



**CMBC TRANSIT SECURITY BULLYING AND HARASSMENT
MEMBERS SURVEY RESULTS
MAY 10, 2021**

1. 50% of workers have witnessed bullying and/or harassment (B&H) in the workplace
 - a. Of those, 65% have witnessed a few or several incidents
 - b. Of those, 36% of the B&H incidents were related to race and 27% related to place of origin
 - c. Of those, 36% of the B&H incidents were related to mental disability
 - d. Of those, 45% talked to co-workers, 45% talked to family/friends, 18% tried to keep away from work, 18% just ignored it
 - e. Other: “reported but no help”, “supervisor is the problem”
 - f. 68% say that the person engaging in bullying behaviour is a supervisor; 36% say that the person was a manager; 81% say that the person was a co-worker
 - g. 68% of people witnessing bullying and harassment did not report it to the manager
 - h. What happened after witnessing the B&H: “nothing was told it’s part of the job and to deal with it”, “victims faced retaliation and some left the company. The Bully continued working”, “covered up”, “monster at work supervisor”
 - i. 100% said it was not appropriately addressed
 - j. Asked, why didn’t you report it:
 - i. “management was doing the bullying”;
 - ii. “no faith in anything positive happening and fear of retribution”;
 - iii. “because it was management doing it”;
 - iv. “Because I had been previously targeted by the employee and management supported them. Had seen other employees report staff and be retaliated against by the employee and management”;
 - v. “Constantly reported to employer. Subject had been sent to anger management workshops several times. No disciplinary action except for seminars”;
 - vi. “Management never deals with it appropriately. There’s no consequence to it”

2. 37% have been subjected to B&H at work – usually more than once
 - a. 26% felt they were bullied because of place of origin, family status, physical disability, and mental disability
 - b. Please explain how you were bullied:
 - c. “harassed due to my accent, personal relationship, helping others vs management”;
 - d. “Mental torture. Being blamed for something that isn’t your doing or fault”;
 - e. “Lies and gossip spread to coworkers. Intimidation through yelling and threatening to put forth false accusations to management”;
 - f. “I was belittled and talk to in a humiliation in front of others”;
 - g. “Verbally berated in the bullpen. Myself another TSO and the on duty SOC were present during the incident. The other TSO was also verbally berated by the on duty SOC”;
 - h. “Too many times the place so bad its sick”;
 - i. 60% did not report the B&H to the employer;



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- j. Why didn't you report it:
 - i. "Cause I will then have a target on my back I have [removed] years left and just want this [removed] years to be over with. It's a small department and if you say something you are ostracized";
 - ii. "Lack of faith in anything happening & fear of retribution";
 - iii. "was afraid co worker would seek revenge on me";
 - iv. "Same answer as before, witnessed other staff experience retaliation from employee and management after reporting incidents";
 - v. "Felt that nothing would be done";
 - vi. "I don't wanna get in trouble";
 - vii. "Politics"
 - k. What happened:
 - i. "Some of Management was the problem... Senior Company Director and VP's side with local management";
 - ii. "Nothing happened";
 - iii. "Nothing"
3. 64% feel comfortable reporting bullying and/or harassment at work; 35% do not
- a. Why don't you feel comfortable reporting B&H at work?
 - i. "Fear of reprisals";
 - ii. "Fear of retribution";
 - iii. "Because the workers suffer and have to take courses when they've done nothing wrong most of the times. Nothing will change until the management team is changed. Depots have an Operations Supervisors / Manager shuffle ever few years, but not Security, why? What they do is not that specialized and anyone with good people skills can work as a transit Security Operations Supervisor/ Manager and learn the security content. It's not like they're out patrolling with the workers";
 - iv. "Because I've seen employees that come forward be turned on by other employees through gossip (false information and slander), management investigations creating extra stress on the employee, and the bullying continues";
 - v. "Because for some reason the culture here seems to be for the victims who come forward to be punished";
 - vi. "Comes down to the offender finding out and that nothing will be done about it";
 - vii. "Nothing gets done about it and you become the target";
 - viii. "No one gives a shit";
 - ix. "I will get more bullying";
 - x. "Unfortunately, there are individuals in power in this department that can twist incidents and have TSOs terminated and/or forced to resign. This is why I don't feel comfortable reporting incidents involving bullying/ harassment. I choose to "fly under the radar" so to speak";
 - xi. "No consequences and having to work with the bully or on their squad"



