

Confidential Safe Reporting Service - FAQ's

Q. What is The Calgary Stampede's Confidential Safe Reporting Service?

A. Our confidential safe reporting service is a way for employees to report concerns and file complaints in a confidential manner to an external third party who will gather the information and pass it to the Stampede so that it can be addressed. Other names for similar services are Ethics Hotlines and Whistleblower lines.

The Confidential Safe Reporting Service is a tool to empower all our team members to identify wrongdoing and to protect the integrity of the organization.

Q. Why do we have a Confidential Safe Reporting Service?

A. The Calgary Stampede is committed to having a healthy, safe, ethical organization where policies are adhered to and issues are addressed. We know that it can sometimes be difficult to voice ethical concerns or complaints of inappropriate workplace behaviour such as bullying and threats of violence. We also know that people can be concerned about retaliation for bringing issues forward. This service provides an alternative way to report issues and concerns.

Q. When should I use the Confidential Safe Reporting Service?

A. We encourage our team members to bring any concerns they have regarding misconduct to their manager, human resources representative, or a leader in the organization that they trust. If you do not feel comfortable doing so, or you are not satisfied that your concern was properly addressed, you are encouraged to file a complaint through the Confidential Safe Reporting Service. The Stampede is committed to taking all reports of misconduct seriously and will take action on all complaints submitted through the Service.

Q. What types of things can I report?

A. We want to create and maintain a culture of respect, integrity and responsibility. We want team members to report any actions or processes that they feel do not align with this. Below are some examples of the types of misconduct that can be reported through the Confidential Safe Reporting Service. Team members are also encouraged to use the service if they are seeking clarification on whether a behaviour or action is in violation of the company's policies, Code of Conduct or ethical expectations. The following lists the types of concerns that can be reported through the service:

- Bullying and harassment
- Sexual harassment
- Fraud
- Retaliation and threats of retaliation
- Violence and threats of violence
- Policy and Code of Conduct violations
- Unethical or illegal behaviour
- Safety violations



- Any other behaviours or activities that you believe to be inappropriate for a workplace

Q. How does the Service work?

A. There are two ways you can access the Service:

1. File an email complaint to reporting@activatehr.ca
2. Phone the toll-free Confidential Safe Reporting Line: 1-833-648-4437.
 - a. You can verbally file a complaint. If the call goes to voicemail, leave your name and phone number and someone will call you back within one business day.
 - b. You may select voicemail right away and leave your complaint via voicemail. Be sure to leave all required information as outlined in the Confidential Safe Reporting Policy.

Once you have filed a complaint, a representative from ACTivate HR will contact you to confirm your submission and they may ask for additional information. Remember, your information is anonymous to **The Calgary Stampede** but ACTivate HR may need to contact you to gather details or ask questions about the complaint.

Q. What does confidential mean?

A. The Calgary Stampede has partnered with an external third-party provider, ACTivate HR, for this Service. A representative of ACTivate HR will receive complaints as well as conduct follow up calls and emails. This information will be passed to The Calgary Stampede's internal HR team to take action on. All reasonable steps will be taken to maintain confidentiality when it is requested. This means that only those within the company who will be actively addressing the concern will know that a concern was brought forward. If an investigation into the complaint is required, you will be notified of who will need to be made aware of the complaint and your name will not be given as the person who brought the complaint forward.

Q. Can I make my complaint anonymously?

A. Regardless of the method you chose to file your complaint, you may do so anonymously. You will still be required to provide an email or phone number for a representative of the Service to contact you to get additional information. Your name and contact information will not be shared with the company if you chose to make an anonymous complaint. When deciding whether to report anonymously, please consider that, in many cases, adequate steps will not be able to be taken to address your concern if full anonymity is requested. Additionally, individuals filing anonymous complaints will not receive feedback on any steps take to review or address the complaint. The representative taking your complaint will review your options in this respect.

Q. I'm concerned about retaliation if I bring a concern forward. How will you protect me?

A. The Calgary Stampede will not tolerate or condone retaliation against anyone who brings forward a good faith complaint. If you are concerned about retaliation you should let the representative you speak with know so that it can be documented. All individuals involved in your complaint will be made aware that retaliation is not tolerated and any acts of retaliation will be investigated and will result in discipline up to and including termination. If you believe you are being retaliated against in any way, you can let HR know or report it through the Confidential Safe Reporting Service.