

# 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 set the example for all staff through treating 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 who 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, reasonable and lawful (ethical).
  - b. All demands placed on the employee are within the scope of the employee's duties and responsibilities, unless otherwise accommodated by respective supervisor.
  - c. Treat employees fairly, equitably, and respectfully when issuing directives.
  - Follow lawful, reasonable instructions and directions provided by supervisors and managers
  - Avoid behaviours that:
    - Are disrespectful towards all AMS employees and stakeholders
    - Disrupt workplace harmony and/or workplace operations.
    - Involve offensive language, threats of violence, and inappropriate behavior.
  - Follow proper channels to address grievances with the understanding that sometimes the employer and employee may have conflicting views on the outcome
2. Exceptions

- Employees shall not refuse to accept management’s lawful instructions or directions that are reasonable and within the scope of their regular duties, with the exception of legitimate work refusals which include the following:
    - Jeopardize health and safety
    - Violate laws or organizational policies
  - Employees shall not incite others to react negatively to a lawful, safe, and reasonable management instruction that causes disruptions in the workforce or create a substantial risk of disrupting the work or another.
  - Employees shall not use profane or disrespectful language towards management or threaten violence in any form or make attempts to carry out any threat.
3. Handling Insubordination:
- Process:
    - Management will assess each incident on a case-by-case basis, considering the context and severity of the situation.
    - Insubordination will be addressed under the Progressive Discipline Policy, which may include warnings, suspension, or termination for repeated or more serious offences.
  - 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 mutually respectful manner. Should an employee feel that the issue has not been addressed, they have the option of bringing the matter up with a higher level of management and/or the Human Resources Office.
  - The HR Office will facilitate discussions to resolve disputes and ensure policies are applied fairly.

#### 4. Monitoring

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

<b>Responsibility and/or contact person</b>	Human Resources Office
<b>Approved by</b>	Board of Directors
<b>Date initially approved</b>	August 28, 2022
<b>Date last revised</b>	October 29, 2025
<b>Date of next review</b>	Every two years, or when significant change dictates a need for revision.
<b>Related policies, procedures, and guidelines</b>	Standards of Performance
<b>Policies superseded by this policy</b>	N/A

