



# Yever Co.,Ltd

## *Respectful Workplace Policy*

Approved by the board of Directors

1/14/2021

## Table of Contents

<b>1 Our approach to Respectful Workplace .....</b>	<b>3</b>
<b>2 Why it matters for us.....</b>	<b>3</b>
<b>2.1 Lack of professionalism .....</b>	<b>4</b>
<b>2.2 Disrespect of Identity .....</b>	<b>4</b>
<b>2.3 Discrimination .....</b>	<b>5</b>
<b>2.4 Sexual Harassment.....</b>	<b>5</b>
<b>3 Purpose of policy .....</b>	<b>5</b>
<b>4 Policy Statement.....</b>	<b>6</b>
<b>5 Scope .....</b>	<b>6</b>
<b>6 Role and responsibility .....</b>	<b>7</b>
<b>7 Confidentiality.....</b>	<b>9</b>
<b>8 Reporting .....</b>	<b>9</b>
<b>8.1 Reporting a case or an incident .....</b>	<b>9</b>
<b>8.2 How to report.....</b>	<b>10</b>
<b>8.3 How to take actions .....</b>	<b>13</b>
<b>9 Monitoring System.....</b>	<b>14</b>
<b>10 Appendix.....</b>	<b>15</b>

# 1 Our approach to Respectful Workplace

The team is pivotal for Yever to deal with the clients on behalf of Yever to deliver the company's values. So, Yever aims to provide the best working culture to empower the team individually by treating them respectfully. We believe that respect is the key to empowerment, and empowerment is the key to high-quality service. That is why we decided to create an empowering, respectful, and team-oriented workplace.

To start working on this and understand more about the topic, we conducted a mini-research. We found out that there is no definite meaning for a respectful workplace, and it might differ upon the organisation's size and culture.

Therefore, we decided to organise an internal workshop to share our views on how we would like to create such kind of respectful workplace. The workshop took place in October 2019 with all the team members at Yever. The purpose was to define what is a respectful workplace for Yever.

During the workshop, we hold a group discussion to agree on a common understanding of a respectful workplace. We shared our experiences dealing with various stakeholders; specific actions or behaviours which we encountered and were not acceptable for us. Moreover, we also shared how we should protect ourselves and what might be the actions to avoid those situations.

The outcomes were a definition of a Respectful workplace for Yever, along with the identification of four main protected grounds with specific characteristics and experiences which are NOT acceptable for us and which will NOT be accepted.

## 2 Why it matters for us

A respectful workplace is a working environment where **professionalism and inclusivity** are embedded as DNA. It is an environment where everyone contributes to and is responsible for the common goal. It is also a safe place to work where any occurrence of discrimination and harassment is prevented.

At Yever, everyone in the team ought to be;

- Treated Equally and Fairly
- Valued and Supportive
- Respected and Accepted
- Listened and Able to speak up regardless of their positions, gender, sexual orientation, nationality, ethnicity, religion, opinion, colour, educational background, professional background, and age, etc.

At Yever, we have defined FOUR main protected grounds that we are addressing to create the best workplace:

- Lack of Professionalism
- Disrespect of Identity
- Discrimination
- Sexual Harassment

## 2.1 Lack of professionalism

Lack of Professionalism means non-exhibition of some personal qualities such as honesty, integrity, humbleness, responsibility, accountability, self-control, rigour, and punctuality. We consider these personal qualities are the expression of our values.

The behaviours of “Lack of professionalism” that we will not accept at Yever are:

- Being late
- Being a hypocrite
- Prejudice
- Delivering unqualified tasks
- Letting the emotions influence the work
- Not respecting the defined deadline
- Not taking full responsibility for his/her roles
- Not acknowledging others' efforts/ideas
- Not being able to finalise till the last minutes
- Blaming each other
- Lack of curiosity and commitment

## 2.2 Disrespect of Identity

It refers to ignorance and non-acceptance of others' opinions and beliefs because of their genders, sexual orientations, race, educational backgrounds and religions.

The actions of “Disrespect of Identity” that we will not be tolerated at Yever are:

- Excluding someone from work-related activities or other activities purposely due to a different identity.
- Speaking a language deliberately to exclude someone from the conversation.
- Not greeting to each other.
- Mocking, judging and humiliating others' opinions and beliefs.
- Judging and intimidating personal appearances.
- Not allowing to express their (own) opinions.
- Making no effort to discuss with the team and showing unwillingness to work with the team.

