

Independent Assessment of The City's Whistle-blower Program

RECOMMENDATIONS:

That the Audit Committee:

1. Receive this report for the Corporate Record; and
2. Recommend that Council receive this report for the Corporate Record.

RECOMMENDATION OF THE AUDIT COMMITTEE, 2021 MAY 20:

That Council receive this report for the Corporate Record.

HIGHLIGHTS

- The City's Whistle-blower Program (WBP) was established by Council policy CC0026 in 2007. The City Auditor developed processes to administer this program including the assessment of suspected acts of waste and/or wrongdoing reported by employees and Calgarians, and the conduct and delivery of investigations.
- In 2020, the City Auditor's Office initiated an independent assessment of the WBP to confirm that existing procedures remain relevant and aligned with best practices, and to identify opportunities for improvement. Rubin Thomlinson LLP were retained to conduct the independent assessment.
- What does this mean to Calgarians? The WBP gives employees and Calgarians an independent avenue to report suspected acts of waste and/or wrongdoing at The City, confidentially and anonymously. The City Auditor is responsible for the operation of the WBP and reports on its activities to Council, through the Council's Audit Committee.
- Why does it matter? An effective WBP is a key component supporting an ethical organization. Rubin Thomlinson LLP concluded that the WBP is comprehensive and well-structured to fulfill its mandate. Their report also included recommendations to further strengthen the WBP including clarifying WBP policy language and manual guidance pertaining to the investigation process and decision-making, and improving communications and reporting.
- Strategic alignment to Citizen Priorities: A Well-Run City.

ATTACHMENT

1. Attachment 1 – Assessment of Whistle-blower Program AC2021-0737
2. Attachment 2 - Independent Assessment of The City's Whistle-blower Program Presentation Slide AC2021-0737

DEPARTMENT CIRCULATION

Name	Title, Department or Business Unit	Approve/Consult/Inform
Liz Ormsby	Acting City Auditor	Approve