Code of Conduct
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How to use this book

The Code of Conduct has been organized into four themes to help you understand expected behaviours. Each theme is identified by a colour (see Table of Contents) that will help you find each theme easily. Each theme covers an overview, expected behaviours and many examples to bring it to life.

**Bold underlined** words indicate that a definition for that term can be found in the Definitions section at the end of this book.

At the end of this book you will find a section that provides a list of other relevant resources to support the Code of Conduct, such as legislation, policies, standards, guidelines, training, and other programs or handbooks.

One City, One Voice…and me

As City of Calgary employees, we are a reflection of our diverse, resilient and vibrant city. Our Code of Conduct helps us act in ways that demonstrate our values, our employee promise, our respect for each other and the citizens we serve.

This is your Code of Conduct. While it may not have all the answers you seek, it will guide you on what behaviour is expected and where to get more information or to report a concern.

A strong Code of Conduct benefits everyone. It builds a safe and respectful workplace for you, protects our collective reputation and strengthens our commitment to make Calgary a great place to make a living and a great place to make a life.

The Code applies to *all* employees at The City of Calgary

The Code of Conduct applies to all of us. This includes permanent, temporary and seasonal employees, on-call, Code 81 and 86 staff, and all individuals employed directly by The City.

Some of the policies that are contained in our Code of Conduct may extend to other stakeholders such as contractors and volunteers. There may be separate codes of conduct or ethics that apply to other groups who work at or for The City including Councillors, or those who sit on agencies, boards or committees. For more information on these ethics provisions, refer to the **Resources** section.

Each of us is responsible for understanding the Code and behaving in the right way. Collectively, our actions support our values and culture.

The Policies Will Prevail

The City of Calgary’s Code of Conduct is intended to be a summary of the policies it references. If for some reason the Code conflicts, or is inconsistent with a policy, the policy shall be followed. Employees are expected to review each policy in full and these can be found at [calgary.ca/employeecode](http://calgary.ca/employeecode).
Our shared values—Letter from our City Manager

Individual responsibility

“I act responsibly, perform my duties to the best of my ability and present myself as a positive ambassador for The City.”

Collective accountability

“We work together for the benefit of the people of Calgary.”

Our Code of Conduct is grounded by our values of individual responsibility and collective accountability. Each of us is responsible for our own behaviour when serving citizens and interacting with each other.

Glenda Cole
City Manager

Calgary is one of the most livable cities on earth. We are all privileged to serve the city we live in, the city we love! As public servants, we have been entrusted by Calgarians to develop and deliver services in an efficient, effective and ethical manner. Our behaviour matters because what we do reflects on all of us. We need to be mindful of our character by behaving in the right way, committed to the greater good, collaborative with our colleagues and our partners to deliver integrated solutions, and use our skills and competencies to make life better every day. In short, we need to live our 4 Cs!

Our Code of Conduct lays out the expectations The City has for our behaviour. The standards are high and so they should be. Citizens should expect nothing less from City employees whose work and services they fund.

I am so proud of the passion for public service I see when I talk to City staff. I know we are often drawn into conversations with family, friends and neighbours about City business, events and services. At work or after work, the Code guides us in ensuring we remain positive ambassadors for our great City.

Knowing how to behave in the right way is not always straightforward. The Code cannot cover all types of situations but it does cover many scenarios. Most importantly, it provides us with the information and tools that helps us think through what we are facing. We are fortunate to have many resources available to use when we have concerns or questions. Please reach out to your leader with any questions you have.

We are all responsible for understanding our Code of Conduct and how each of us, in our different roles, has a responsibility to ensure we have a healthy, safe, inclusive and respectful workplace. I know you will find our Code of Conduct policy guide helpful throughout your career here at The City of Calgary.

– Glenda Cole, City Manager
Our behaviour matters – The 4 Cs

If you don’t know whether your actions might be at odds with your role as a public servant, pause and refer to the Code of Conduct as a guide or ask a leader.