## 2.3 Discrimination

Discrimination means someone is excluded or not respected because of their positions, genders, sexual orientations, nationalities, ethnicities, religions, opinions, colours, educational backgrounds, professional backgrounds, and age.

The situations of “Discrimination” that we will not tolerate at Yever are:

- Not being respected because of someone’s age
- Not being respected because of someone’s nationality or citizenship (local vs foreigner)
- Not being respected because of someone’s educational background
- Not being respected or being discriminated because of the job position
- Hiring someone who discriminates others or is likely to commit any forms of discrimination
- Not hiring someone based on age, nationality, educational background, gender, religion, disabilities, etc.

## 2.4 Sexual Harassment

For Yever, sexual harassment defines as making of unwelcome or inappropriate sexual remarks or physical advances and promising rewards in exchange for sexual favours. Yever is not accepting any forms of harassment at the workplace while interacting with all the stakeholders, including employees, clients, suppliers, and sub-constructors, etc.

The situations of “Sexual Harassment” that we will not allow at Yever are:

- Staring and leering
- Unwelcomed physical touch
- Asking for sexual favours
- Seducing and persuading someone
- Continuing to harass even when someone says to stop

## 3 Purpose of policy

This policy presents Yever’s approach to promoting Respectful Workplace Culture with the primary intention of creating an empowering workplace, preventing all forms of discrimination and fostering positive and productive relationships between its internal and external stakeholders.

Yever recognises the right of all employees, partners, suppliers, sub-contractors and clients to perform their duties without being subjected to any form of disrespectful manners and in a professional atmosphere.

Yever will not tolerate any forms of disrespectful manners or victimisation of employees or third parties who work on Yever’s behalf.

## 4 Policy Statement

This policy aims to provide a safe and productive workplace where everyone is treated equally regardless of their different identity, and everyone is fully aware of the company's culture while developing their skills and competences in order to protect the quality of work.

This policy applies to everyone who is working for us and with us. Yever takes a zero-tolerance policy for any form of discrimination and sexual harassment, whether it happens within the organisation or outside the organisation with any stakeholders.

All complaints or reports will be taken seriously and treated with respect and in confidence. No one will be victimised for making such a complaint.

## 5 Scope

This document applies to everyone who is working for and with us, including both internal and external stakeholders. The stakeholders include:

- Company's directors
- Employees (permanent, temporary, full-time and part-time employees from management to staff level)
- Interns
- Subcontractors
- Suppliers
- Partners and
- Clients.

If you are one of Yever's stakeholders mentioned above, it is essential to read and familiarise with this policy and to ensure that this policy is appropriately observed and fully complied with your daily activities.

This document will be mentioned as an Appendix document when Yever and the external stakeholders (client, subcontractor, or business partner, etc.) sign any types of agreements or contracts.

It addresses all the topics which we identified during the respectful workplace workshop. The relevant procedures are provided later in this document.

## 6 Role and responsibility

### Yever

Prevention from any forms of disrespectful manners is central to our work, and each of us has a responsibility for taking action. As a responsible organisation, Yever:

- Embeds its Respectful Workplace Policy in all aspects of employment, including but not limited to recruitments, promotions, and opportunities for training, payroll and job benefits.
- Implements its Respectful Workplace Policy in all aspects of operation with our stakeholders, including our clients and business partners.
- Screens new initiatives, programmes related to local and international standards, law requirements, etc. in order to analyse the potential impacts and adjust our policy consequently.
- Provides awareness training to ensure that everyone is aware of disrespectful manners.
- Creates an environment in which everyone is empowered to speak up and handle the situations.

### Stakeholders

All of our stakeholders (described in *Chapter 5*) are responsible for following this policy to help create a respectful workplace within our ecosystem. Yever expects all of its stakeholders to avoid any behaviours or conducts that could reasonably be interpreted as disrespectfulness, defined under this policy. Anyone who is dealing with us has the right to raise concerns or make a complaint regarding respectful workplace behaviours under this policy without fear of retaliation. Any person found in violation of this policy is subject to undergo the actions mentioned in “*How to take actions*” section.

### The BOD and management

The Board members are responsible for reviewing and implementing this policy and communicating the performance with the stakeholders. They are the ones who not only approve this policy but also review and approve the performance.

