

Psychological Safety

What is Psychological Safety At Work?

Team psychological safety is a shared belief held by members of a team that it's okay to:

- Take Risks
- Speak up with questions
- Express ideas and concerns
- And admit mistakes

All without the fear of negative consequences



What is an Unsafe Workplace?

- Lack of clear communication from management.
- Micromanagement or excessive control over employees.
- Verbal abuse, belittling, or intimidation by colleagues or supervisors.
- Persistent unwelcome behavior that undermines an individual's dignity.
- Discrimination based on race, gender, age, sexual orientation, or other personal characteristics.
- Lack of training or development opportunities.
- Encouragement of cutthroat competition among employees.
- Gossip, backstabbing, and cliques that create a divisive environment.
- Unclear or inconsistent policies leading to confusion and mistrust.
- Exclusion from important meetings or decision-making processes.
- Failure to address conflicts fairly and promptly.
- Retaliation against employees who raise concerns or complaints.



Speak Up at Serco

- **Open Door Policy:** Each manager's door is open to any of his or her or any other employees who have a problem and want help.
- Key element in maintaining Serco's Values and high standards of professional conduct.
 - Talk with your supervisor
 - If your question/concern involves your supervisor or the matter was not satisfactorily addressed, request a meeting with the next level of management.
 - If the first 2 steps don't work, contact your HR Representative.



Serco's Anti-Harassment Policy

- Serco maintains a strict policy prohibiting sexual harassment and harassment based on any legally recognized status, including, but not limited to; race, color, religion, sex, pregnancy, sexual orientation, gender identity or expression, age, national origin or ancestry, disability status, genetic information, veteran status, or uniformed service member status
- Examples of the types of conduct prohibited
 - **Verbal:** Taunting, jokes, threats, epithets, derogatory comments
 - **Visual:** Derogatory posters, photographs, calendars, cartoons, drawings, websites, emails, text messages, or gestures
 - **Physical:** Assault, unwanted touching, or blocking of normal movement
 - **Textual/Electronic:** Sending unsolicited and/or threatening email, memes, or viruses; making defamatory comments about the victim online; harassing during video calls or chats

Any person who in good faith engages in protected activities arising out of this policy shall not be exposed to retaliation.



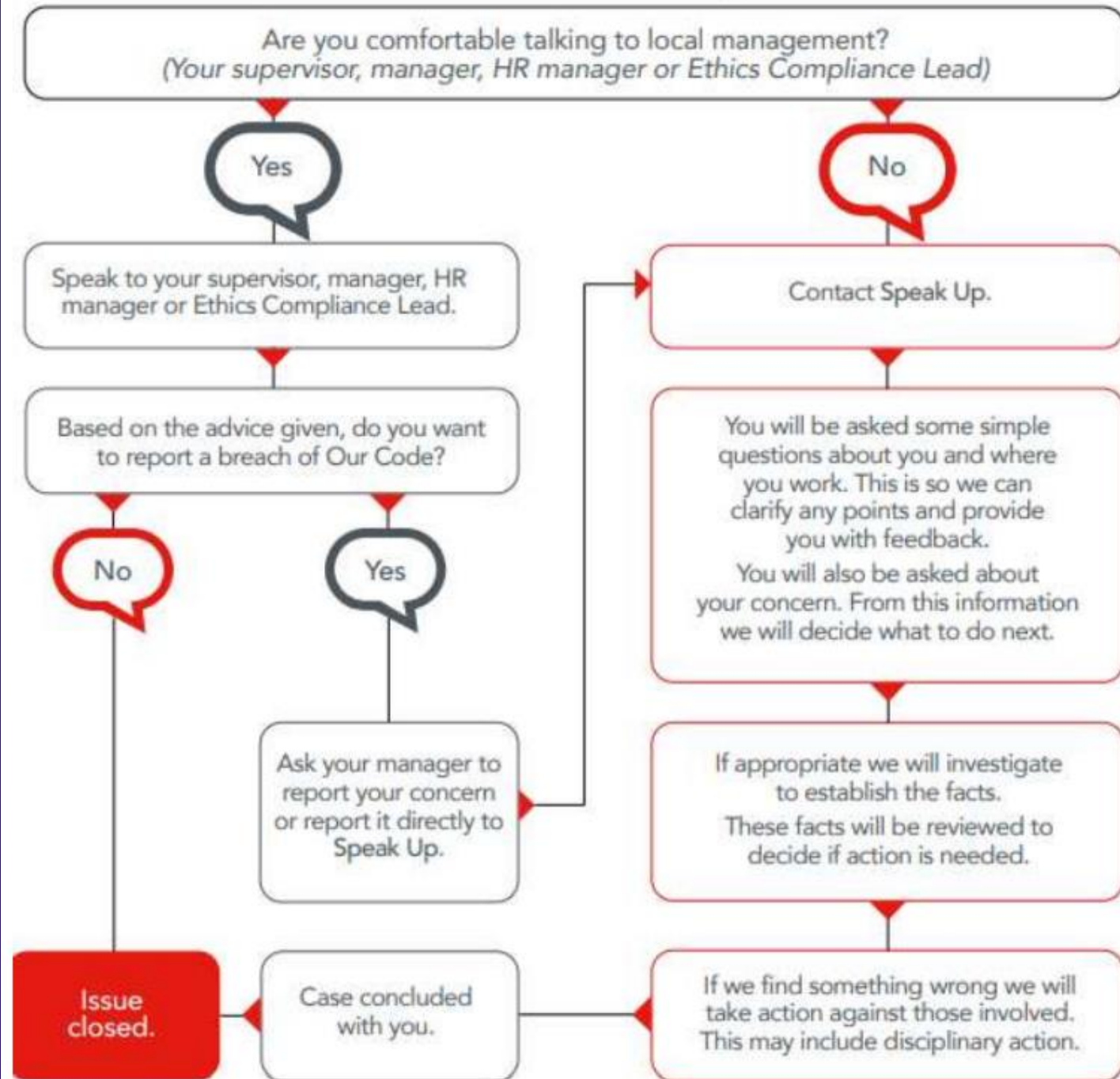
Speak Up Hotline

If you are not comfortable reaching directly to those resources, you may also contact Serco via one of the following methods:

- **Email:** SpeakUp@Serco-NA.com
- **Speak Up Hotline:** 1.800.969.6363
- **Website:** serco-speakup.com

The Speak Up Hotline is available 24 hours per day, 7 days per week

Operators speak in multiple languages.



TELUS HEALTH

Your Employee Assistance Program

- **Confidential Consultations**
- **Connections to Community and Support**
- **Referrals to Counseling**
- **Employee Resources**
 - Taking care of yourself and people you manage
 - Dealing with workplace challenges
 - Work-life responsibilities
 - Counseling and therapy



- Available 24/7 - 365 days a year
- Toll-free by phone: 1-833-672-3327
- Online: one.telushealth.com
- Free Mobile App: Search for TELUS Health