



# Administration Code of Conduct Annual Report

2025 March 13

# 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 Program

Fosters a safe, healthy and ethical workplace



Provides Calgarians with trust and confidence



Strengthens our commitment to our vision



Protects our collective reputation





# 2024 Code Program Highlights



- **Audit Responses:** The team has effectively addressed various recommendations from the Code of Conduct Program Audit (AC2023-0537) and will continue to address outstanding recommendations in 2025 to further enhance the program.



- **Enhanced Code Training:** The Code of Conduct program has updated its eLearning training module and supporting resources, incorporating significant contributions from SME policy partners. All employees must complete the Code training within 90 days of hire



- **Accessible Learning:** The Code and Respectful Workplace teams have collaborated to reorganize Code moment scenarios into easily accessible, manageable pieces available on both desktop and mobile devices. Code moments continue to be housed within the program website, making it convenient for employees to engage with the content.



- **Integrated Resources:** To enhance the learning experience, a hyperlink to the program website has been added to the existing Code moments slide in the leader training module. This integration ensures that leaders have easy and immediate access to valuable resources, making it simpler to engage with and apply the Code of Conduct principles.

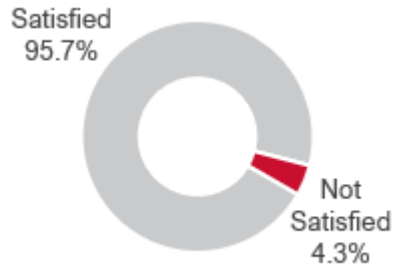


# Performance Measures: Code Training

## Code of Conduct

98.49%

of employees completed by 2024 December 31, up from 97.88% the previous year



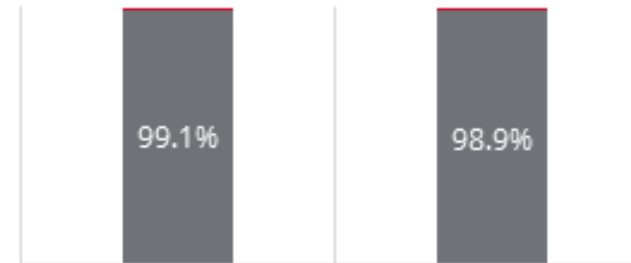
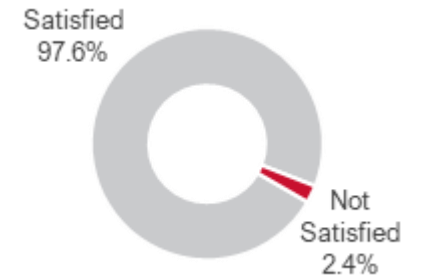
Employees are aware of the Code expectations.\*

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

## Code of Conduct for Leaders

2,304 (↑156)†

leaders and employees have completed as of 2024 December 31



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, 2024

† Compared to 2023 December

# Future Enhancements and Initiatives

Looking ahead, the Code of Conduct program has several plans to continue enhancing its effectiveness and impact. These include:

- **Updated Code Training:** Launched in January 2025, the updated training requires new employees to complete it within 90 days of hire. The Code team will monitor completion rates and work with internal City partners to ensure ongoing compliance.
- **Ongoing Audit Responses:** The team will continue to address outstanding recommendations from the Code of Conduct Program Audit (AC2023-0537) in 2025 to further enhance the program.

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