

JUN 19 2018

ITEM: AC2018-0794
Revised pg 4 to Attach 1
CITY CLERK'S DEPARTMENT

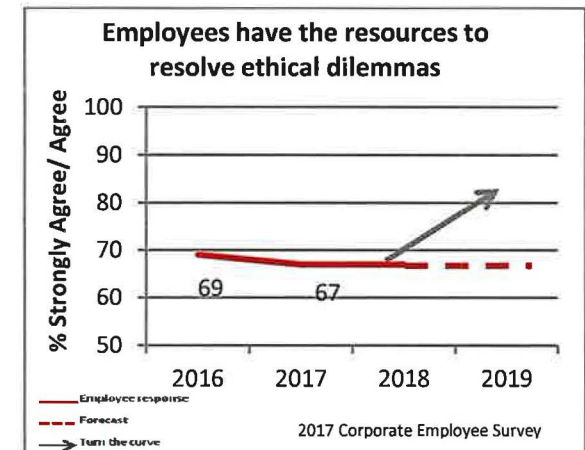
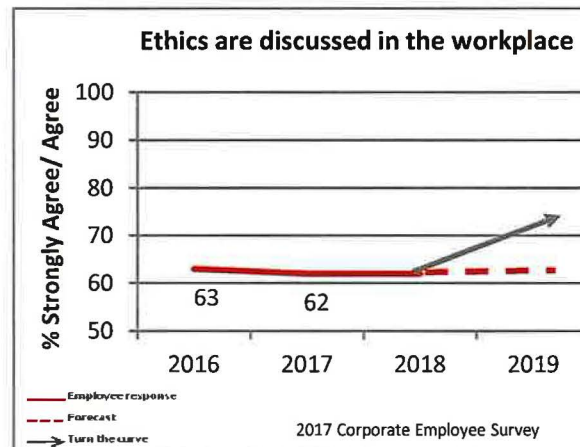
City of Calgary Code of Conduct Progress

The City of Calgary's values based Code of Conduct outlines expectations and standards of behaviour to help employees remain focused on delivering our common purpose: making life better every day.

Recent accomplishments

- Code of Conduct team integrated the 2015 KPMG Ethics Audit recommendations with best practices to design and develop Code of Conduct learning (training) to support employees to make ethical decisions, while understanding what is expected of them as public servants. The Code of Conduct learning, officially launched on 2018 June 4:
 - Is values-driven and is underpinned by our behaviour-based cultural imperatives (character, competence, collaboration, commitment and individual responsibility, collective accountability).
 - Provides direction, tools, resources and principles to guide behaviour and decision-making; including, a decision making tree, and scenario-based examples to support employees and leaders understanding of the code.
 - Is offered in two forms; eLearning, for employees with computer access and facilitated sessions for employees without computer access.
 - As of 2018 June 12, 1270 employees have completed the training.
- A comprehensive awareness campaign was delivered to all employees including: building advertisements, digital screen images, leadership packages (Attachment 2) and, a video featuring Jeff Fielding.
- Refreshed Code of Conduct was launched on calgary.ca in 2017 March as a fully accessible micro-site, paired with an accessible PDF for download. To date, the microsite has received 12,785 in during the period of 2017 March- 2018 May.
- Corporate Employee Survey now includes three questions directly related to the Code of Conduct, including: "I would report unethical behaviour in my workplace"; "Ethics and the Code of Conduct are discussed in my workplace" and; "If I am faced with an ethical dilemma, I know where I can go to find help in resolving the issue."
- Inclusion workshops have been delivered to improve intercultural competencies, unconscious bias, bridging cultures respectful workplace and human rights. In 2018 a strong Human Rights communications campaign has been launched to employees in recognition of the 70th anniversary of the Declaration of human rights.

How we are doing?



The story behind the numbers

In 2017 the refreshed Code of Conduct was launched to the organization using an awareness campaign. This refreshed Code was designed using aspirational, descriptive and proscriptive content to support its nine (9) standing policies. In Q2 2018 the Code training was rolled out to City leaders, managers and supervisors, followed by a full launch to all employees in 2018 June.

Starting in 2016 September, the Corporate Employee Survey (CES) was expanded to include three questions directly related to the Code of Conduct. The results of the CES indicated an opportunity to; enhance leadership accountability through ongoing discussions of ethics at all levels of the organization and; provide education on the tools and resources to support employees facing ethical dilemmas. Since the annual CES was administered six months prior to the Code of Conduct learning implementation, these results can only serve as a status quo baseline. Given the 2018 June Code of Conduct launch of the training, the results are expected to increase slightly on the 2018 September CES, and significantly on the 2019 September CES.

What we propose to do:

- Continue to advance the Code of Conduct training program for all employees.
- Continue to actively provide awareness of the Code of Conduct and embed its principles within existing and new programs, processes and initiatives.
- Continue to apply the Results Based Accountability™ approach to evaluate the progress on the Code of Conduct.
- Continue to progress and complete KPMG Ethics Audit recommendations.