

Preventing Workplace Harassment

Creating a Safe and Respectful Retail Environment

Annual Compliance Training

ProService Hawaii



Why We're Here Today



Create a Safe Workplace

Building an environment where everyone feels secure and respected



Understand Legal Responsibilities

Learning about our obligations under harassment laws



Build Practical Skills

Developing tools to recognize and address inappropriate behavior



Protect Everyone

Ensuring all team members can thrive in our workplace



Remember: 1 in 4 retail workers experience harassment

Today, we change that.

Section 1

Understanding Workplace Harassment

Definitions, Protected Classes, and Types



What Is Workplace Harassment?

Definition:

Unwelcome conduct based on a **protected characteristic** that creates a **hostile work environment** or results in **adverse employment decisions**

 **ONE** severe incident can be enough

A single serious occurrence may constitute harassment

 Many small incidents can add up

Multiple minor incidents can create a hostile environment over time

 It's about impact, not intent

How behavior affects others matters more than what was intended

Protected Classes in Hawaii

Every person is protected based on:

 Age 40 and older	 Race & Color All races and skin colors	 Gender & Identity Gender, gender expression/identity
 Disability Physical and mental disabilities	 Religion All religions and beliefs	 National Origin Ancestry, birthplace, culture
 Marital Status Single, married, divorced	 Pregnancy Pregnancy and lactation	 Sexual Orientation All orientations
 Veteran Status Military service	 Credit History Financial status	 Health Decisions Reproductive health choices

Everyone has protected characteristics

Types of Harassment

Verbal

- Offensive jokes or comments
- Slurs or degrading nicknames
- Threats or intimidation
- Intrusive personal questions

Visual

- Offensive posters/images
- Inappropriate gestures
- Offensive clothing
- Inappropriate screensavers

Written

- Inappropriate emails/texts
- Offensive notes or graffiti
- Social media posts
- Exclusionary group chats

Physical

- Unwanted touching
- Blocking someone's path
- Standing too close
- Physical intimidation



Who, Where, and When?

WHERE It Can Occur

- Store floor
- Break rooms
- Company events
- Work social media
- After-hours gatherings

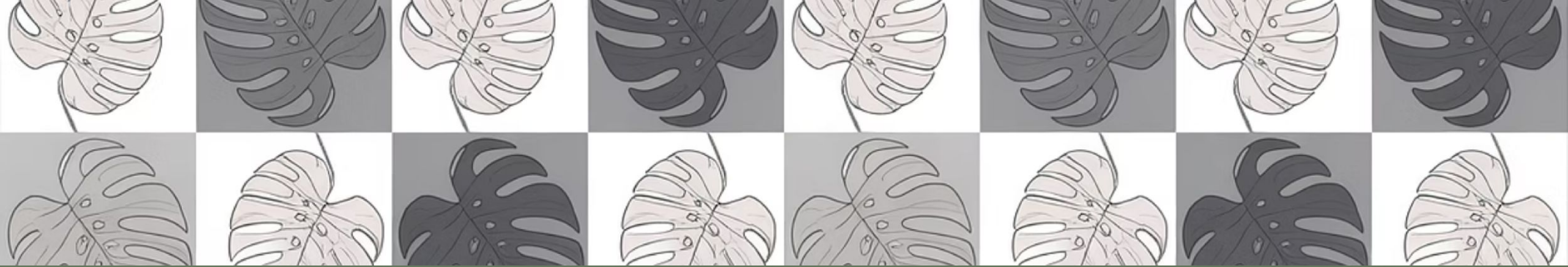
WHO Can Be Involved

Employee ↔ Employee

- Supervisor → Employee
- Customer → Employee
- Vendor → Employee
- Employee → Customer



Remember: Harassment can happen anywhere, anytime, between anyone



Section 2

Recognizing Behavior

Appropriate vs. Inappropriate Actions

The Behavior Spectrum

GREEN ZONE - Always Appropriate

- Work performance compliments
- Inclusive celebrations
- Professional disagreements
- Offering work help
- General greetings

YELLOW ZONE - Use Caution

- Appearance compliments
- Politics/religion talk
- Personal questions
- Physical contact
- Jokes and humor

RED ZONE - Never Acceptable

- Body comments
- Protected class jokes
- Romantic advances
- Inappropriate content
- Exclusion/discrimination



Real Retail Scenarios

Scenario 1: "The Compliment"

| "Maria, that dress really shows off your figure! You should wear things like that more often."

