



Administration Code of Conduct Annual Report

2024 March 14

Administration Recommendation

That the Audit Committee:

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



Administration Code of Conduct

Fosters a safe, healthy and ethical workplace



Provides Calgarians with trust and confidence



Strengthens our commitment to our vision



Protects our collective reputation



2023 Code Program Highlights



- Code of Conduct training completion rate increased to 97.88% in 2023 from 95.50% reported the previous year.



- The Code Program team is responding to Code of Conduct Program Audit (AC2023-0537) recommendations.



- Respect in the Workplace training rolled out on 2024 January 1 with a 2024 December 31 completion date. This training is mandatory for all City employees. New employees are encouraged to complete the training within their first 90 days of employment.



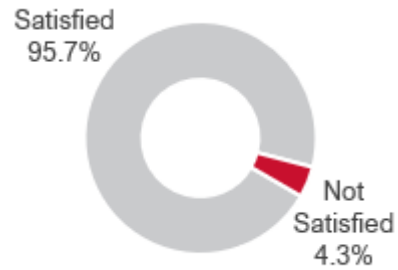
- A new Protection of Privacy Administration Policy was approved by the Executive Leadership Team in 2023 December.



Performance Measures: Mandatory Training

Code of Conduct

97.88%
of employees have completed as of
2023 December 29

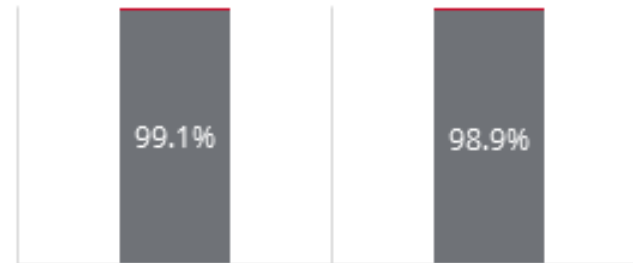
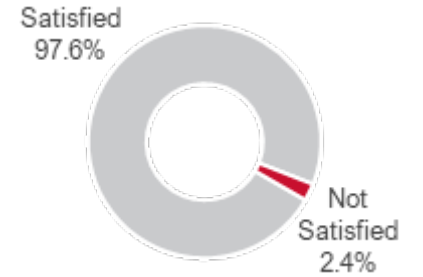


Employees are aware of the Code expectations.*

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

Code of Conduct for Leaders

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.*

*Administration Code of Conduct Training Evaluation Survey Results, 2023
† compared to 2022 December 29

Performance Measures: Corporate Employee Survey

2023 City Wide Results (+/- vs 2021) (Strongly Agree/Agree)

84% of employees are willing to report unethical behaviour

(+0)

76% of employees feel they have the resources to resolve ethical dilemmas

(+0)

71% believe their direct supervisor effectively addresses inappropriate behaviour

(+2)

64% of employees believe they can report on Code behaviours without fear of retaliation

(+1)



The Speaking Up Project

Understanding and addressing the barriers to speaking up.



What do you do
when a situation
isn't *right, safe or*
appropriate?

Speak up?

Stay silent?

2023 Corporate Employee Survey

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



■ Strongly Agree/Agree

■ Slightly Agree/Slightly Disagree

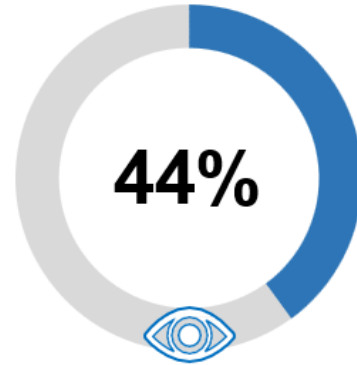
■ Disagree/Strongly Disagree



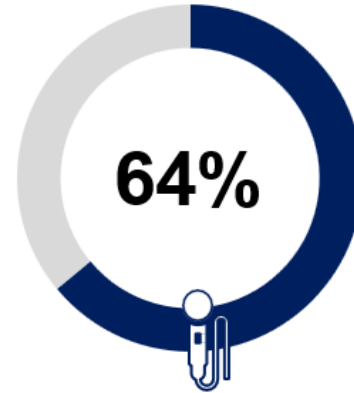
Speaking Up - How we compare



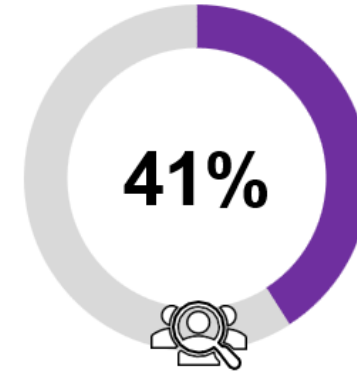
**City of
Calgary
Speaking Up
Survey**



**Observed
misconduct
(Yes/Maybe)**

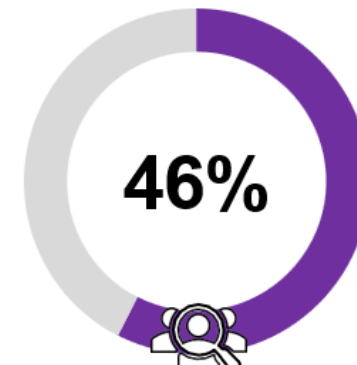
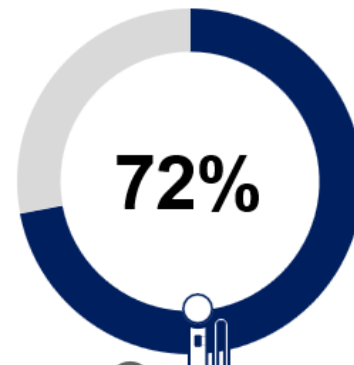
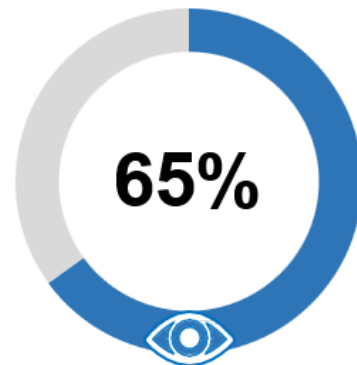


**Reported
misconduct**



**Retaliation
(Yes/Maybe)**

**Global
Business
Ethics
Survey**



Source for global comparison: Global Business Ethics survey results on retaliation. [GBES 2023 - Ethics & Compliance Initiative](#)

Next Steps for the Code of Conduct Program

- Code training will be reviewed and updated in 2024
- The Code Program team will:
 - Continue to respond to Code of Conduct Program Audit (AC2023-0537) recommendations;
 - Explore opportunities to further integrate anti-retaliation within the Code program.

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