Code of Conduct Program Performance Measures

Code of Conduct Training Compliance and Evaluations

The Program delivers two high-quality mandatory training courses, with strong satisfaction and accessibility ratings from employees and leaders. Training compliance is high, and the learning has the desired impact of ensuring employees and leaders understand The City's Code of Conduct expectations within their roles.

Code of Conduct Course (2020-2022)

96.5%

of employees have completed as of 2022 December 29

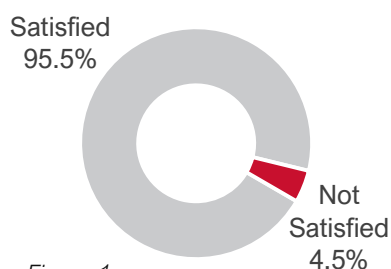Satisfied 95.5%

Not Satisfied 4.5%

Figure 1

99.0%

98.6%

Employees are aware of the Code expectations.*

Employees understand how to speak up or address concerning behaviour.*

Figure 2

4.5/5

Average training accessibility rating*

Code of Conduct for Leaders Course

1,904 (↑75)†

leaders and employees have completed as of 2023 December 29

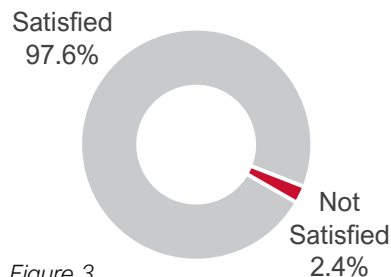Satisfied 97.6%

Not Satisfied 2.4%

