

Creating and Maintaining a Harassment Free Workplace



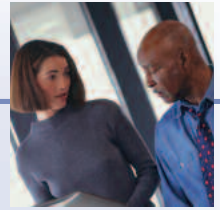
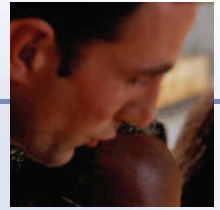


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Preface

Sensis Corporation is committed to creating and maintaining a work environment in which all employees are treated with respect and dignity. Through the creation of this document, Sensis Corporation strives to educate employees about harassment and to raise awareness about the expectations of the company. Each employee has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices. Every employee is entitled to be able to do their best work, free of barriers. If harassment acts as a barrier to an employee's success, it is unacceptable; therefore, Sensis Corporation expects all relationships among employees in the office to be business-like and free of bias.

Even when an alleged harasser intends "no harm," if the conduct in question meets the definition of harassment, it is completely unacceptable and may in fact be unlawful. An off-color remark or joke that one may consider humorous is not always seen in the same light by others. Everyday language that is used with friends or that you are exposed to through television or movies is not always appropriate for the office. Use caution and respect while at work, for it may not be readily apparent if others are offended by your behavior.

Sensis Corporation's culture strongly embraces an allegiance to a core purpose and core values, an esprit de corps, a strong sense of mutual trust, reliance and a compulsion to excel. The environment of Sensis Corporation is designed so that empowerment, inclusion, openness and limited structure are the norm. Within that context, it is the duty of the company to provide a harassment free work space where every employee has the opportunity to succeed. Each person has a personal responsibility for both the integrity and the consequences of his or her actions.

Harassment on the basis of any characteristic protected by law is destructive to the supportive environment that Sensis Corporation strives to uphold and may be unlawful.



What Is Sensis Corporation's Harassment Policy?

Sensis Corporation will not tolerate any form of harassment. As declared by one of the company's foundational core values, "honesty, integrity, and respect for all," Sensis Corporation is absolutely committed to creating a work environment in which all employees are treated with respect and dignity. Every employee has the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices, including harassment.

What Is Harassment?

Under this policy, and state and federal law, harassment is verbal, non-verbal or physical conduct that denigrates or shows hostility or aversion toward an individual or his/her relatives, friends or associates because of race, color, religion, sex, national origin, age, disability, marital status, citizenship or any other characteristic protected by law and that: has the purpose or effect of creating an intimidating, hostile or offensive work environment; has the purpose or effect of unreasonably interfering with an employees' work performance; or otherwise adversely affects an employees' professional opportunities.



What Are Examples of the Different Types of Harassment?

Harassment can take almost any form. Some obvious examples include:

Verbal Harassment

- Making fun of someone
- Imitating someone's accent
- Spreading rumors
- Obscene telephone calls
- Offensive jokes
- Repeated questions about personal life
- Threats or insults
- The use of language by staff that is not suitable in the workplace
- Name calling
- Chastising an employee about work performance in front of other colleagues or clients

Non-verbal Harassment

- Suggestive looks or leers
- Unwelcome practical jokes
- Mimicking someone with a disability
- Following someone home from work
- Sabotaging someone's work
- Offensive hand or body gestures
- Unnecessarily leaning over someone
- Encouraging the use of crude remarks
- Continually ignoring or dismissing an employee's contribution in the workplace (e.g., during a meeting)
- Requiring domestic work tasks to be done by women only

Physical Harassment

- Unnecessary physical contact against an employee's will
- Pushing, shoving or jostling



Additionally, a particularly heinous form of harassment is sexual harassment, which includes discrimination due to pregnancy, family life choices or sexual orientation.

What Is Sexual Harassment?

Sexual harassment is a type of harassment or sex discrimination that violates a federal statute. Additionally, most states have their own statutes, which make such conduct a violation of state law.

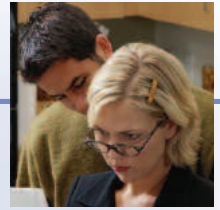
Today's world is bombarded with permissive messages from TV and movies to music and the Internet. It is something we have grown accustomed to as we deal with it on a daily basis. As such, it is even more important for the workplace to be a sanctuary from the outside world, where employees can do their best work free from destructive influences.

Sexual harassment encompasses a number of different types of behaviors. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when the conduct explicitly or implicitly:

- Affects an employee's position;
- Unreasonably interferes with an employee's work performance; or
- Creates an intimidating, hostile or offensive work environment.

Sexual harassment may occur in a variety of circumstances, including, but not limited to:

- The victim as well as the harasser may be a woman or man – the victim does not have to be of the opposite sex;
- The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker or a non-employee;
- The victim does not have to be the person harassed, but could be anyone affected by the offensive conduct;
- Unlawful sexual harassment may occur without economic injury to or discharge of the victim; and
- The harasser's conduct must be unwelcome.



What Are Examples of Sexually Harassing Conduct?

