harassment may cause both the accused person and CSAR significant damage.
- ii) If CSAR determines that any member has knowingly made false statements regarding an allegation of workplace violence or harassment, immediate disciplinary action will be taken, and may include immediate dismissal without further notice.

7.8 Disciplinary Measures

- i) If it is determined by CSAR that any member has been involved in a violent behaviour or unacceptable conduct related to another member, immediate disciplinary action will be taken. Such disciplinary action may involve: counselling, a formal warning, and other disciplinary measures, and could result in immediate dismissal without further notice.

8. ACKNOWLEDGEMENT

- i) All members are required to read and understand all of the handbooks identified in Section 2.4 (except the sections they are not a member of).
- ii) All members will be required to complete the digital acknowledgement, annually, which will be shared electronically with all members.
- iii) All members must complete the acknowledgement within 30 days of receipt or may be subject to disciplinary action.
- iv) By completing the acknowledgement, members acknowledge that they have read and understand the member standards handbook.