Figure 3

99.1%

99.0%

Leaders are aware of their responsibilities related to the Code.*

Leaders understand how to support employees with Code concerns.*

Figure 4

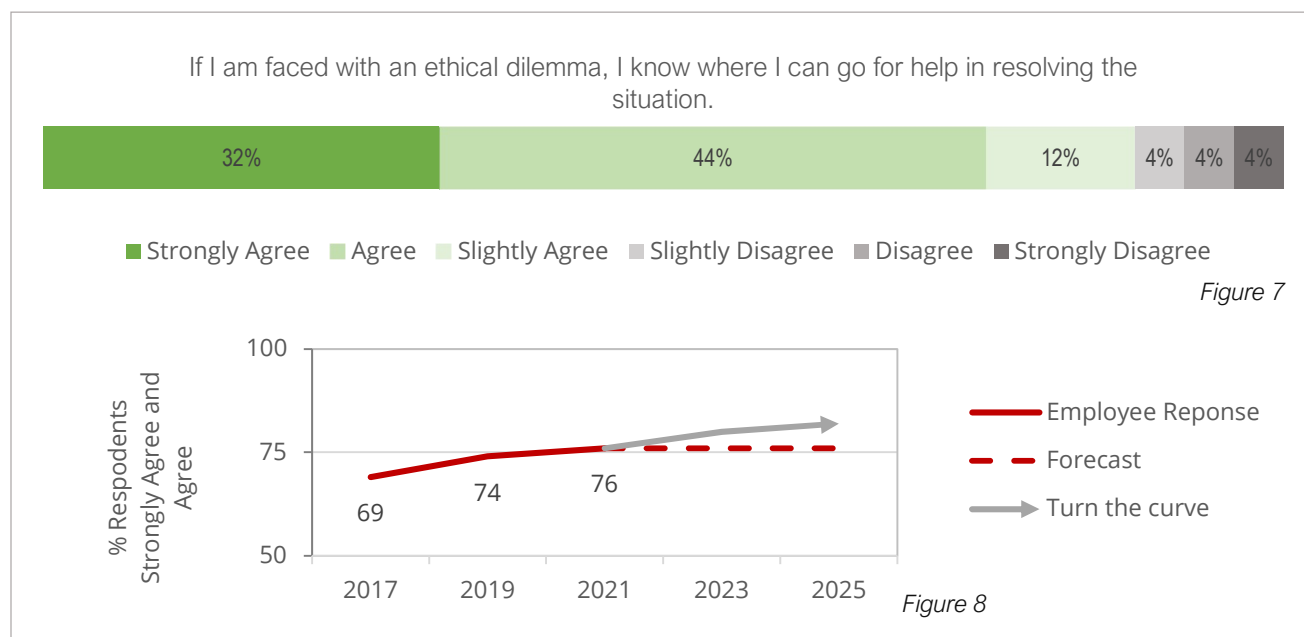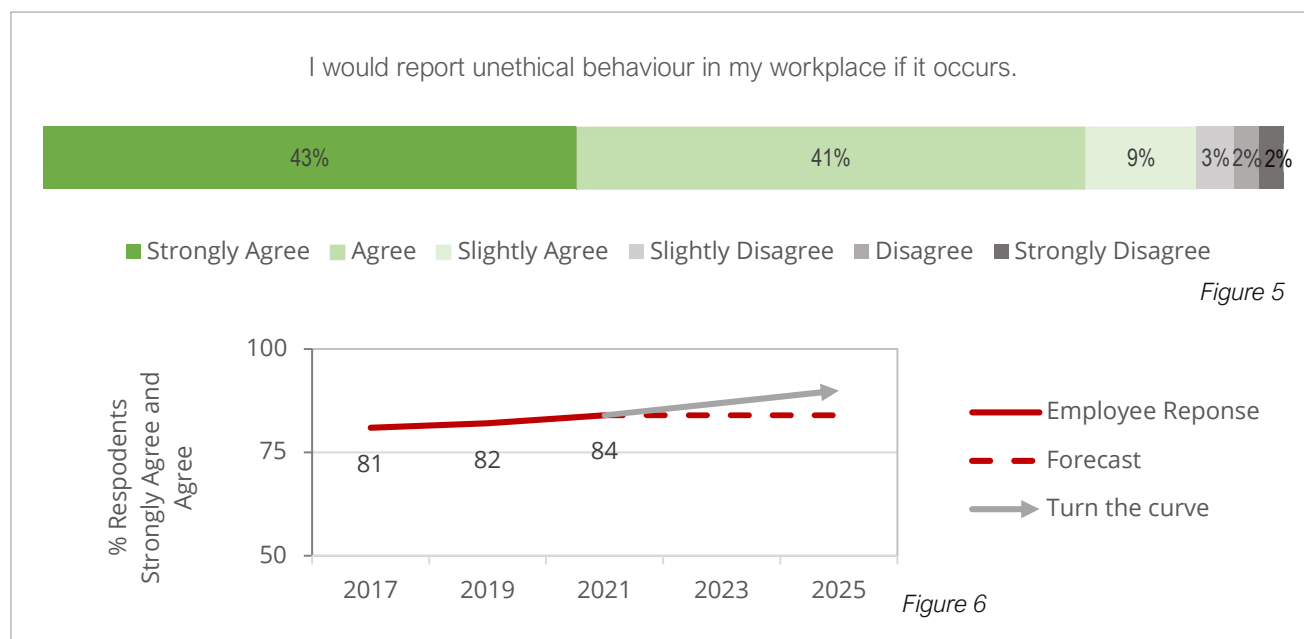*Code of Conduct Training Evaluation Survey Results, 2020-2022
† compared to 2022 September 1

ISC:UNRESTRICTED

Corporate Employee Survey Results

As reported in the 2022 September update to Audit Committee, the most recent (2021 September) Corporate Employee Survey results related to the Code of Conduct reflect modest improvements. Most employees are willing to report unethical behaviour and know how to access resources to resolve issues. The Speaking Up project is underway, demonstrating Administration's commitment to efforts to increase the proportion of employees that feel they can report Code-related issues without fear of retaliation and that believe their supervisor addresses inappropriate behaviour effectively.

