

## **Discrimination, Harassment & Bullying FAQs**

### **Q: What is the purpose of the Discrimination, Harassment & Bullying standards at Kora?**

A: The purpose is to ensure Kora provides a workplace that is inclusive, respectful, and free from discrimination, harassment, and bullying. These standards help protect everyone's rights and promote equal opportunities for all employees and candidates.

### **Q: Why are the Discrimination, Harassment & Bullying standards important at Kora?**

A: These standards help create a safe and positive environment where everyone is treated with respect and dignity. They prevent harmful behaviours, support fairness, and allow employees to focus on their work and growth without fear of unfair treatment.

### **Q: What forms of behaviour are considered discrimination?**

A: Discrimination occurs when someone is treated unfairly because of characteristics like race, gender, age, disability, sexual orientation, religion, or any other protected attribute. This can affect hiring, promotions, pay, training, or termination decisions.

### **Q: What is harassment, and what kinds of behaviours are not allowed?**

A: Harassment is unwelcome behaviour that creates a hostile or offensive work environment. This includes derogatory comments, unwanted physical contact, offensive jokes, threats, or any conduct that demeans someone based on protected characteristics.

### **Q: What does bullying mean in the workplace?**

A: Bullying involves repeated unreasonable behaviour like yelling, excluding someone from work activities, spreading harmful rumours, or undermining a colleague's work. It negatively affects an employee's health and work performance.

### **Q: Can electronic communication be considered harassment or bullying?**

A: Yes. Sending or forwarding offensive messages or images via email, messaging apps, or other electronic tools is prohibited and can be subject to disciplinary action.

**Q: How should an employee report discrimination, harassment, or bullying?**

A: Employees should report incidents promptly to their manager, People and Culture Manager, or any trusted leader if they're uncomfortable reporting to their direct supervisor.

**Q: What happens after a complaint is made?**

A: Every complaint is investigated promptly, confidentially, and fairly. Both the person who reported and the accused are informed of the findings. If a violation is found, corrective action, including disciplinary measures, will be taken.

**Q: What protections are in place against retaliation?**

A: Kora strictly prohibits retaliation against anyone who reports misconduct or participates in investigations. Anyone who experiences retaliation should report it immediately. Retaliation itself can lead to disciplinary action.

**Q: What are the responsibilities of employees and managers regarding these standards?**

A: Employees must treat others with respect and report any violations. Managers must enforce the standards, support their teams in understanding them, and address issues promptly. The People and Culture team provides training and handles investigations.

**Q: What are the consequences for violating these standards?**

A: Violations can result in disciplinary action, up to and including termination of employment. Kora may also take legal action if necessary.