

## **CITY EMPLOYEE CODE OF CONDUCT - ANNUAL REPORT**

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### **EXECUTIVE SUMMARY**

This is an annual report on the City's Employee Code of Conduct policies, including the status and compliance of these policies.

### **RECOMMENDATION(S)**

That Audit Committee recommend Council receive this report for information.

### **RECOMMENDATION OF THE AUDIT COMMITTEE, DATED 2015 JANUARY 22:**

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That the Administration Recommendation contained in Report AC2015-0093 be approved.

### **PREVIOUS COUNCIL DIRECTION / POLICY**

Administration is providing its annual report from The City Manager regarding The City's Code of Conduct's status and compliance as per Audit Committee Bylaw 48M2012.

### **BACKGROUND**

Administration has prepared this annual report highlighting The City's activities in continuing to create awareness and education to employees about the Code of Conduct.

### **INVESTIGATION: ALTERNATIVES AND ANALYSIS**

The Code of Conduct addresses a broad range of employee conduct issues that may create risk for The City as a corporation. The Code of Conduct is a series of policy summaries that reference current City policies governing employee conduct, including:

1. Acceptable Use of City Technology Resources Policy
2. Conflict of Interest Policy
3. Environmental Policy
4. Freedom of Information and Protection of Privacy (FOIP)
5. Public Statements and Media Relations Policy
6. Respectful Workplace Policy
7. Substance Use Policy
8. Occupational Health and Safety Policy
9. Workplace Violence Policy

Employees are responsible for adhering to all aspects of the policies referenced in the Code of Conduct. Management is responsible for ensuring that employees are aware of and understand The City's policies. It is also the responsibility of management to identify any breaches of the policy and deal with these through the appropriate discipline process outlined in the various collective agreements and the exempt staff policy.

Audit Committee Bylaw 48M2012 states that Audit Committee "oversees The City's system of disclosure and internal controls regarding finance, accounting, legal compliance and Codes of Conduct that Administration and/or Council have established." On 2006 January 19, Audit Committee asked Administration to address the questions posed in a document entitled "20

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Questions Directors Should Ask about Codes of Conduct” published by the Canadian Institute of Chartered Accountants. Administration continues to use these questions as the framework for annual reporting on the Code of Conduct’s status and compliance (Attachment).

### 2014 Highlights:

To improve supervisor resources, Human Resources conducted a review of the supervisor portion of The City of Calgary Orientation (COCO). This included engaging with supervisors from across The Corporation to learn how they apply the Code of Conduct with their new employees and what improvements could be made. As part of the ongoing educational plan, Human Resources issued Take Five and All Employee Notice articles to raise awareness and created 80 digital displays in the employee facing network at a variety of City locations. Each display ran a message on the Respectful Workplace Policy approximately 26 thousand times a week. A more comprehensive Supervisor’s Toolkit was developed to address respectful workplace concerns and a number of Respectful Workplace training and awareness sessions were held at the Business Unit level. Human Resources also reviewed the Respectful Workplace Policy, which included a discussion with our largest union, and the Substance Use Policy.

Environment & Safety Management (ESM) supported corporate-wide environmental programs to educate employees and help mitigate the impact of The City’s business on air, land and water and continually improve environmental performance. ESM also developed a corporate environmental, health and safety (EH&S) risk registry process which integrates the elements of the Environmental Policy and Occupational Health and Safety (OHS) Policy to identify and quantify environmental and safety risks. Additionally, the Corporate Safety Strategy was introduced to align actions across the corporation in the support of improved safety performance and adherence to the OHS Policy.

A new Workplace Violence Policy was developed by Corporate Security in partnership with Human Resources and Environment & Safety Management to establish a proactive approach to violence in the workplace and outline the expectations of employees and The City of Calgary in reporting and responding to violent incidents if they occur. The first phase of a comprehensive communications campaign around the new Workplace Violence Policy launched in November 2014. Key messages encouraged employees and supervisors to read the new policy and its corresponding procedures, and directed employees to a myCity site with Frequently Asked Questions and workplace violence statistics.

