

Administration Code of Conduct Program Performance Measures

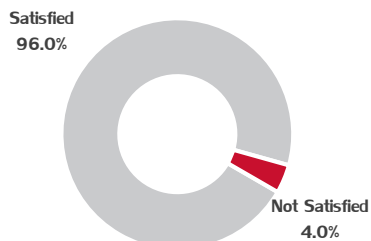
Training Compliance and Evaluations

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 (2024)

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.*

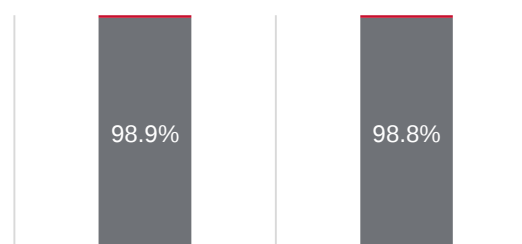
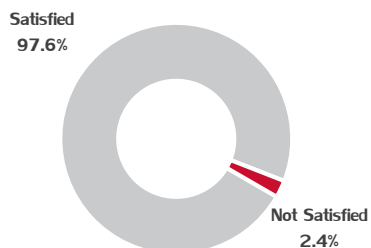
4.6/5

Average training accessibility rating*

Code of Conduct for Leaders Course (2024)

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