

Guideline for Resolutions and Investigations into Reported Incidents of Internal Harassment and Violence

Whether proceeding through a resolution process or a full investigation, reports of internal harassment and violence must be handled consistently, fairly, and effectively. Workplace investigations can be complex, and those involving harassment and violence require particular care and sensitivity. Common pitfalls can occur when reports are not taken seriously, or when the person alleged to have engaged in the behaviour is not given a full and fair opportunity to respond. No report of harassment or violence should be dismissed without some level of investigation. While not every investigation must be full or extensive, a resolution is to involve assessment and investigation appropriate to the circumstances.

Resolutions and investigations are to be conducted with consideration for cultural respect, equity, and inclusivity, recognizing the diversity of workplaces within the motion picture and performing art industries.

All individuals must be treated with dignity and respect, with attention to cultural backgrounds, lived experiences, and potential barriers that may influence how incidents are reported, understood, or resolved.

Resolutions and investigations are to be carried out by a qualified person within the workplace or, where appropriate, by an external mediator or consultant. An internal investigation may be appropriate when the report is relatively straightforward, as it is typically lower cost and less formal. However, where the alleged conduct is more serious, where there may be a conflict of interest or bias due to involvement or reporting structure, or where the reported source is part of senior leadership, an external investigator may be used to ensure effectiveness and impartiality. The qualified person must be impartial, document all findings, and recommend corrective measures, as applicable.

KEY PRINCIPLES FOR CARRYING OUT RESOLUTIONS AND INVESTIGATIONS

- Remain impartial, avoiding bias or conflicts of interest
- Provide fairness and equal opportunities for all parties
- Maintain privacy, confidentiality, and professionalism
- Adhere to required timelines to ensure timely reporting, investigation, resolution, communication, and implementation of corrective actions

GUIDELINES FOR RESOLUTION AND INVESTIGATION

- Reports should ideally be submitted in writing by the subject to provide an accurate and comprehensive record. Once an incident occurs, employers are to respond as quickly as possible to minimize the impact that the reported incident has on those involved and the workplace.
- Acknowledge receipt of the report, inform the subject of next steps, and determine whether interim measures (e.g. schedule changes, modified duties, security escort, remote work options etc.) are needed while the investigation is ongoing.
- Assign a qualified person with the necessary training, education, and experience to lead the process.
- Gather, review and take detailed notes on relevant materials, including:
 - Conduct interviews with the subject, reported source, and any witnesses using open-ended, non-leading questions – allow individuals to speak in their own words, ask clarifying follow-ups, and document responses accurately and consistently

- Supporting evidence (e.g. emails, texts, vandalized belongings, CCTV footage, shift logs, training records, risk assessment etc.)
- Analyze findings for credibility, consistency, and alignment with the definitions of harassment and violence under the Workplace Harassment and Violence Prevention Policy, and WorkSafeBC.
- Prepare a written report including:
 - Incident summary, reported incidents may have occurred on multiple occurrences
 - Nature of the harassment or violence
 - Evidence reviewed and findings (substantiated or not substantiated)
 - Resolution (or explanation if resolution was not achieved)
 - Any contributing work-related factors
 - Corrective actions (e.g. training, disciplinary action, increased supervision, team building, further communication of internal code of conduct, education through newsletters etc.)

At any stage of the process, the subject, reported source, or the qualified person may withdraw from the resolution process, in which case a full investigation is required. For internal incidents, applicable parties will be informed of the outcome in writing (e.g. whether

harassment or violence did or did not occur). If the report is substantiated, the impact on the affected worker is to be assessed, discipline should be applied to the confirmed source as appropriate, and steps are to be taken to prevent future incidents (e.g. policy or code of conduct revisions, workplace training, increased supervision, posting visual reminders, reminders during briefings etc.). If the report is unsubstantiated, applicable parties will be provided with a clear explanation of how this conclusion was reached.

Where individuals are represented by a union or guild, any additional requirements under collective agreements must also apply.

Employers must ensure that supports and steps outlined in the Workplace Harassment and Violence Prevention Policy and WorkSafeBC requirements are followed, including providing psychological safety supports and resources, ensuring no reprisal or retaliation, and monitoring workplace dynamics and effectiveness of corrective actions taken.

Resolutions and investigations must commence without delay after a report is made to ensure the process is timely, effective, and thorough. All timelines for completing resolutions and investigations, as well as record retention requirements prescribed by WorkSafeBC, must be followed.

ADDITIONAL RESOURCES

- [Part 4, General Conditions, sections 4.24 to 4.31.2 — Harassment and Violence](#)
- [CHRC HR Management](#)
- [Respectful Workplace in the Arts](#)
- [ActSafe Safety Association](#)
- [British Columbia Employers' Advisers Office](#)

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