COSTI
Empowering Communities

# Respect and Dignity in the Workplace

*Our Shared Commitment*

COSTI Immigrant Services

COSTI is a diverse, equity-seeking organization committed to creating workplaces and service environments where there is respect and equity for all. Every person who works, volunteers, learns, leads, or receives services at COSTI deserves to be treated with dignity, fairness, and care, and to feel heard, valued, and supported.

We are guided by our values of Leadership, Diversity, Empowerment, Compassion, Excellence, Innovation, and Accountability. Living these values means building workplaces and service environments that are welcoming, inclusive, accessible, and free from racism, discrimination, harassment, and oppression in every form.

**We commit to one another that we will:**

- Treat every person with dignity, respect, and fairness, recognizing the worth and unique contribution of each individual.
- Welcome and value diversity across race, ethnicity, culture, language, faith, ability, gender, sexual orientation, age, immigration status, and lived experience.
- Listen openly, make sure people feel heard, and take responsibility for our impact.
- Communicate clearly and with empathy, explain the reasons behind decisions, and apply expectations consistently and fairly.
- Recognize and appreciate one another's contributions and efforts.
- Recognize and challenge bias, stereotypes, microaggressions, and barriers, including those built into everyday practices, and work to make our spaces accessible.
- Speak up when something is not right, support those who do, and take concerns seriously and follow through.
- Learn continuously, including through anti-racism and anti-oppression education, and act on what we learn.

**We do not tolerate:**

- Racism, racial harassment, or racial discrimination in any form.
- Discrimination, harassment, or oppression based on any protected ground or intersecting identities.
- Bullying, exclusion, demeaning conduct, or abuse of power; or
- Reprisal against anyone who raises concern in good faith or supports another person.

**If you experience or witness a concern:**

You are encouraged to speak up. You can raise concerns with your supervisor or manager, with People and Culture, or with the Chief Executive Officer. You may bring a union representative or support person with you. Concerns raised in good faith are valued and protected from reprisal. For details on how concerns are addressed, see COSTI's Anti-Racism and Anti-Oppression Policy.

**Respect and dignity is everyone's responsibility.** By working, volunteering, and serving together at COSTI, we each share the responsibility to uphold this commitment, every day and in every interaction. Together, we help build an inclusive community founded on the success and dignity of every individual.

*Endorsed by the Chief Executive Officer on behalf of COSTI Immigrant Services.*