The management is responsible for overseeing the effectiveness of this policy and, including but not limited to:

- Review, investigate and find a solution to complaints and violations of this policy.
- Identify and address patterns or systemic problems during the review process of complaints.

### Respectful Workplace Committee

The Respectful Workplace Committee is responsible:

- For the periodic review and update to ensure that Yever meets its obligations and requirements under this policy.
- For providing advice, guidance and ongoing support to top management, managers and employees in relation to the prevention of any forms of disrespectfulness.

- For taking appropriate actions described in “how to take actions”.
- For approving the third-party involvement (if needed); the service fees (if needed) and who should be the third-party. The approval vote shall be 100% of the committee members.
- For reviewing, approving and validating the actions and recommendations proposed by the third-party.

If necessary, employees and managers can seek advice and/or assistance from the committee on how to handle situations.

The committee members are designated or elected once a year.

The committee members should include:

- One representative from the BOD.
- One representative from the HR department (when the HR department will be set up).
- Office Operations Coordinator.
- One representative of the employees. Anyone in the team, being a permanent contract employee and regardless of their position, can be a candidate as a representative in the committee.
  - There should be at least two candidates. The HR department (or person acting as HR) is in charge of conducting the election. All the employees are voters, this is a secret ballot, and the elected representative is the one with the highest number of votes.
  - If there is only one candidate, this candidate should be approved by three-quarters of the votes.
  - If there is no candidate, the employee with the highest seniority in the company is automatically designated as the representative.

The committee shall meet as often as necessary and at least two times a year. If possible, meetings shall be scheduled in advance, at least 2 weeks in advance. The committee meeting minutes need to be recorded and kept in the company's record by the HR team. The meeting minutes should be signed by the committee's members.

The committee will monitor, record the performance and effectiveness of this policy mentioned in 'Monitoring' section.

## **Third-party**

A third-party might be hired for investigation if serious incidents are reported. The following are examples of matters that must be escalated or referred immediately:

- when the reported incidents violate Myanmar existing laws;
- when the complainant demands to involve a third-party for investigation;
- when the management and/or the committees decide to involve a third-party in the investigation.

The third-party shall be a non-governmental organisation that has expertise in social topics. Respected and established organisations, such as BCGE and/or MCRB, shall be the priorities to be chosen. The complainant, or the management, or the committee can choose any organisation but, the committee members shall agree at 100% to approve the third-party.

The third-party should sign a non-disclosure agreement contract, especially to protect all confidential information. If required, the committee needs to negotiate and approve the service fees of the third-party.

The main responsibilities of third-party shall be:

- investigating fairly and independently the incident during the proposed/agreed timeline.
- reporting back to the committee with their results and, including the investigating process, appropriate actions.

## 7 Confidentiality

We ensure confidentiality by not disclosing the circumstances related to any incident, the names of the complainant, the person alleged to have committed and any witnesses except the following situations:

- Where necessary to investigate the incident or to take corrective action or to inform the parties involved in the incident of the results of the investigation and any corrective action to be taken to address the incident.
- As required by law.

Our directors/managers are responsible for securing information related to the event, the names of the complainant, the perpetrators, and the witnesses.

## 8 Reporting

### 8.1 Reporting a case or an incident

All the stakeholders in our value chains play a pivotal role in addressing the incidents to acknowledge the different identity and to build understanding between each other. We encourage everyone to “SPEAK UP” if something happens.

According to the meaning of respectful workplace at Yever, resolving incidents is not supposed only to be about reporting the incident but also to give feedback to improve the professional skills of the team.

As a responsible organisation, Yever sets and implements the policy and procedure to address any forms of disrespectful manners. For cases or incidents that happen outside of Yever with external stakeholders, they are equally encouraged to report directly to the management and/or the Respectful Workplace committee.

### Reporting period

Yever encourages the complainant to report the incident as soon as it happens. It will help the management and the Respectful Workplace committee to investigate the events and to take appropriate actions according to the seriousness of the incident. If not, it will be difficult to take relevant disciplinary actions.

Yever supports the complainant to report the incident within **ONE month** from the date of the incident.

