

STATEMENT of POLICY			
Manual:	Catalyste+	Policy No.	7.4
Section:	Volunteer Services	Approved:	February 3, 2021
Subject:	Volunteer Breach of Conduct Procedure	Effective:	February 9, 2021
Issue to:	All Manual Holders	Page:	1 of 7
		Replaces:	Version 2017
Approved by:	Leadership Team	Dated:	August 17, 2017

1 General Overview

Catalyste+ is committed to providing and maintaining a working environment that is based on respect for the dignity and rights of everyone in the organization. It is Catalyste+'s goal to provide a healthy and safe work environment that is free of any form of harassment, discrimination, or violence.

2 Scope

2.01 The Breach of Conduct procedure applies to all Catalyste+ volunteers, including Catalyste+ Advisors (CAs) (National/International), members of the Board of Directors and in-house Catalyste+ Advisors, involving any Catalyste+-related activities, including, but not limited to the following:

- assignment related Catalyste+ Advisor work or travel,
- restaurants, hotels, meeting facilities or social events while representing Catalyste+

3 Responsibilities

3.01 All Catalyste+ volunteers are responsible for reviewing the terms of Catalyste+'s policies as included in the Advisor Agreement.

- An Advisor Agreement form must be signed by all individuals when enrolled on the CA roster, including in-house Catalyste+ Advisors and members of the Board of Directors
- A Conflict of Interest form must be signed by all CAs prior to going on an assignment, as well as all in-house Catalyste+ Advisors and members of the Board of Directors upon being instated as such.

3.02 Catalyste+ volunteer performance will be monitored by Catalyste+ staff to ensure Catalyste+ policies are adhered to and the highest standards of service and personal conduct are met. Catalyste+ volunteers who do not comply with the policies or Advisor Agreement will be subject to disciplinary measures, up to and including removal from the roster or dismissal from in-house duties.

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Subject:	Volunteer Breach of Conduct Procedure	Effective:	February 9, 2021
Issue to:	All Manual Holders	Page:	2 of 7
		Replaces:	Version 2017
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The principles, criteria and process involved in a review of perceived breach of conduct, and an appeal, if made, are described in the following sections.

4 Guiding Principles for a Breach of Conduct Review or Appeal

4.01 Throughout the process the following principles shall be adhered to:

- There should be procedural fairness to ensure that a decision is reached in an objective manner that protects the right of the Catalyste+ Advisor
- The CA must have adequate opportunity to present their case
- The decision makers must be impartial and make decisions based on a balanced and considered assessment of the information and evidence before them
- Complaints or Breach of Conduct will be kept confidential to the extent possible by Catalyste+ and the individuals, witnesses or anyone involved with the complaint and appeals process

5 Breach of Conduct Complain and Appeal Considerations

5.01 All parties involved in the process shall ensure the following are considered:

- Have the views and comments been carefully collected and assessed to reflect all involved parties?
- Has the volunteer committed any breach of the policies included in the Advisor Agreement, or other Catalyste+ policies/regulations?
- Can the behaviour or actions of the volunteer in question be detrimental to the image and/or reputation of Catalyste+, Global Affairs Canada (GAC), Indigenous and Northern Affairs Canada (INAC), and/or the Government of Canada?
- Has the volunteer's prior record, current financial obligations to Catalyste+ and behaviour been taken in to account?
- Is this incident an anomaly which may be remedied in the future or is it a pattern of ongoing behaviour?

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Subject:	Volunteer Breach of Conduct Procedure	Effective:	February 9, 2021
Issue to:	All Manual Holders	Page:	3 of 7
		Replaces:	Version 2017
Approved by:	Leadership Team	Dated:	August 17, 2017

6 Process

6.01 Informal Procedure

- a) If Catalyste+ staff or a Catalyste+ volunteer believes that a Breach of Conduct has occurred, they should immediately bring the issue to the attention of the Catalyste+ volunteer or appropriate staff or manager involved, so that an immediate request be made for the behaviour and/or practice to be stopped. If the confronted individual does not immediately stop the behaviour or practice, the appropriate member of the Catalyste+ Leadership Team (LT) or immediate supervisor of volunteer in question should be informed to investigate and take follow up action if appropriate. When necessary, the process should go directly through the formal procedure.

- b) In the case of Catalyste+ Advisors on assignment, the Country Representative and Program Manager should be notified immediately. This is important particularly in cases of potential sexual or other discriminatory harassment incidents where it is incumbent on Program Managers to follow up on the informal complaint in a reasonable timeframe taking into account the nature of the Breach of Conduct.
 Note: In any case where there is an immediate threat to the health, safety of wellbeing of another individual, or there is suspected or confirmed sexual or other discriminatory harassment or violent behaviour-related incidents, the formal procedure must be followed.

6.02 Formal Procedure

- a) If the issue is not resolved informally, a written statement will be provided to the individual in question outlining the perceived specific Breach of Conduct and proposed corrective actions, including the option to immediately remove the volunteer from the roster, if deemed necessary. The individual in question will then have an agreed-upon timeframe to respond in writing, if they so choose, to the perceived Breach of Conduct and proposed corrective actions. They may remain on 'On Hold' status until such time that a satisfactory reply has been received.