**CHARACTER**
We behave the right way

**COMPETENCE**
We do the right things the right way

**COMMITMENT**
We are dedicated to the greater public good

**COLLABORATION**
We work together for a common purpose
Character

is **behaving the right way**. It is our moral compass that determines how we navigate through each day. We do our work with respect, integrity, courage, empathy and compassion.

“Huge kudos for waste collector Clark, in Sandstone. I had a knee replacement and was on crutches, when I went out to collect my empty bin. Clark jumped out of the truck to help and made sure I got back in the house safely. He really deserves to be recognized for being empathetic and going out of his way to help. Thanks!”

– citizen call to 311

Competence

is **doing the right things the right way**. Competence includes the sound judgment and critical thinking that helps us make decisions and determine our actions when faced with ethical dilemmas.

Frank has been serving Calgary Transit customers for 35 years. He has an enduring positive attitude and treats customers and co-workers the way he would want to be treated. During the training process for new relief supervisors, Frank taught them the right way to do things and instilled confidence in the group. These trainees now pass on the skills and behaviours they learned from Frank to others. Over the years, Frank has worked to continually improve the customer experience. He manages 70 operators using a model that is often referred to as the gold standard, as a number of his employees qualify for a White Hat Award each year.

– nominated by Calgary Transit

Commitment

represents our **dedication to the greater public good**. We need to behave in the right way to build and preserve public trust – it is part of our dedication to the public good that makes life better every day for citizens. It affects our reputation and brand.

As Manager of Real Estate Sales & Marketing, Sarah is committed to making sure The City’s developable land is meeting the changing requirements of the local economy, businesses and Calgarians. Sarah says, “Commitment to our work, the industry, Calgarians and our future is our constant focus. By growing partnerships, engaging citizens and talking to other industry experts, we can uphold our commitment to develop real estate assets that meet the needs of both the public and business.”

– myCity employee profile

Collaboration

is **working together for a common purpose**. Our organization is interconnected, achieving success through the contribution of diverse perspectives and talent. Creating a collaborative and inclusive work environment requires that we maintain a healthy and respectful workplace – this is one critical aspect of our Code.

Collaboration was a natural part of the planning process for Bend in the Bow: working collectively helps to mitigate and anticipate any issues that may come up when designing natural spaces. It also ensures that all business units are informed and aware of the scope of the work and impact on their operational staff.

– myCity employee profile
Knowing the Code

What’s in it for me?

What we do says a lot about who we are. The Code of Conduct helps us understand the importance of behaving the right way, committing to the greater public good and knowing where to go when we have questions or concerns.

Our Code of Conduct benefits us because it:

- Outlines how we can work together to make life better every day.
- Guides us on The City’s expectations for us and the behaviour we can expect from each other.
- Builds and maintains a workplace where we treat each other with respect and help keep each other safe.
- Protects The City’s reputation and brand ensuring that we preserve citizen trust and remain a top employer.
- Strengthens our commitment to our vision of making Calgary a ‘great place to make a living and a great place to make a life.’

Our Code of Conduct is a common reference for standards of behaviour to help us fulfill our role as public servants responsibly and with integrity.
Ethical behaviour – Our obligations as employees and leaders

We all have the responsibility to demonstrate the highest standards of ethical behaviour. Our reputation for living the 4 Cs is demonstrated by each of us with every interaction, every day.

AS AN EMPLOYEE, I AM RESPONSIBLE FOR:

• Following the behaviours outlined in the Code of Conduct, its related policies and procedures, and all applicable laws and regulations.

• Performing my role in an unbiased manner.

• Speaking up when I see behaviour that I believe violates the Code or is illegal.

• Ensuring I take Code training within the first 90 days of my employment and renew it every two years to improve my understanding of the Code.

• Co-operating in investigations.

