

## Organizational Culture

*Ref: Guidelines for Developing Human Rights Policies and Procedures (2008) and Human Rights at Work 2008 (OHRC)*

### KEY MESSAGES:

“The aim is to create a climate of understanding and mutual respect for the dignity and worth of each persona so that each person feels a part of the community and feels able to contribute to the community” (p.4)

“Employers, landlords, and service providers all have an obligation to ensure that human rights are respected” (p. 4)

“Under the Code, employers, landlords and service providers are required to ensure that they are providing inclusive and non-discriminatory environments” (p. 5)

“Organizations have an obligation to be aware of whether their policies, practices and programs are having an adverse impact and resulting in systemic discrimination based on a Code ground” (p. 6)

“Systems should be designed in a way that does not create physical, attitudinal or systemic barriers” (p. 9)

“Organizations should take a proactive approach, incorporating a human rights mindset into all they do” (p. 9)

“A frequent barrier is the lack of formal policies and practices which can allow subjective considerations and differing standards to be applied” (p.10)

“Organizations including their officers, managers, supervisors and union representatives have a shared obligation to design for inclusion of persons identified by Code grounds, as well as to remove barriers and provide accommodation” (p. 25)

Directing minds of an organization are responsible to ensure employee rights are upheld AND for implementing policies and ensuring compliance

Liable if they are harassing or discriminating, but also if they fail to act on harassment or discrimination or take steps to remedy a poisoned work environment.

Organizational culture – includes patterns of behaviour (informal) like communication, decision making, interpersonal relationships (evidence of values, assumptions and behavioural norms)

“Employers are expected to proactively provide a workplace where human rights are respected and employees are afforded equal opportunities” (HR@W)

Clear understanding of roles and responsibilities of all parties is necessary.

#### OHRC Code Principles

- Dignity and worth of every person
- Understanding and mutual respect
- Equal opportunity to participate in and contribute fully to the community

“Education and training are..central to any effort to build a human rights culture within an organization” (p. 33) – everyone should understand their rights and the organization’s policies, procedures and programs for preventing and addressing human rights issues.