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Section:	Volunteer Services	Approved:	February 3, 2021
Subject:	Volunteer Breach of Conduct Procedure	Effective:	February 9, 2021
Issue to:	All Manual Holders	Page:	4 of 7
		Replaces:	Version 2017
Approved by:	Leadership Team	Dated:	August 17, 2017

At this time, Catalyste+ may determine that disciplinary or remedial action is needed that may involve a written warning placed on the volunteer's file, termination of an assignment or immediate suspension or removal from the roster. Catalyste+ reserves the right to temporarily suspend the volunteer from other assignments pending completion of an investigation of the perceived Breach of Conduct.

A member of the LT (usually the Sr. Manager, Volunteer Services) will inform the volunteer in writing of the final decision, involving any remedial action to be taken, and advise them of the option of the Volunteer Appeal Panel process, if appropriate.

- b) In the event a volunteer is disciplined for a Breach of Conduct, they may request in writing that a Volunteer Appeal Panel be convened to allow the volunteer to appeal the decision. The volunteer's written request must include reasons why the decision should be overturned and/or any relevant new information that should be taken into consideration by the Appeal Panel.
- c) In the case of sexual or other discriminatory harassment or violent behaviour-related incidents, the LT will establish a Volunteer Breach of Conduct Panel to review the harassment complaint and to ensure appropriate and expeditious remedial action has been taken. In accordance with Catalyste+'s PSEA Policy, any real or suspected instance of sexual exploitation, abuse or harassment must be reported to GAC. A Volunteer Breach of Conduct Panel may also be convened at the request of the individual(s) involved in the alleged sexual or other discriminatory harassment incidents.

7 The Volunteer Appeal Panel

7.01 The Volunteer Appeal Panel will be comprised of:

- the Catalyste+ CEO,
- any two members of the Leadership Team (not involved directly in process)

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Section:	Volunteer Services	Approved:	February 3, 2021
Subject:	Volunteer Breach of Conduct Procedure	Effective:	February 9, 2021
Issue to:	All Manual Holders	Page:	5 of 7
		Replaces:	Version 2017
Approved by:	Leadership Team	Dated:	August 17, 2017

and

- two independent Catalyste+ Advisors selected by the Catalyste+ CEO

7.02 The Volunteer Appeal Panel will decide by consensus if any previously determined disciplinary action for a Breach of Conduct is appropriate or not, and whether to modify the actions. Upon further view of the facts, the Panel may decide that a Catalyste+ volunteer should be removed permanently from the roster.

7.03 The volunteer under review may request to meet with or have a video conference call with the Appeal Panel to present their case for appeal.

7.04 The Volunteer Appeal Panel will provide written notice of its decision to accept or reject the appeal to the Catalyste+ Advisor within two weeks of its meeting unless otherwise agreed upon by the parties involved.

8 Definitions

8.01 “**Conflict of interest**” refers to a situation where an individual or a close relative of the individual has a personal stake in a particular decision or direction being taken by the organization and has some degree of influence over that decision or direction.

8.02 “**Sexual harassment**” includes conduct or comments of a sexual nature that the recipient does not welcome or that offend them. It also includes negative or inappropriate conduct or comments that are not necessarily sexual in nature, but which are directed at an individual because of their gender.

Both men and women can be victims of harassment, and someone of the same or opposite sex can harass someone else.

Some examples of sexual harassment are:

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Issue to:	All Manual Holders	Page:	6 of 7
		Replaces:	Version 2017
Approved by:	Leadership Team	Dated:	August 17, 2017

- sexual advances or demands that the recipient does not welcome or want
- threats, punishment or denial of a benefit for refusing a sexual advance
- offering a benefit in exchange for a sexual favour
- leering (persistent sexual staring)
- displaying sexually offensive material such as posters, pictures, calendars, cartoons, screen savers, pornographic or erotic web sites or other electronic material
- distributing sexually explicit e-mail messages or attachments such as pictures or video files
- sexually suggestive or obscene comments or gestures
- unwelcome remarks, jokes, innuendos, propositions or taunting about a person's body, clothing or sex
- persistent, unwanted attention after a consensual relationship ends
- physical contact of a sexual nature, such as touching or caressing, and sexual assault

8.03 **“Discriminatory harassment”** includes comments or conduct based on the protected grounds in the *Ontario Human Rights Code*, which the recipient does not welcome or that offends him or her.

Some examples of discriminatory harassment include:

- offensive comments, jokes or behaviour that disparage or ridicule a person's membership in one of the protected grounds, such as race, religion or sexual orientation
- imitating a person's accent, speech or mannerisms
- inappropriate comments or jokes about an individual's age, sexual orientation, personal appearance or weight

8.04 **“Disciplinary or remedial action”** of Catalyste+ volunteers may include a note in the volunteer's file, a written warning, or removal of the volunteer from in-house duties and/or the Catalyste+ Advisor roster, or other action as deemed

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Issue to:	All Manual Holders	Page:	7 of 7
		Replaces:	Version 2017
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