

CITY EMPLOYEE CODE OF CONDUCT - ANNUAL REPORT

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 2014 MAY 15:

That the Administration Recommendation contained in Report AC2014-0382 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

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 Questions Directors Should Ask about Codes of Conduct" published by the Canadian Institute of

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Chartered Accountants. Administration continues to use these questions as the framework for annual reporting on the Code of Conduct's status and compliance (Attachment).

2013 Highlights

Human Resources and Information Technology introduced a variation on the Code of Conduct 'sign off' for the employees who were not covered under the 2012 sign-off initiative, but became 'wired' in 2013.

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 supported preparation for the 2013 Certificate of Recognition (COR) corporate-wide safety audit.

The FOIP Office created an Access Impact Assessment Tool for business units to use in evaluating whether or not information held in the business unit could be routinely released or through the FOIP process. They also worked with the City Auditor to create a Privacy Health Check tool that helps business units evaluate their compliance in protecting personal information.

Planned 2014 Actions

The City Manager's Office will continue to champion the ongoing Code of Conduct employee awareness campaign in 2014.

The City Manager's Office in partnership with Human Resources 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 the Respectful Workplace Policy. The initiative focuses on ensuring supervisors and employees know what to do if a respectful workplace issue arises.

To improve supervisor resources, Human Resources will conduct a review of the supervisor portion of The City of Calgary Orientation (COCO). This will include engaging with supervisors from across The Corporation to learn how they apply Code of Conduct with their new employees and what improvements can be made.

Corporate Security is working on a Workplace Violence Policy to be added to the Code of Conduct in consultation with the Law Department and Human Resources.

Environment & Safety Management (ESM) will continue to work with business units to improve occupational health and safety (OHS) management performance as well as increase management and employee understanding of roles and responsibilities in corporate programs and the OHS policy.

Customer Services & Communications will continue to monitor and modify the Social Media guidelines for the Corporation as this rapidly changing industry evolves.

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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 FOIP Office created an enhanced awareness campaign for City staff and the public celebrating Privacy Awareness Week and Right to Know. Banners were displayed in the Municipal Building and articles concerning FOIP subjects were posted on myCity and Calgary.ca. Three newsletters discussing topics impacting access and privacy are distributed three times per year as an on-going educational tool for City employees.

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.

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'. For example, the Environmental Policy is closely aligned with the MDP goal of 'Greening the city' by promoting the conservation of resources, encouraging environmentally friendly business practices and displaying a commitment to the continuous improvement of our environmental performance

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 'Working together to create and sustain a vibrant, healthy, safe and caring community.'

Financial Capacity

Current and Future Operating Budget:

N/A

Current and Future Capital Budget:

N/A

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.

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REASON(S) FOR RECOMMENDATION(S):

N/A

ATTACHMENT(S)

20 Questions Directors Should Ask about Codes of Conduct – 2013 Summary for The City of Calgary.