## Reporting Contact

The complainant can report directly to the management and committee by using various contacts as follow:

### Management contacts

Vanina Butori

+959773735960

Nicolas Delange

+959254795095

founders@yever.org

### Respectful Workplace Committee

Vanina Butori - Executive Director of Yever, in charge of the HR and team management

Wai Yan Kyaw - Team representative

Htet Htet Wint - Office Operation Coordinator

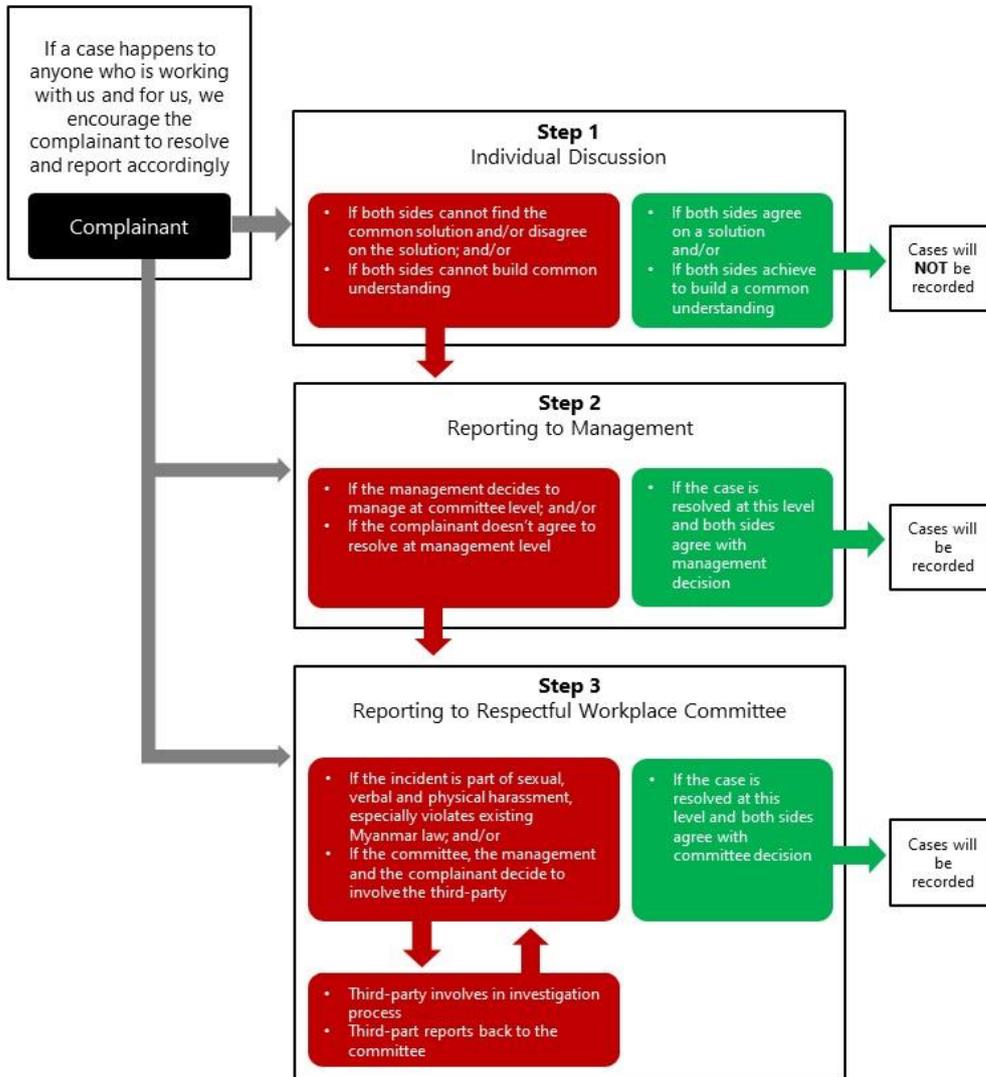
[report@yever.org](mailto:report@yever.org)

## 8.2 How to report

The complainant can report in any form, by calling or sending an email or informing directly, as long as he/she can describe the situation clearly.

The situation or incident should be described in detail (when it happened and how it happened using the complaint form (see Appendix A) to make it comprehensive for the investigation process.

The reporting steps are as follow:



## Step 1: Individual Discussion

At Yever, we encourage everyone to discuss the incident/case first with the person alleged to have committed. For us, the workplace is where all different people with different perceptions and backgrounds meet. We need to acknowledge each other first before complaining to ensure we understand and respect each other's point of views.

