



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

1. PURPOSE

- 1.1 This standard will be followed when approved Administration policies or standards are implemented.
- 1.2 Following this standard will result in:
 - a) Transparency in the implementation efforts of Administration policies and standards;
 - b) Efficient Administration policy implementation due to role clarity and alignment with expertise; and
 - c) Effective Administration policy implementation due to consideration of multiple perspectives and corporate strategies.

2. APPLICABILITY

- 2.1 This Administration standard applies to all City of Calgary employees.

3. STANDARD

- 3.1 Employees will prepare to satisfy the expectations of Administration policies and standards by:
 - a) Reading documentation and attending training required by the Corporation or recommended by their supervisor;
 - b) Asking their supervisor for clarification when expectations are unclear; and
 - c) Sharing knowledge with other employees.
- 3.2 Supervisors will promote employee understanding of policy expectations by:
 - a) Providing instruction, answering questions and modelling behaviours; and
 - b) Directing review of documentation and attendance at training.
- 3.3 Exempt supervisors will reinforce behaviours when policy expectations are not met.
- 3.4 Policy Leads will:
 - a) Develop and seek Director approval for implementation plans to advance the intended outcomes of Administration policies and standards;
 - b) Promote compliance by communicating expectations and considering developing training and supporting documentation;

- c) Consider changing business processes and developing supporting documentation to advance intended outcomes of Administration policies and standards;
- d) Monitor and measure outcomes of and level of compliance with Administration policies and standards; and
- e) Recommend changes to policies, standards and implementation plans to the Director.

3.5 All Directors will:

- a) Secure funding and allocate resources for their business unit's activities in the ongoing implementation of Administration policies and standards; and
- b) Ensure roles and teams within their business unit fulfill responsibilities identified in Administration policies and standards.

3.6 Directors responsible for Administration policies will:

- a) Appoint policy leads to implement and monitor Administration policies and associated standards and implementation plans;
- b) Evaluate, endorse and propose changes to Administration policy implementation plans; and
- c) Take action to advance the intended outcomes of the Administration policy.

3.7 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 implement and monitor Administration policies and standards; and
- b) Establish criteria, processes and tools for monitoring, measuring and reporting on the implementation of and compliance with Administration policies and standards including reporting on the Administration Policy Program every year to the Executive Leadership Team.

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) **Exempt Supervisor** means any employee in an exempt position with direct supervisory responsibility for employees;
- f) **Policy Lead** means the role that prepares drafts of new or changed policies and standards and monitors compliance and outcomes; and
- g) **Supervisor** means any employee (exempt or unionized) who has direct supervisory responsibility for employees.

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