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4. Do you feel like management/employer takes bullying and/or harassment at work seriously? 61% said yes; 38% said no

5. Why don't you feel like your management/employer takes B&H at work seriously?
 - a. "Divide and conquer strategy works for them";
 - b. "We are just a number and are replaceable";
 - c. "They just say they'll deal with it, but nothing happens about it. It gets forgotten about";
 - d. "Because the same people are allowed to continue bullying even if reported";
 - e. "Because of multiple complaints over years with no positive changes. It's as if certain people who conduct the bullying are protected";
 - f. "Based past experiences of co workers which resulted in nothing be done"
 - g. "Only the past two (2) years. Management investigations puts more onus on the innocent than the actual perpetrators";
 - h. "Management covers it up";
 - i. "They don't care";
 - j. "They made a monster";
 - k. "Appears to be a situation where if they agree with the complaint, the situation is handled differently";
 - l. "They never deal with it appropriately and sweep it under the rug"

6. Have you witnessed anyone being targeted by management/employer for raising health and safety issues at your work, including bullying and/or harassment? 21% said yes

7. 39% believe there is a B&H problem at work

8. Why is there a B&H problem at work?
 - a. "Because management is allowed to get away with it";
 - b. "I know people have reported it, in the past and nothing was done to the bully";
 - c. "Mostly a few people and one SOC";
 - d. "Management bullies and goes after our members for small things. They turn these small things into big investigations. They should be concentrating on making our department better, not bringing down morale";
 - e. "The victims are punished and the bully is protected";
 - f. "I feel that some staff are being targeted by management and/or supervisors based on knowing some staff members experiences. Moreover, that the offenders walk away "Scott free"";
 - g. "Mostly management and a supervisor. They paint a target on those who they can bully";
 - h. "It happens by management";
 - i. "Management harrassing and bullying employees"
 - j. "Staff routinely stab each other in the back, who ever is not in the popular crowd is a target"



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9. What would you recommend happen to deal with the bullying and/or harassment problem at your work?
- a. "Start disciplining people for their actions. If it continues they should be terminated";
 - b. "Fire them"
 - c. "Have management stop turning small things into big things. Also, we face a lot of harassment and abuse from the public because of the name security. We actually don't do a lot of traditional security work. Most of our work is that of a peace officer. The courts and crown counsel recognize us as peace officers. Management doesn't";
 - d. "Ensure there is discipline for known/proven cases";
 - e. "Education and discipline for repeat offenders";
 - f. "At this point I don't know. Maybe deal with the bully?"
 - g. "I would like recommend something but nothing will come of it. Been down this road before"
 - h. "Union has to be present when investigations are conducted";
 - i. "Deal with it in most serious matter"
 - j. "Management target less and give more benefit of doubt to employees"
10. 58% know that it is their obligation under OH&S law to report B&H at work.
11. In the past 12 months:
- a. On a daily basis, 5% are looked at in a hostile manner and 8% are not given the due recognition.
 - b. 13% were excluded from work gatherings a few times. 27% said that they were not given the due recognition a few times. 13% were treated disrespectfully several times. 11% were subjected to an obscene gesture a few times.
 - c. 16% had their requests denied a few times, 8% several times. 21% had others delay actions that were important to them a few times. 13% said they were yelled or shouted at for expressing themselves a few times. 13% had someone interfere with their work activities a few times.
 - d. 5% have been off work for longer than three months because of B&H at work. About 5% have missed 1-4 weeks because of B&H at work.