



<p>CITY OF CALGARY RECEIVED IN COUNCIL CHAMBER</p> <p>JUN 19 2018</p> <p>ITEM: <u>AC2018-0794</u> <u>Distribution</u></p> <p>CITY CLERK'S DEPARTMENT</p>
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Council's Imperatives

1. **Integrated Service Delivery** – Council is consistent in its view that the corporation needs to provide services in a much more coordinated and integrated way
2. **Engaged Leadership** – Council wants collaborative organizational leaders and managers that function together as a team
3. **Trust and Confidence** – Council is asking for an organization that is reliable, honest, effective, and that has its confidence and trust
4. **Public Service Culture** – Council wants the organization to deliver its services with a citizen and customer focused approach
5. **Investment and Value** – Council expects a sustainable financial plan from Administration that is responsible and creates value

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Corporate Strategic Plan: Contract With Council

1. Establish a cooperative and meaningful relationship with Council
2. **Develop a collaborative leadership and workforce culture**
3. Better serve our citizens, communities, and customers
4. Focus immediate and collective attention on planning and building a great city
5. Strengthen the Corporation's financial position

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Code of Conduct Progress

Complete	Research and review Code of Conduct best practices
Complete	Design and implement a value based Code of Conduct
Complete	Deliver a comprehensive Code of Conduct awareness campaign
In Progress, On Track	Complete KPMG Ethics Audit Recommendations
In Progress, On Track	Deliver Code of Conduct training to all employees

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Calgary  **Code of Conduct: Our Four Themes**




Proper Use of City Resources

Respect in Our Workplace

A Safe and Healthy Workplace

Putting Calgary First

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Calgary  **Snapshot: Refreshed Code of Conduct Implementation**

How well are we doing?


- 80% of employees are willing to report unethical behavior
- 62% of employees believe that ethics are discussed in the workplace
- 67% of employees feel they have the resources to resolve ethical dilemmas.

Based on the results of the 2017 Corporate Employee Survey

12,785 views of the Refreshed Code of Conduct:

calgary.ca/employeeecode

3056 Employees have completed training



874 of those employees are "non-wired"

As of 2018 June 18

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Administration Recommendation

1. That Audit Committee receive this report for information; and
2. That Audit Committee recommend that Council receive this report for information