Audit of the Prevention of Workplace Violence and Harrassment

? Why we did this audit

This audit was selected due to a significant upswing in reports of allegations of violence and harassment across North America over recent years. Further, recent changes in legislation emphasized the greater need for the prevention of harassment and violence in workplaces.

The importance of prevention goes to the core of the health and safety of all employees. Furthermore, it is paramount to ensuring the reputation of an organization.

🔍 What we found

Our audit identified that significant efforts have been made to develop and implement the Workplace Violence and Harassment (WVH) Policy and related procedures to reflect both federal and provincial legislation.

The audit identified areas for improvement for the City to focus on as it continues to evolve the WVH program and deal with an increasing volume, and complexity of complaints. This includes a corporate strategy related to WVH, increased focus on prevention, as well as resources and training to support the organization.

💡 We made nine recommendations to ensure:

- A strategy for the WVH program is developed and there is more focused attention from senior leadership as a collective body on this topic;

- The concept of prevention is embedded in the WVH strategy and is top of mind across the organization;

- Resourcing to support the WVH program is assessed to ensure sufficient resourcing is dedicated to WVH;

- The model and resourcing for internal investigators is assessed to support objectivity, independence, capacity, and consistency for all investigations;

- Supervisors and managers are provided dedicated WVH training to support them in fulfilling their responsibilities effectively; and,

- Corporate training provided to employees is strengthened and provided more frequently, and is supplemented to support an understanding of WVH within each unique operating environment.