

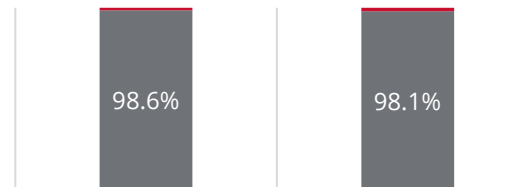
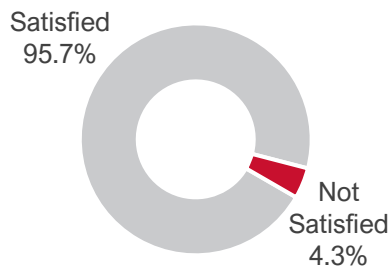
## Administration Code of Conduct Program Performance Measures

### 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 (2023)

**97.88%**  
of employees have completed as of  
2023 December 29



Employees are aware of the Code expectations.\*

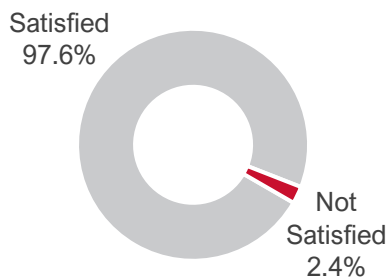
Employees understand how to speak up or address behaviour that is not aligned with the City's Code.\*

**4.6/5**

Average training accessibility rating\*

#### Code of Conduct for Leaders Course (2023)

**2,148** (↑232) †  
leaders and employees have  
completed as of 2023 December 29



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

Leaders understand how to support employees with Code concerns.\*

\* Code of Conduct Training Evaluation Survey Results, 2023

† compared to 2022 December

## Corporate Employee Survey Results

The most recent (2023 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 continues, demonstrating Administration's ongoing commitment to increase the proportion of employees who feel they can report Code-related issues without fear of retaliation and who believe their supervisor addresses inappropriate behaviour effectively.

