



Category: Administration Policy

Policy Title: Code of Conduct Policy
Adopted by: Executive Leadership Team
Effective Date: April 1st, 2008
Last Amended: July 4th, 2022
Policy Owner(s): Human Resources

1. PURPOSE

1.1. The purpose of this Administration policy is to:

- a. Establish The City of Calgary's ("The City") commitment to a safe, healthy, and ethical Workplace;
- b. Enable employees to fulfill their roles as public servants responsibly and with integrity, protect our collective reputation, and ensure public trust and confidence in municipal government; and
- c. Define the City of Calgary behaviours and policies that form the Code of Conduct and address areas of risk an employee may encounter in their work.

2. POLICY STATEMENT

- 2.1. City of Calgary employees will create and uphold a safe, healthy, and ethical Workplace by adhering to the roles, responsibilities and expectations described in the Code of Conduct, including this policy, the Code of Conduct Standards, the nine Code Policies, and all related procedures and standards.
- 2.2. The City will support employees that, in good faith, raise concerns about or report behaviour that violates the Code of Conduct.
- 2.3. The City will address any retaliation or retribution that may arise when an employee raises concerns, reports behaviour or participates in an investigation about a Code of Conduct violation.

3. DEFINITIONS

3.1. In this Administration policy:

- a. "4 Cs" means the essential behaviours of our organization; Character, Competence, Commitment and Collaboration;
- b. "Code Policies" means the nine corporate policies that are included in the Code of Conduct:
 - Acceptable Use of City Technology Resources
 - Conflict of Interest

- Environmental Policy
 - Occupational Health and Safety
 - *Freedom of Information and Protection of Privacy Act*
 - Respectful Workplace
 - Social Media, Media Relations and Public Statements
 - Substance Use
 - Workplace Violence Prevention;
- c. “**Leader**” means persons who are in a position of directing employees and/or work relating to any City Workplace, project, contract, or volunteer operation. They have job titles such as City Manager, General Manager, Director, Chief, Manager, Deputy, Leader, Supervisor, Captain, Team Lead, Superintendent, Foreman, Lead Hand, Coordinator or similar. This includes those temporarily acting in a leader role or delegated a leader’s duties;
- d. “**Supplier**” means a sole proprietorship, partnership, corporation, or other legal entity that offers construction, consulting, goods and services or information technology for sale; and
- e. “**Workplace**” means a place where an employee is, or may be, conducting work on behalf of The City, including work-related social gatherings, City vehicles, and telework locations.

4. APPLICABILITY

- 4.1. This Administration policy applies to all City employees, both in the Workplace and in off-duty circumstances as described in the Labour Relations and Exempt Staff policies.
- 4.2. Individual Code Policies may also apply to other groups such as suppliers and volunteers, depending on the scope of each policy.
- 4.3. This Administration policy does not apply to elected officials who are governed by the Code of Conduct for Elected Officials Bylaw (Bylaw 26M2018).
- 4.4. This Administration policy does not apply to citizen members of boards, commissions and committees who are governed by the Code of Conduct for Citizen Members Appointed to Council Established Boards, Commissions and Committees (Council Policy CC045).
- 4.5. This Administration policy does not apply to suppliers for whom the minimum expectations and performance standards are set out in The City’s Supplier Code of Conduct.

5. LEGISLATIVE AUTHORITY

- 5.1. This policy is established in accordance with the Municipal Government Act (Alberta) which describes the responsibility of the City Manager to implement the policies and programs of the municipality.

6. ROLES AND RESPONSIBILITIES

- 6.1. The City Manager has overall accountability for the Code of Conduct as the Executive Sponsor.

- 6.2. The General Manager responsible for the Human Resources business unit is responsible for establishing governance for the Code of Conduct and providing reports to Audit Committee.

- 6.3. The Chief Human Resources Officer is responsible for effective management and operation of the Code of Conduct.

- 6.4. The People and Culture division of Human Resources acts as the Code of Conduct Owner on behalf of the Chief Human Resources Officer and is responsible for the development, maintenance, and review of the Code of Conduct.

- 6.5. The Policy Owner for each of the nine Code Policies acts as the subject matter expert for the policy, and is responsible for the development, maintenance, and review of the policy.

- 6.6. *Employees are responsible for:*

- a. Being familiar with and following the behaviours outlined in the Code of Conduct Standard, and related policies, standards and procedures, and all applicable laws and regulations;
- b. Speaking up to address or report concerns and behaviour that violates the Code or is illegal;
- c. Completing Code of Conduct training within the first 90 days of employment and renewing it as directed by The City;
- d. Co-operating with formal investigations and informal options for addressing concerns; and
- e. Asking for clarification when unsure whether certain behaviours, circumstances or interests may affect their ability to follow the Code of Conduct.

- 6.7. *In addition to their responsibilities as employees, Leaders are responsible for:*

- a. Leading by example and modeling the behaviours expected of all employees;
- b. Creating a psychologically safe work environment where employees are comfortable raising question and concerns;

- c. Acting on or escalating issues promptly, even if those involved do not report directly to that Leader;
- d. Advising their Leader if they are aware of or addressing a Code violation, and escalating issues that are beyond their role or level of knowledge;
- e. Documenting discussions about Code issues raised by an employee;
- f. Applying the Code of Conduct fairly and consistently to all employees;
- g. Ensuring employees have participated in Code of Conduct orientation and training;
- h. Helping employees understand the Code;
- i. Discussing Code of Conduct Standards and Workplace situations with employees to reinforce learning;
- j. Ensuring updates to the Code are communicated to employees promptly;
- k. Taking corrective action to prevent risks related to Code violations; and
- l. Acknowledging employees whose behaviour reflects the Code and the 4 Cs.

6.8. In addition to their responsibilities as leaders and employees, exempt leaders are responsible for disciplinary action related to the Code of Conduct.

7. CONSEQUENCES OF NON-COMPLIANCE

7.1. Failure to adhere to this Administration policy may result in disciplinary action in accordance with either the Labour Relations or Exempt Staff policies.

8. HISTORY

Policy Action	Date	Report Number	Description
Amendment	04/07/2022	ELT2022-0577	Clarified statements, roles and responsibilities. Effective: January 1, 2023.
Minor revision	10/19/2012		Minor revisions
New policy	04/01/2008		Removed from Chapter 32: Labour Relations to stand alone.
Amendment	12/05/2005		Updates and various wording changes for clarity
	09/21/2004		Chapter 32: Labour Relations – Section 3209: Code of Conduct (in the hard-copy-based editions of the Administration Manual)