✗ **RED ZONE:** Comments about someone's body, sexual undertones

✓ **BETTER:** "Maria, you look very professional today" or say nothing

Scenario 2: "The Age Joke"

| "We need someone young and energetic for this project. Sorry Bob, but at your age..."

✗ **RED ZONE:** Age discrimination, even as a "joke"

✓ **BETTER:** "Who has the availability to commit to this project?"

Common Questions & Misconceptions

“

"But I didn't mean anything by it!"

Reality: Intent doesn't erase impact. The damage is done regardless of your intentions.

“

"It was just a joke!"

Reality: Humor at someone's expense is risky. If you wouldn't say it in court, don't say it at work.

“

“

"They didn't mind before."

Reality: People often hide discomfort. Silence doesn't mean consent.

“

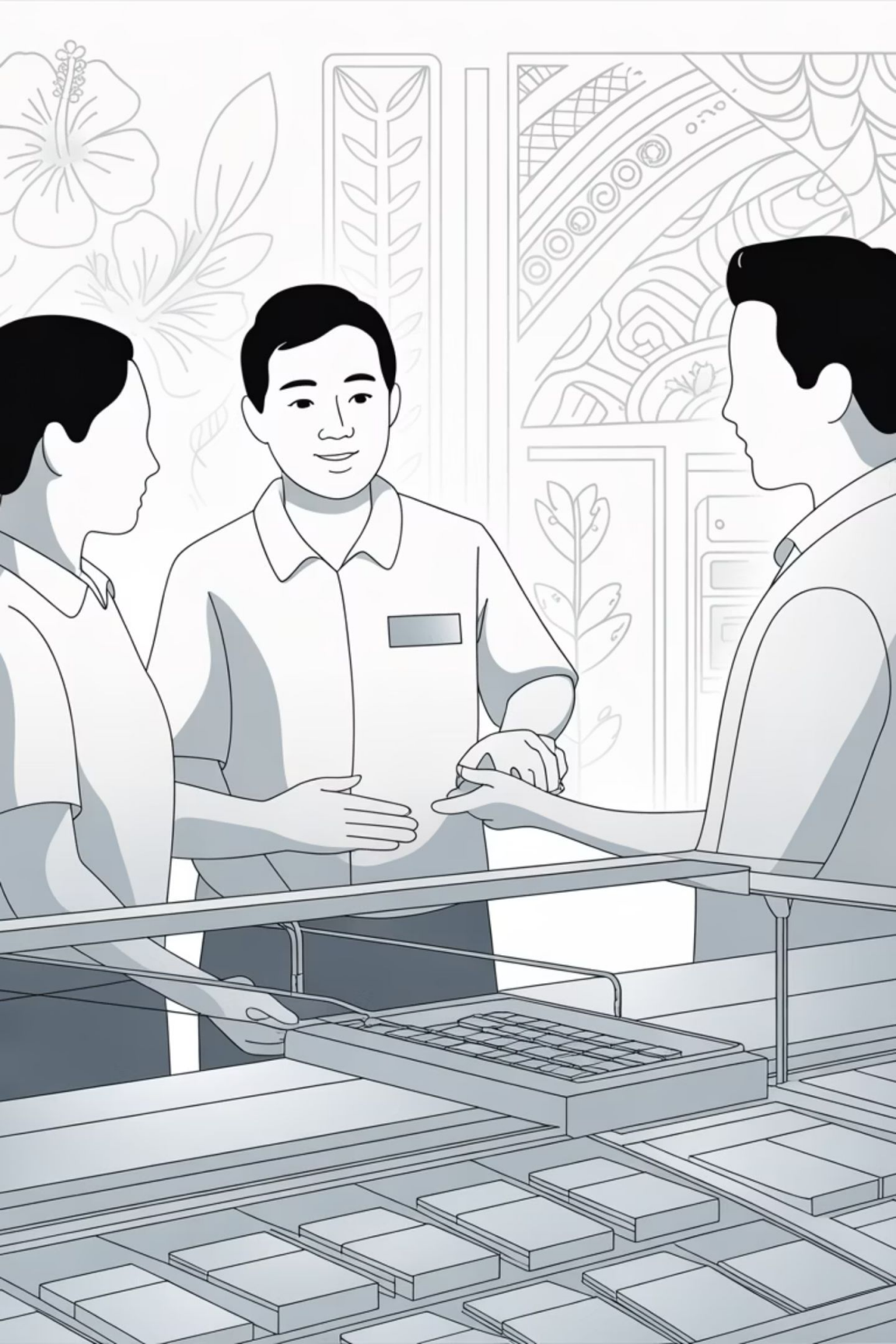
"It's not about a protected class."

