

Respectful Engagement Principles



PURPOSE

The purpose of the Respectful Engagement Principles (the “Principles”) is to ensure safe and respectful engagement between AESO Personnel¹ and AESO Stakeholders² (collectively referred to as the “Parties”).

APPLICATION

The AESO is committed to complying with the Principles which complement existing AESO consultation principles and AESO policies. The Principles apply to interactions between Parties whether they occur in-person, via social media or on the phone, and whether they occur in the AESO workplace, AESO Stakeholder workplace or other industry related gatherings such as town halls, information sessions, public consultations or meetings.

RESPECTFUL ENGAGEMENT PRINCIPLES

The Parties are expected to comply with the Principles, outlined as follows:

1. **Environment:** Parties will engage with each other in a safe and respectful environment.
2. **Respect:** Parties will engage with each other in a respectful and professional manner.
3. **Behaviour:** The Parties will refrain from engaging in offensive or aggressive behaviour.

PRACTICES AND PROCEDURES

Meeting Practices have been established to help the Parties comply with the Principles and the Parties are expected to comply with the same. The Parties may raise issues and concerns around compliance with the Principles through the Reporting Procedures established herein without fear of reprisal. Any Party raising issues around compliance is expected to act in good faith and should have reasonable grounds for raising the concern. Additional practices and procedures may be established by the AESO to assist in implementing the Principles.

COMPLIANCE

AESO Management³ will take appropriate action in a prompt, impartial and confidential manner when issues of non-compliance are brought to their attention.

Should AESO Management determine that any issues of compliance cannot be effectively resolved; the AESO may at its sole discretion implement one or more of the following:

- (a) request the AESO Stakeholder exhibiting non-compliant behaviour be replaced;
- (b) restrict access of the non-compliant individual to AESO facilities;
- (c) in the case of AESO Personnel, follow AESO internal policies/procedures; and/or
- (d) impose other conditions necessary to ensure compliance with these Respectful Engagement Principles.

¹ AESO Personnel means AESO directors, officers, employees, agents, subcontractors, and representatives.

² AESO Stakeholders means any member of the public engaging with the AESO, doing business with the AESO, accessing services of the AESO or providing services to the AESO.

³ AESO Management means an officer of the AESO with the designated authority to address the issues.

Practices and Procedures

Meeting Practices

The following Meeting Practices are meant to assist the Parties comply with the Principles:

1. The Party hosting or calling the meeting is expected to plan, set an agenda and manage meetings between the Parties.
2. For meetings held at AESO facilities or hosted by the AESO, the AESO should appoint a meeting facilitator.
3. If a meeting participant becomes disrespectful whilst communicating his/her information or opinions, the meeting facilitator may request the participant to revise his/her manner of speech to be respectful, failing which, the meeting facilitator may announce a short break or end the meeting at his/her sole discretion.

Reporting Procedures

The following Reporting Procedures may be exercised by any Party wanting to raise any issues or concerns regarding compliance with the Respectful Engagement Principles.

1. Any Party may report issues or concerns (“Issues”) to AESO Management or the General Counsel in-person or by sending an email to stakeholder.relations@aesoc.ca.
2. Any Party may report Issues on a confidential basis through the [AESO's Ethics Hotline](#). Issues will be kept confidential to the extent possible, including during any required investigation process.
3. All Issues and documents related to such Issues shall be retained by the AESO in accordance with the AESO’s applicable document retention schedule.
4. Following the receipt of an Issue:
 - a. if AESO Management determines the conduct described in the Issue does not fall within the scope of the Respectful Engagement Principles, AESO Management shall advise the individual who submitted the Issue accordingly (if he/she has provided contact information) and no further action shall be required; or
 - b. if AESO Management determines the conduct described in the Issue falls within the scope of the Respectful Engagement Principles, AESO Management will commence an investigation until the matter is resolved; and
 - c. the AESO may initiate an investigation pursuant to the AESO Respectful Workplace Policy, where appropriate, in the interest of ensuring the AESO workplace is free from harassment.