



Safer Spaces

CREATING SEXUAL HARASSMENT FREE WORKPLACES
IN BC'S TOURISM AND HOSPITALITY INDUSTRY

OPEN-DOOR POLICY

An open-door policy encourages direct communication, feedback and discussion about issues that matter to workers. The objective is to develop trust between management and the workforce as well as making workers feel that they can address any issue of importance to their manager.

Advantages of an Open-Door Policy

- Improved communication across all levels of the organization
- Addressing issues or challenges proactively before they become larger problems
- Gauging various perspectives around job satisfaction and workplace perception
- Establishing trust with and among workers
- Promoting an open and inclusive work culture

Reasons to Implement an Open-Door Policy

As you've seen throughout this course, there's an emphasis on being a responsive, proactive, and inclusive supervisor and employer. Maintaining that "open door" approach and modelling the behaviours that you want to see in your employees are essential to signal that you are available to them. They will be more likely to:

- Intervene, when they observe examples of sexual harassment and contribute to a safe and healthy workplace environment
- Provide feedback on policies, procedures, communication, and training when they notice potential improvements
- Disclose situations before they escalate into something bigger
- Be open to a variety of resolution options, such as mediation, restorative justice, and legal avenues
- Provide you with feedback about your own leadership
- Discuss any mental health challenges they may be experiencing in the workplace



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Do's and Don'ts

Do's

- Set the expectation with regards to your availability
- Be mindful and consistent with how you apply your open-door policy
- Assess situations to determine how to best devote time to the conversation

Don'ts

- Don't have the door "open" all the time and invite for constant disruption
- Don't assume that this policy will replace any other communication touch points with your team such as regular one to one meetings
- Don't let the communication opportunity turn into an unproductive venting/complaining session