



Administration Policy

Policy Title: Corporate Records Management
Adopted by: Executive Leadership Team
Effective Date: 2024 April 02
Last Updated: 2023 December 18
Responsible Service(s): Records Management, Access and Privacy

1 PURPOSE

1.1 The purpose of this Administration policy is to establish an effective and consistent approach to manage The City of Calgary's ("The City") records throughout their lifecycle to support good customer service and program delivery, financial accountability, legal compliance, and open and transparent government.

2 POLICY STATEMENTS

- 2.1 The City commits to documenting transactions, activities, decisions through the creation of official records to support timely and accurate access to and information about, City services and programs.
- 2.2 All records created and received by The City must be easily available, reliable and useable by those who are authorized to access them.
- 2.3 The City will effectively manage records from their creation or receipt to their ultimate preservation or destruction, through the implementation of the Corporate Records Management Program.
- 2.4 Personal information records must be managed in accordance with all relevant privacy enactments and policies, including without limitations the *Freedom of Information and Protection of Privacy Act*.

3 DEFINITIONS

3.1 *In this Administration policy:*

- a. **"Corporate Records Classification and Retention Schedule ("CRCRS")"** is established by the City Clerk under Bylaw 54M2023 that classifies and lists corporate records maintained by all or part of The City, together with the agreed upon lengths of time they will be retained;
- b. **"Corporate Records Management Program"** is a governance framework for the management and control of the creation, use, receipt, access, storage and maintenance, retention, and disposition of records, including vital records management

and transitory records management;

- c. **“Disposition”** means the formal process of removing records from business unit custody when the retention period is met, by deletion or destruction, transfer to archival holdings, or transfer to another organization;
- d. **“Employee”** means any person employed by The City and reporting to a City of Calgary business unit, department, the Chief Administrator’s Office, the City Auditor’s Office, including those working under an employment contract with The City;
- e. **“Official Record”** means a record created or received and maintained by The City as evidence of a business transaction, decision, or activity. It has legal, operational, fiscal, or archival value.
- f. **“Record”** means a record of information in any form and includes notes, images, audiovisual recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers and papers and any other information that is written, photographed, recorded, or stored in any manner, but does not include software or any mechanism that produces records. Includes both official records and transitory records;
- g. **“Records Management”** means the application of systematic control over the creation, organization, maintenance, retrieval, storage, and disposition of records to meet legislative, fiscal and operational requirements;
- h. **“Retention Period”** means the time period each type of official record should be kept based on legislative, fiscal and operational requirements as provided in the CRCRS;
- i. **“Transitory Record”** means a record that has immediate or short-term usefulness or is required for a limited time to complete a routine action or to prepare an official record. It is not required for legal, operational, fiscal, or archival purposes; and,
- j. **“Vital Record”** means records essential to resume or continue operations, to preserve the rights of The City, its employees, and Calgarians and to protect the Corporation legally and financially in the event of a disaster.

4 APPLICABILITY

4.1 This Administration policy applies to:

- a. All City of Calgary employees except the Calgary Housing Corporation and the Calgary Police Service; and,
- b. When an outside agency or contractor conducts business on behalf of The City and creates or receives City records in order to do so, the records are subject to the Corporate Records Management Program. An agreement between The City and the agency or contractor must specify the conditions for the custody and control of the records.

5 LEGISLATIVE AUTHORITY

5.1 The City of Calgary Records Retention and Disposition Bylaw 54M2023.

5.2 The retention and disposition of records set out in section 214 of the *Municipal Government Act*, RSA 2000, c M-26.

5.3 The collection, use, and disclosure of information as required by the *Freedom of Information and Protection of Privacy Act*, RSA 2000, Chapter F-25.

6 ROLES AND RESPONSIBILITIES

6.1 Employees are responsible for:

- a. Maintaining their records in accordance with the Corporate Records Management Program; and,
- b. Participating in introductory records management training to understand appropriate creation, storage, usage, access, protection, and disposition of records, as required.

6.2 Business Unit Records Coordinators (BURC) and alternates are responsible for:

- a. Providing advice, guidance, and training as the primary point of contact for records matters within their business unit or department;
- b. Attending records management meetings and training;
- c. Overall application of the Corporate Records Management Program within their business unit or department and documenting business specific procedures for records identification, classification, storage, accessibility, and lifecycle management; and,
- d. Conducting regular reviews to ensure compliance with the Corporate Records Management Program, including reporting non-compliance concerns to management when issues arise.

6.3 Business unit directors are responsible for:

- a. Ensuring the business unit has Business Unit Records Coordinator (“BURC”) and alternate BURC(s) resources assigned; and,
- b. Compliance with the Corporate Records Management Program by implementing the program including approving disposition unless records are requested to be retained due to business, legal, or audit needs.

6.4 The City Clerk’s Office is responsible for:

- a. Providing overall direction and leadership in the Corporate Records Management Program, this includes the development and monitoring of all Corporate Records Management Program policies, standards and guidelines;
- b. Providing advice and guidance on the implementation of the Corporate Records Management Program;
- c. Providing an appropriate off-site storage environment for all physical records and providing access, retrieval, and protection of those records;
- d. Exercising Council delegated authority to make and approve The City’s CRCRS and destroy records according with The City’s CRCRS; and,
- e. Developing and leading Corporate Records Management Program training and awareness.

6.5 Information Technology (“IT”) is responsible for integrating records management requirements into technology architectures, policies, standards, and system implementation and sustainment.

6.6 Corporate Security is responsible for advising business units or departments of the necessary measures to protect physical and electronic records from unauthorized access.

7 CONSEQUENCES OF NON-COMPLIANCE

7.1 Employees who fail to adhere to this Administration policy and any associated standards and procedures may face disciplinary action in accordance with either the Labour Relations standard or Exempt Staff policy and could also result in personal penalties from other governmental or regulatory bodies.

7.2 Members of Boards, Commissions and Committees who fail to adhere to this administration standard may face disciplinary action including changed duties, an end to their role or referring the matter to the police and could also result in personal penalties from other governmental or regulatory bodies.

HISTORY

Action	Date	Approval	Description
Clerical Correction	2025 July 15	Leader, Governance and Policy	Changed reference to Labour Relations standard instead of policy. New standard effective July 15, 2025.
New	December 18, 2023	ELT2023-1276	As of April 2, 2024 supercedes: <ul style="list-style-type: none"> • Records Management Program Mandate and Responsibilities (GN-011) • Inactive Records Management (GN-012) • Records Disposition (GN-013) • Vital Records Management (GN-014) • Electronic Records Management (GN-015) • Transitory Records Management (GN-016)