Customer Service and Communications (CS&C) has reviewed the Public Statements and Media Relations Policy with the intent to update the policy in 2015. It is anticipated that the updated Policy will have an increased focus on social media practices.

### Planned 2015 Actions:

The City Manager will continue to champion the ongoing Code of Conduct employee awareness campaign in 2015. Administration will launch an education and awareness initiative to all employees and supervisors designed to foster safe and respectful workplace and strengthen their knowledge of their roles and responsibilities related to the Code of Conduct, emphasising

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the Respectful Workplace Policy. The initiative focuses on ensuring supervisors and employees know what to do if a respectful workplace issue arises.

ESM will utilize the recently developed risk registry process to prioritize corporate environmental and safety risks and highlight potential gaps in corporate commitment to the policies. ESM will also build the necessary support mechanisms to support the integration of the new or increased aspects of the update for ISO 14001 registration to ensure City compliance with the standard.

Corporate Security is currently developing a City Specific e-learning program for the Workplace Violence Policy, with an anticipated completion date of August 2015. There is another phase to the communications campaign being developed, which will direct employees to the new e-learning program and additional information on the subject.

In early 2015, Human Resources launched an e-learning module on Respect in the Workplace accessible to all employees, Council and Staff. This has been highlighted in communications to all employees, the Corporate Management Team, Learning and Employee Development networks and Human Resources. To support the e-learning module, Human Resources is developing a plan to deliver education and training on the Respectful Workplace Policy aimed at all employees. Human Resources will be working with Law and Corporate Security on the Code of Conduct and associated training and promotional materials to revise it to include the new Workplace Violence Policy. The Code of Conduct and educational and training materials will also be reviewed in conjunction with a review of the City's mission and behaviours and to ensure alignment to the values of individual responsibility and collective accountability. The Conflict of Interest Policy is scheduled for review and expected to be completed by Q1 2015 and the use of eHR and capabilities for all employee access as a vehicle for sign off will be explored in 2015.

Information Technology will be taking the renewed Acceptable Use of City Technology to the Administrative Leadership Team in Q2 2015.

### **Stakeholder Engagement, Research and Communication**

The Code of Conduct is a topic covered in COCO for new employees to The City. It is facilitated through group discussions using scenarios that are related to each of the policies, to make the Code of Conduct more relatable and thought provoking for the participants. The Code is also covered in a number of City Specific courses, such as Leading in a Union Environment and Accommodation.

The Substance Use Policy is referenced in the Labour Relations and Wellness City Specific courses for supervisors. These courses cover the topic of 'what to do if you believe someone is at work under the influence' from a Labour Relations and Wellness perspective.

ESM continues to implement the Corporate Safety Strategy and work with business units to improve occupational health and safety management performance as well as increase management and employee understanding of roles and responsibilities in corporate programs and the Occupational Health and Safety Policy.

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### **Strategic Alignment**

The Code of Conduct contributes to The City's long term strategic plans as outlined in the Municipal Development Plan (MDP). All of the policies within the Code of Conduct contribute to the MDP goal of 'Managing growth and change, by working towards creating positive social, environmental and economic outcomes'.

### **Social, Environmental, Economic (External)**

The City promotes ethical behaviour, safety of employees, and protection of the environment by ensuring employees are accountable for Code of Conduct policies. The Code of Conduct supports a respectful, inclusive workplace and productive, engaged workforce that helps The City to achieve Council's vision of Calgary: "a great place to make a living, a great place to make a life".

### **Financial Capacity**

#### **Current and Future Operating Budget:**

None

#### **Current and Future Capital Budget:**

None

### **Risk Assessment**

Lack of compliance by City employees with respect to the Code of Conduct and its policies presents a risk to The City. This risk is mitigated by ongoing awareness and education efforts related to the Code of Conduct and by ensuring that processes are in place to identify and manage non-compliance.

<b>REASON(S) FOR RECOMMENDATION(S):</b>
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N/A
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### **ATTACHMENT(S)**

20 Questions Directors Should Ask about Codes of Conduct – 2014 Summary for The City of Calgary.