I would report unethical behaviour in my workplace if it occurs.

| 43% | 41% | 9% | 3% | 2% | 2% |

■ Strongly Agree ■ Agree ■ Slightly Agree ■ Slightly Disagree ■ Disagree ■ Strongly Disagree

Figure 5

Figure 6

If I am faced with an ethical dilemma, I know where I can go for help in resolving the situation.

| 32% | 44% | 12% | 4% | 4% | 4% |

■ Strongly Agree ■ Agree ■ Slightly Agree ■ Slightly Disagree ■ Disagree ■ Strongly Disagree

Figure 7

Figure 8

I can report on behaviours related to the Code of Conduct without fear of retaliation.

24%	39%	15%	8%	6%	8%

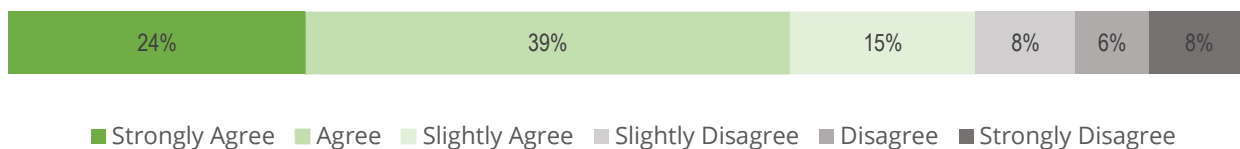■ Strongly Agree ■ Agree ■ Slightly Agree ■ Slightly Disagree ■ Disagree ■ Strongly Disagree

Figure 9

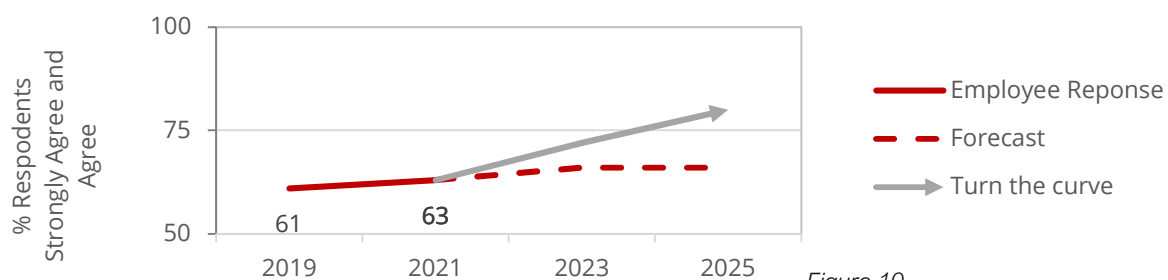*Figure 10*

My direct supervisor effectively addresses inappropriate behaviour.

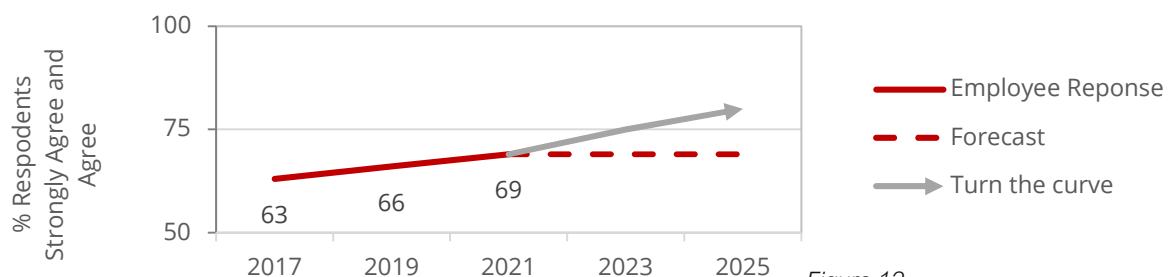| 30%	39%	13%	7%	5%	6%

■ Strongly Agree ■ Agree ■ Slightly Agree ■ Slightly Disagree ■ Disagree ■ Strongly Disagree

Figure 11

Figure 12