Sexually harassing conduct can take almost any form. Some obvious examples include:

- Sexual jokes
- Sexually explicit e-mail
- Use of sexual innuendos
- Inquiring into co-workers' personal lives
- Commenting on co-workers' clothing, anatomy or looks
- Referring to co-workers using a name that has sexual overtones
- Touching co-workers
- Displaying sexually graphic cartoons or other visuals
- Using gestures that are sexual in nature
- Inappropriate staring
- Gender discrimination
- Lack of professional growth opportunities due to pregnancy or family life choices
- Discrimination based on sexual orientation

For a basic approach to determining whether conduct could be considered objectionable, ask yourself the following questions:

- Would you want to be treated by co-workers the same way?
- Would you be worried if this conduct were reported to your employer or your spouse?
- Would you want this behavior reported on the evening news or in the newspaper?



Are There Different Types of Sexual Harassment?

There are two types of sexual harassment: quid pro quo and hostile environment.

- **Quid pro quo harassment** occurs when submission to, or rejection of conduct constituting sexual harassment is used as the basis for employment decisions affecting an employee. By its very nature, this is harassment which is engaged in by a supervisor, manager or someone else who is in a position to grant or influence employment decisions (e.g., a demand for sexual favors in exchange for a better assignment or a raise constitutes quid pro quo harassment).
- **Hostile environment harassment** is created when sexual harassment **has the purpose or effect of interfering with an employee's work performance or creates an intimidating, hostile or offensive working environment.** This means that if the harasser intends to create a hostile environment and is successful, the conduct is unlawful. It also means that conduct which in fact interferes with an employee's work performance, or creates an intimidating, hostile or offensive work environment, even if the alleged harasser did not mean to create such an environment, still violates the law (e.g., a workplace in which sexual jokes or innuendo are permitted to flourish can create a hostile work environment).



What Is a Hostile Environment?

A hostile environment is one in which there is interference in the work performance of an employee or where the work environment of an employee is intimidating, abusive or offensive. A hostile environment can be created by the acts of supervisors, co-workers or even third parties (e.g., vendors or customers) with whom an employee must work.

When Is Conduct Considered Unwelcome?

It is important to understand that simply because an employee “tolerates” certain conduct it does not mean that he or she welcomes it. Consequently, while contemporaneous complaints or protest are strong evidence that conduct was unwelcomed, **the absence of a complaint does not mean that the conduct was welcomed.**

Conduct which was at one time welcomed can become unwelcome if one party makes it known that he or she wants the conduct to stop. When there has been a history of welcomeness between two employees, with respect to the conduct involved, one employee must generally notify the other that he or she wants the conduct to stop before it will give rise to a hostile environment claim. But once that notice is provided, the victim has the right to have the conduct stop.

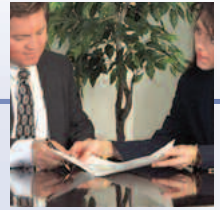
In addition, simply because the conduct of a similar nature is welcomed between two employees does not give a third employee the right to engage in that same conduct (e.g., an off-color joke between individual (a) and (b) does not indicate that an off-color joke by individual (c) would be welcome by either individual).



How Severe or Pervasive Must Conduct Be to Become Harassment?

Not every inappropriate comment, gesture or act will create a hostile environment. Employees must have some tolerance for everyday conduct. Consequently, unless the conduct is unusually severe, a single or isolated incident of offensive sexual conduct may be boorish and in bad taste, but generally does not create a hostile environment. Usually, there must be a pattern of offensive conduct.

There is no explicit point on the line at which conduct passes from the non-severe and/or isolated to the severe and/or pervasive. Ultimately, that determination is made by a court or administrative agency. Because there can be so many “gray areas” in determining whether a hostile environment has been created, it is important that you err on the side of not engaging in any inappropriate conduct.



What If the Alleged Harasser Didn't Mean Any Harm?

The alleged harasser's intent in engaging in the conduct in question is irrelevant to the unlawful nature of the activities. In other words, no matter how much the alleged harasser intended "no harm," if the conduct in question meets the definition of a hostile environment, it may be unlawful.

How Do I Take Action If I Am Harassed?

If you are a victim of harassment, notify your supervisor, any other manager or a Human Resources representative immediately. If maintaining anonymity and confidentiality are necessary in order for you to feel comfortable addressing these types of situations, Sensis Corporation encourages you to utilize the company's third party provider of corporate ethics reporting, Ethics Point®. They can be reached at www.ethicspoint.com.

Sensis Corporation prohibits retaliation against any employee who reports harassment or who participates in an investigation of such reports. Sensis Corporation encourages the prompt reporting of complaints or concerns so that, if necessary, rapid and constructive action can be taken to insure the conduct is abated. While no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method for resolving actual or perceived incidents of harassment.

Any reported allegations of harassment will be investigated promptly, privately and in a non-judgmental manner. It is important to note, once again, that anyone coming forward with concerns, issues or participates in an investigation will be protected from retaliation. The investigation may include individual interviews with the parties involved and, where necessary, with employees who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigation process to the extent consistent with conducting an adequate investigation and the taking of appropriate corrective action.

If conduct is deemed not to be harassment as a result of an investigation, but the reporter finds it offensive enough to strain their normal working environment and would like it stopped, Sensis Corporation will make every effort to accommodate the situation.

If a party to a complaint does not agree with its resolution, that party may appeal to Sensis Corporation's CEO.



What Is My Responsibility If I See Harassment?

If you witness any form of harassment, Sensis Corporation expects that you will take action to understand the situation and report it immediately to your supervisor, any other manager or a Human Resources representative.



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