Reality: All unprofessional behavior should be addressed, even if not legally harassment.

“

“

“



Section 3

Your Role in Prevention

Taking Action and Creating Respect

The Bystander's Power

If You See Something, Say Something



 **DIRECT** - Speak up immediately

- "That's not appropriate"
- "Let's keep it professional"
- "That makes me uncomfortable"



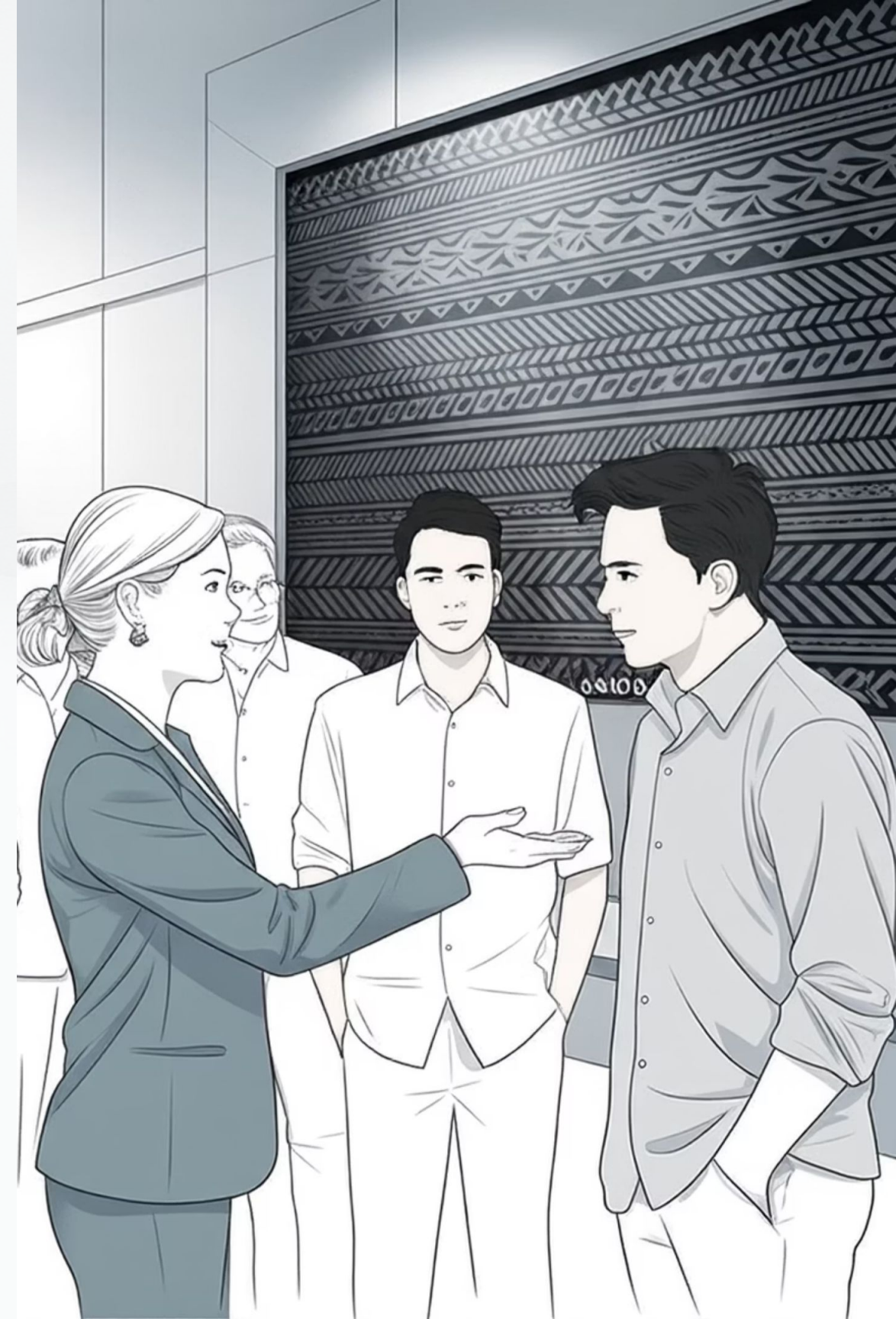
 **DISTRACT** - Redirect the situation

- Change the subject
- Ask for help with a task
- Create an interruption



 **DELEGATE** - Get help

- Report to supervisor
- Contact HR
- Document what you witnessed



Our Reporting Procedure

Step 1: Make the Report

Multiple channels available:

- Your direct supervisor
- Any manager you trust
- HR Department
- ProService Hawaii HR Consultant
- Anonymous reporting option

Step 2: Investigation Process

- Report received within 24 hours
- Confidential investigation begins
- Temporary separations if needed
- Interviews with all parties
- Decision within 5-7 business days

Step 3: Resolution

- Separate meetings with parties
- Findings explained
- Corrective action if warranted
- Follow-up to prevent retaliation



Creating Everyday Respect

Morning Habits

- Greet everyone equally
- Use preferred names and pronouns
- Include everyone in coffee runs

During Work

- Celebrate diverse holidays
- Give credit where due
- Avoid gossip and rumors
- Speak up against inappropriate behavior

Communication Style

- Listen more than you speak
- Ask before assuming
- Apologize when you make mistakes
- Thank people for feedback

Team Building

- Plan inclusive activities
- Consider dietary restrictions
- Respect religious observances
- Make accommodations visible

Your Personal Action Plan

1

Starting Today:

- ✓ Review your own behavior honestly
- ✓ Commit to one positive change
- ✓ Support colleagues who speak up
- ✓ Model respectful behavior

2

This Week:

- ✓ Notice exclusionary patterns
- ✓ Include someone new in lunch or breaks
- ✓ Compliment someone's work, not appearance

