

FOREST LAKES MUTUAL WATER COMPANY

Third party harassment policy

Policy brief & purpose

Our third-party harassment policy aims to address harassment coming from people who are not employees of the Forest Lakes Mutual Water Company (FLMWC) – specifically shareholders, their family, guests or tenants. FLMWC will not tolerate this kind of behavior, even if it means having awkward conversations with shareholders and others. Ensuring FLMWC employees are safe is our first priority.

Scope

This policy applies to everyone that is not an employee of FLMWC including shareholders, their family, guests or tenants, and any other individuals (hereinafter “shareholder(s) and/or third party(ies)”) who are not employees of the FLMWC.

We aim to protect every employee of the FLMWC regardless of level, function, seniority, status or protected characteristics like race, gender and sexual orientation.

Policy elements

Harassment is any kind of behavior that humiliates, victimizes or threatens an employee regardless of whether the intent was actual or perceived, and/or is based on any class characteristic protected under applicable federal, state or local law, whether the characteristic is actual or perceived. This includes, but is not limited to, characteristics such as race, disability, sex, gender, age, and sexual orientation.

Even seemingly harmless actions, like a shareholder or third party contacting an employee repeatedly for non-emergencies, can constitute harassment. Innuendos, veiled threats and inappropriate or offensive language are all included in our definition. This list is illustrative only, and not exhaustive. No form of unlawful harassment will be tolerated.

Harassment can happen in-person, over the phone, via email or through a messaging app. Anyone who takes actions that a) have the purpose or effect of creating an intimidating, hostile or offensive environment, or b) has the purpose or effect of unreasonably interfering with an employee’s performance of their job may be considered a harasser.

We will describe our guidelines for dealing with these behaviors.

Harassment from shareholders and third parties

Harassment coming from shareholders and third parties is often difficult to deal with. Employees might be reluctant to report shareholders and third parties. This may cause the harassment to continue.

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Employees should not hesitate to report a shareholder or third party if they behave inappropriately. Reporting means that the FLMWC Board of Directors has the chance to protect other employees who would come in contact with the harasser.

Report the shareholder or third party to the Board President via email or in-person and inform your manager of your report. If you have emails or other evidence, please attach them or bring them to the Board President.

The Board President or their designee will investigate a claim and may contact the shareholder or third party engaging in harassment of a FLMWC employee, to investigate further and may ask the shareholder or third party engaging in such behavior to change or correct their behavior.

If a shareholder or third party engaging in harassing behavior ignores our request to investigate, or an investigation leads the Board President or designee to believe an incident of harassment has occurred, or if an incident of harassment happens again, then the FLMWC Board of Directors upon recommendation of the Board President or designee may assign an individual to act as the primary point of contact between the shareholder or third party and the FLMWC staff. If there are costs involved in the designation of an individual for on-going communications between the shareholder or third party and employees of the FLMWC, then the shareholder or third party may be billed for the cost of said services.

The accused shareholder or third party will have the opportunity to contest the findings of an investigation or the assignment of an individual for on-going communications between said shareholder or third party and employees of FLMWC at the next regularly scheduled Board Meeting during the closed executive session.

Involving the police

Our company will involve the police if a harasser stalks, assaults or verbally/physically threatens an employee. This applies to all possible third-parties. When harassers seem dangerous (for example, if a harasser refuses to leave the premises and threatens an employee with physical violence), employees are advised to call the police before reporting to their manager or to the Board.

FLMWC reserves its rights to seek any and all available legal remedies and recover its legal costs to the extent permitted by law.