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London Transit Commission Mutual Respect Policy

The London Transit Commission (LTC) recognizes that a workplace that provides an atmosphere of mutual respect amongst employees, customers of the services and other parties LTC and its employees come in contact with in the course of business/work contributes to the ultimate success of the organization. Mutual Respect is therefore defined as treating one another as individuals, with consideration and esteem. Breaches of mutual respect, except those that constitute harassment or discrimination under the Human Rights Policy, must be dealt with under the terms of this policy and its related administrative procedures. Breaches of mutual respect are no less important to remedy in that they may create an environment that is intimidating, humiliating, hostile or offensive. In addition, if not dealt with, breaches of mutual respect may lead to workplace violence. Accordingly:

- all employees are expected to conduct themselves in a manner that reflects mutual respect both of one another as employees, of customers of the services and of others the LTC and its employees come in contact with in the course of business/work; and
- all customers of the services and other that are in contact with the LTC and its employees in the course of business/work are in turn expected to be respectful of employees of the LTC and of other customers of the service.

**Approved by the Commission
May 26, 2010**


**Larry E. Ducharme
General Manager**