

## Shared Commitment to Safe Engagement

Engagement is part of who we are at Canadian Blood Services. It's a key pillar in our brand, builds on our organization's core values, and informs the way we behave and work.

We deal with issues of deep importance to Canadians, so we regularly engage a broad range of stakeholders to discuss these, gather perspectives, and use what we hear to inform our decisions.

We recognize that many of these issues come with strong opinions and emotions. For that reason, in all of our engagement activities, each participant has a role in creating and maintaining a **safe space** where they feel able to express themselves, be heard by others, and support others to be heard as well.

All participants – both our staff and stakeholders – have a right to a **psychologically safe engagement space**; an environment in which all participants can feel confident that they will not be exposed to discrimination, personal criticism, harassment or any other emotional or physical harm.

Maintaining a psychologically safe space for engagement means:

- + We welcome, value, and proactively seek-out a diverse range of opinions and perspectives on an issue, removing barriers to participation.
- + We are willing to have brave and honest conversations, exploring issues that matter.
- + Participants feel able to express themselves without fear of personal attack or harm.
- + All participants listen to and respect each other's perspectives, recognizing the wisdom and experiences we all bring, and allow fair time for others to contribute. We communicate with each other with civility and self-awareness.
- + There may be different points-of-view or disagreements, but all participants acknowledge and explore these in constructive and respectful ways, without making any participant feel abused or victimized.

Participants in any engagement process hosted by Canadian Blood Services must behave in a way that ensures a psychologically safe space for others. At any point in a dialogue, participants have the right to stop the conversation if they feel unsafe.

Canadian Blood Services will act to ensure a safe space free from disruptive, abusive or aggressive behaviour. Should the need arise, we will inform a participant that their behaviour is not meeting this shared commitment. Should the behaviour continue, the person will no longer be able to participate.