3

This Month:

- ✓ Attend additional training if offered
- ✓ Review company policies
- ✓ Share what you've learned with others



Key Takeaways

Remember These Five Points:

- 1** Harassment is about impact, not intent
How your actions affect others matters more than what you meant
- 2** Everyone has protected characteristics
We all deserve respect and fair treatment in the workplace
- 3** Bystanders have power to help
Speaking up can stop harassment before it escalates
- 4** Reporting protects everyone
A safe reporting system benefits the entire workplace
- 5** Respect is a daily choice
Small actions build a culture of dignity and inclusion

Mahalo

A respectful workplace isn't just about avoiding lawsuits—it's about creating an environment where everyone can do their best work, feel valued, and go home feeling good about their day.

You have the power to make our workplace better for everyone.

It starts with each of us, every day, in small moments of choice.



Questions?

Appendix: Additional Scenarios for Discussion

Scenario: "The Exclusion"

| A group of employees regularly goes to lunch together but never invites their coworker who wears a hijab, saying "She probably can't eat where we go anyway."

Analysis: Making assumptions and excluding someone based on religion.

Better approach: Invite everyone and let them decide. Ask about dietary preferences respectfully.

Scenario: "The Friendly Touch"

| Sam, a supervisor, often puts his hand on employees' shoulders when talking to them. Sarah seems to stiffen when he does this.

Analysis: Even well-intentioned touch can be unwelcome.

Better approach: Maintain professional physical boundaries. No touching unless it's a handshake.

Scenario: "The Nickname"

| A manager calls his youngest employee "kiddo" and frequently makes comments about "millennials" and their work ethic.

Analysis: Age-based stereotyping and potentially demeaning language.

Better approach: Use everyone's actual name and avoid generational stereotypes.