



Title:	Administration Policy Review and Development
Effective Date:	2025 July 31
Responsible Business Unit:	People, Innovation & Collaboration Services – Service Excellence

1. PURPOSE

1.1 This standard will be followed when:

- a) New Administration policies or standards are developed; and
- b) Existing Administration policies or standards are reviewed, changed or rescinded.

1.2 Following this standard will result in:

- a) Consistency in Administration policy and standard development and clarity of their content; and
- b) Effective Administration policies and standards due to consideration of multiple perspectives and corporate strategies during their review and development.

2. APPLICABILITY

2.1 This Administration standard applies to all City employees.

3. STANDARD

3.1 Policy Leads will:

- a) Monitor and incorporate changes in The City’s organizational structure and regulatory environment into Administration policies and standards; and
- b) Consult with and incorporate feedback from interested parties, the Policy Review Committee, Governance and Policy team and roles in Administration policies, implementation plans and associated standards.

3.2 Directors will:

- a) Appoint policy leads to review and develop their business unit’s Administration policies and standards; and
- b) Ensure Administration policies and standards are reviewed at least once every four years.

3.3 Policy Review Committee and interested parties will review Administration policies, standards and implementation plans to identify and provide advice on potential risks, interdependencies, costs and gaps.

- 3.4 The Governance and Policy Team in the Service Excellence division of the People, Innovation and Collaboration Services department will:
- a) Provide advice and support to employees who review Administration policies and standards and who prepare recommendations to create, change or rescind Administration policies and standards;
 - b) Notify policy leads when Administration policies and standards require review to remain up to date or to respond to Corporate risks, priorities or strategies;
 - c) Recommend changes to content, structure, language and other aspects of Administration policies and standards;
 - d) Create, improve and facilitate Administration Policy Program processes and tools for developing, reviewing, changing and rescinding Administration policies and standards; and
 - e) Establish criteria and processes for monitoring, prioritizing and reporting on the review and update of Administration policies and standards including reporting on the Administration Policy Program to the Executive Leadership Team every year.

4. CONSEQUENCES OF NON-COMPLIANCE

- 4.1 Employees who fail to adhere to this Administration standard may be subject to corrective action, including dismissal from employment, in accordance with the *Labour Relations standard*, the *Exempt Staff policy*, the *Alberta Police Act* and associated Regulations or the specified terms outlined in their employment contract.

5. DEFINITIONS

- 5.1 In this Administration standard:

- a) **Administration Policy** means an approved governance document that focuses on the internal workings of The City as a corporation and primarily impacts and addresses City employees and suppliers;
- b) **Administration Policy Program** means the foundational set of standards, processes, templates, measures and reports that are used to develop, review, change, rescind, measure and report on Administration policies and standards;
- c) **Administration Standard** means an approved governance document that states a set of actions or criteria that define the minimum level of expected performance or quality;
- d) **Employee** means any person employed by The City and reporting to a City of Calgary business unit, department, the Office of the Chief Administrative Officer, the Office of the Chief Operating Officer, the Office of The Mayor, the City Auditor's Office, the Calgary Housing Company, and the Calgary Police Service, including those working under an employment contract with The City;
- e) **Interested Party** means an individual, group or organization who may affect, be affected by, or perceive itself to be affected by a policy or standard;

- f) **Policy Lead** means the role that prepares drafts of new or changed policies and standards and monitors compliance and outcomes;
- g) **Policy Review Committee** means a committee whose members represent cross-corporate strategies and programs, and who provide feedback on the content and implementation of policies and standards;
- h) **Regulatory Environment** means laws, regulations, treaties, agreements and legislation from external jurisdictions; and
- i) **Rescind** means to withdraw an existing policy or standard in its entirety.

6. ASSOCIATED GOVERNANCE

6.1 This Administration standard outlines requirements in support of the *Administration Policy Program policy*.

7. HISTORY

Action	Date	Approval	Description
Clerical Correction	2025 Jul 31	Policy Lead	Updated to current template and formatting including changing service references to business unit. Updated Consequences of Non-Compliance section.
New	2025 Apr 08	Service Director, Corporate Governance	New standard created, including some content from former Administration Policy Program policy. Effective: 2025 Jul 31