

INSUBORDINATION POLICY

Purpose

To ensure the AMS's success, it is essential that management is able to assign work to employees effectively, and that such work is carried out in a timely and appropriate manner. Management will endeavor to treat employees in a fair, equitable, and respectful manner, and requires that employees act in a similar manner in return. This policy outlines the behaviours and actions that constitute insubordination and defines the manner in which employee insubordination in the workplace will be addressed.

Terminology

The term "insubordination" means the defiance of authority by an employee that occurs when an employee refuses to obey a clear and specific order provided by management that is lawful, reasonable, and within the scope of the employee's duties and responsibilities.

Scope

This policy applies to all AMS waged and salaried employee positions, held by students of Queen's University.

Policy

Insubordination

1. The AMS shall ensure that:
 - a. The instructions or directions provided by management to the employee are clear, specific, and both reasonable and lawful; and
 - b. All demands placed on the employee are within the scope of the employee's duties and responsibilities.
2. The following guidelines apply to all employees of the AMS:
 - a. All employees shall follow the instructions and directions issued by supervisors and managers so long as they meet the criteria established above.
 - b. Employees shall not refuse to accept management's lawful instructions or directions that are reasonable and a part of their regular duties, with the exception of legitimate work refusals.
 - c. Employees shall not incite others to react negatively to a lawful, safe, and reasonable management instruction or direction or make critical comments directed at lawful and safe management decisions that cause

disruptions in the workforce or create a substantial risk of disrupting the work or another.

- d. Employees shall not use profane or obscene language towards any member of management, or threaten physical violence or make attempts to carry out any threat.
 - e. Should a supervisor or manager provide an employee with an instruction or direction, and the employee has concerns; the employee shall discuss the matter with the supervisor or manager in an appropriate and respectful manner.
 - f. Employees are required to obey instructions and directions from management; however, employees are not required to carry out orders that would jeopardize their health and safety or the health and safety of others, violate any federal, provincial, or local laws, or breach any of the rules, regulations, policies, or procedures of this organization. Employee concerns should be addressed immediately with the employee's immediate supervisor or manager.
 - g. If an employee is not comfortable with or is unable to speak with their direct supervisor or manager regarding a management directive the employee should direct their concerns to the Human Resources Office.
3. Insubordination is a serious offence and shall be dealt with in accordance with the AMS's Progressive Discipline Policy. Instances of insubordination will be evaluated and dealt with at management's discretion on a case-by-case basis. Serious or repeated violations of the Insubordination Policy may result in disciplinary measures including termination of employment.

Monitoring

Monitoring for compliance with this policy will be carried out by the Human Resources Officer.

Responsibility and/or contact person	Human Resources Office
Approved by	Board of Directors
Date initially approved	August 28, 2022
Date last revised	August 28, 2022
Date of next review	Every two years, or when significant change dictates a need for revision.
Related policies, procedures, and guidelines	Standards of Performance
Policies superseded by this policy	N/A