Yever believes that the individual discussion between the complainant and the person alleged to have committed is the priority to avoid the misunderstanding between two parties and to acknowledge the different identities.

The complainant is encouraged to discuss first with the person alleged to have committed to address the incidents and search for the solution. If both parties agree on a robust solution, the incident will not be reported to management.

## Step 2: Reporting to the management

The complainant can report directly to Yever's management in any form, by using informal reporting channels (calling and/or sending an email).

After, the situation or incident should be described in detail for the ease of the investigating process by filling the complaint form (See Appendix A) and send to the email [founders@yever.org](mailto:founders@yever.org).

The following are examples of matters that **MUST** be reported to the management. The list is not exhaustive:

- If the complainant and the person alleged to have committed cannot agree with a robust solution after the individual discussion, or
- If somebody continues to commit the same manners for more than three times to the same person or a different person.

## Step 3: Reporting to the Respectful Workplace committee

The complainant can report directly to members of the Respectful Workplace committee by using the email [report@yever.org](mailto:report@yever.org). The situation or incident should be described in details for the ease of the investigating process by filling the complaint form (See Appendix A) and sending to the mail [report@yever.org](mailto:report@yever.org).

The following are examples of matters that **MUST** be reported to the committee. The list is not exhaustive:

- If the incident is part of sexual, verbal and physical harassment, especially against existing Myanmar law, or
- If the complainant is not comfortable with reporting the incident to the management (for example, the alleged person involved in the management), or
- If the complainant is concerned about her/his security and/or the fairness of the decisions and wants to involve a third party's role,
- Based on the sensitiveness of the issues, the committee, the management, and the complainant can decide the third party to be involved for solving the issue.

## 8.3 How to take actions

The company is committed to taking actions within **ONE week** after receiving the complaints/reports.

Firstly, the management and/or the Respectful Workplace committee regarding the seriousness of the incident:

- Analyses the situation confidentially by discussing with the complainant, the person alleged to have committed, and the witness (if needed) separately.
- Creates a dialogue between both sides under the management or committee guidance.
- Decides if a third-party will be included for the investigation regarding the seriousness of the incident.
- If the incident against Myanmar existing law is reported, a third party should be hired, the alleged perpetrator will be suspended during the investigating process, and the company should take any appropriate actions in accordance with the law.

Secondly, the management and/or the Respectful Workplace committee take actions according to the results of the discussion and the reports of the third-party investigation and inform the HR department to record the situations/incidents.

The actions may include but are not limited to:

- Supporting more awareness training
- Verbal or/and written warning
- Terminating (termination of the employment, partnership, contract)
- Suing

## 9 Monitoring System

The monitoring system is set out as follow:



1

The HR team keeps all the reported incidents and cases. The records will be saved up to three years and will be deleted after three years.

The committee monitors the effectiveness of the respectful workplace policy and reports the results to the management and the BOD once a year. The management and BOD review the frequency of incidents and the effectiveness of awareness training.

The management discusses the respectful workplace policy individually with each team member during the performance review. The discussion should include:

- The incidents they have experienced (if any)
- Effectiveness of the training on Workplace Culture if received
- Required training program – propose training

Yever's Respectful Workplace document will be reviewed regularly and updated in order to make it meaningful and relevant for the team.

## 10 Appendix

### Complaint Form

<b>Complaint Form (Confidential)</b>		
<b>Complainant's Name, Position</b>  (Organisation if needed)	(Alleged Perpetrator's Name, Position) (Organisation if needed)	Date of incident (case)
<b>Complaint</b>  Which topics would you like to complain about? (Lack of professionalism, disrespect of identity, discrimination, sexual harassment or others)		
<b>Description</b>  Describe the incident(s) as clearly as possible. Include a full description of the conduct, verbal statement (i.e., Threat, demands, etc.), the place, date and if any physical contact was involved. Attach an additional page as necessary.		
<b>Steps were taken</b>  What steps have you already taken to resolve the issue(s)? (Include names of the people you have approached for advice and/or assistance. Attach an extra page if necessary.)		
<b>Resolution seeking</b>  What is your expected solution for this incident?		
<b>Signature</b>	<b>Date</b>	



5 Naga Yone Pagoda Road, 8<sup>th</sup> mile  
Mayangone Township, Yangon, Myanmar