• Asking for clarification when I am not sure whether one of my behaviours, circumstances or interests may affect my being able to follow the Code of Conduct.

AS A LEADER, I AM ALSO RESPONSIBLE FOR:

• Leading by example – modeling the behaviours I want to see in my staff.

• Documenting discussions on Code issues raised by an employee.

• Helping my team understand the Code.

• Creating an environment of trust and openness where staff are comfortable raising questions and concerns.

• Acting on issues right away or escalating them if they are beyond my role or level of knowledge.

• Taking corrective action to prevent risks related to Code violations.

• Acknowledging team members whose behaviour reflects the Code and the 4 Cs.

• Discussing Code situations with staff to reinforce learning.

• Incorporating Code discussions into one-on-one meetings, and reviewing an employee’s potential conflicts of interest on a regular basis.

• Ensuring updates to the Code are communicated to employees promptly.

• Ensuring employees have participated in Code orientation and training.

Additional details including roles for unionized supervisors can be found at calgary.ca/employeecode.

A leader is a person who manages a group of City employees and provides direction and support to their team. For the purposes of interpreting, investigating and escalating questions and concerns as they relate to the Code of Conduct, a leader is in a Exempt role.
If you are ever unsure...

Sometimes we know something is wrong – it just feels wrong. Other times, it can be hard to tell if an action we want to take breaks a City Code of Conduct policy or not. When you are in this situation, ask yourself the questions in the model below. If you are unsure at any point, pause and find the answers from someone who does know. Your leader is a great place to start.

Ask yourself:

- Is it legal?
- Does it comply with City policies?
- Am I in line with The City’s values and the 4 Cs?
- Would I be comfortable if my actions were made public?
- Would it be okay if everyone did it?
- Am I acting in the best interests of The City?

IT’S YOUR RESPONSIBILITY TO FOLLOW THE CODE OF CONDUCT.
Make sure you know before you act. If you are unsure, ask someone who knows.
If you are unsure, ask questions and seek guidance

Your leader is there to provide clarity on expectations in the workplace and to support you.

If you are not comfortable speaking to your leader, you can speak with their leader. The Corporate Organizational Chart can help you identify who this is.
http://corporgchart

The HR Business Partner in your business unit can answer some of your questions or help you find someone who can.

If you need to find contact information for your HR Business Partner call: 403-268-5800

Speak up!

How to report concerns

City employees work in all corners of Calgary and we rely on each other to report concerns or raise questions about practices and behaviours so we can build and maintain a strong workplace culture.

Reporting is about knowing when something isn’t quite right and doing something about it – speaking up. Sometimes it takes courage to speak up, but voicing your questions or concerns demonstrates your commitment to The City and to your colleagues.

If you notice something that does not seem right, safe or appropriate, let someone know. All employees are encouraged to start by reporting concerns to their leader. Your leader has access to the tools and resources to address your concerns or guide you on next steps.

If speaking to your leader is not an option, you can also speak to your leader’s supervisor, your union rep or the Human Resources Business Partner in your business unit. Human Resources Support Services at 403-268-5800 can give you contact information or redirect your call.
Specific concerns can also be reported in other ways:

<table>
<thead>
<tr>
<th>TO REPORT...</th>
<th>CONTACT...</th>
<th>AT...</th>
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</thead>
<tbody>
<tr>
<td>Breach of privacy or misuse of information</td>
<td>Freedom of Information and Protection of Privacy (FOIP) Program Administrator</td>
<td>Business Unit FOIP administrator list</td>
</tr>
<tr>
<td>Chemical or hazardous materials concerns or spills/soil contamination at construction sites</td>
<td>Environmental Contact City of Calgary Fire Department (CFD)</td>
<td>311 CFD: 9-1-1 for emergencies or 403-264-1022 for non-emergencies</td>
</tr>
<tr>
<td>Corporate waste concern</td>
<td>Corporate Waste Diversion</td>
<td>311</td>
</tr>
<tr>
<td>Disrespectful behaviour or discrimination</td>
<td>Leader, Human Rights and Respectful Workplace</td>
<td>403-268-2594</td>
</tr>
<tr>
<td>Emergencies</td>
<td>Fire/Police/EMS</td>
<td>9-1-1</td>
</tr>
<tr>
<td>Inappropriate statements on social media, at public events or in the news</td>
<td>Public Relations Team</td>
<td><a href="mailto:public.relations@calgary.ca">public.relations@calgary.ca</a></td>
</tr>
<tr>
<td>Safety concerns or hazards</td>
<td>Business Unit Safety Advisor, your supervisor</td>
<td><a href="http://myCity/Safety">http://myCity/Safety</a></td>
</tr>
<tr>
<td>Workplace violence or threats, security concerns or incidents, illegal drugs, theft and other criminal matters</td>
<td>Corporate Security</td>
<td>403-268-8868 <a href="http://securityincident">http://securityincident</a></td>
</tr>
<tr>
<td>A suspected, real or perceived conflict of interest</td>
<td>Your exempt supervisor, Director or GM, the City Auditor’s Office, Law, and/or your HR Business Partner or Labour Relations representative.</td>
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</table>
The whistle-blower program

The Whistle-blower Program provides an additional mechanism for employees (and Calgarians) to report instances of fraud, waste or wrongdoing by employees or others who conduct business with The City.

Employees are expected to report Code-related concerns to their leader or through the other avenues listed earlier. If you feel you are unable, as a result of circumstances, to report within these channels, you can report your concerns through the Whistle-blower Program.

Call 1-866-505-5039 or clearviewconnects.com.

Investigations – What happens when I report a concern?

The City takes violations of its Code seriously. Reports of concerns or violations may lead to an investigation to determine if there has been a breach in policy. Investigations may also help identify what went wrong and why. They also help us identify improvements in workplace practices for everyone.

Investigations are most often led by a leader and supported by a subject matter expert, such as an HR Business Partner, Security Advisor, or Safety Advisor. The subject matter expert will depend on the nature of the incident or situation. Investigators are committed to getting the full story and may contact other people, including witnesses to gather new information or verify information already gathered. During investigations, employees are expected to co-operate fully and provide information that is accurate, honest and complete. Information gathered during an investigation is kept confidential, except in cases where it is necessary by law to provide information to a third party, or in order to complete a full and fair investigation.

Based on the results of the investigation, disciplinary or non-disciplinary corrective action may be taken. Additionally, depending on the findings from the investigation, measures may be taken in the workplace to prevent a similar situation from occurring again.
Protecting those who report

As employees, it is important that we are able to ask questions and raise concerns about our Code of Conduct freely, and with an expectation that our concerns will be taken seriously and treated fairly.

The City wants to hear from you and is committed to protecting employees who raise concerns in good faith.

We are committed to protecting the rights of those who:

- Report breaches or suspected breaches of our Code honestly and in good faith.
- Co-operate in Code-related investigations.
- Raise questions about our Code, a business practice, decision or action.
- Seek guidance on how to handle a particular situation.

Retaliating against an individual under any of the circumstances above, including harassing, intimidating, **bullying** or ostracizing, is in itself a violation of our Code and will be subject to disciplinary action.

Reporting a false claim, for the purpose of causing harm to, intimidating or harassing another individual is also a violation of the Code and may be subject to disciplinary action.

The City wants to hear from you and is committed to protecting employees who raise concerns in good faith.
Consequences of non-compliance

What happens when an employee’s behaviour does not live up to Code expectations?

<table>
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<tr>
<th>REPORT</th>
<th>INVESTIGATION</th>
<th>ACTION TAKEN</th>
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<tr>
<td>The City takes violations of its Code very seriously. When employees have concerns about a potential Code breach, they are expected to report the details of their concern.</td>
<td>Reports of violations or retaliation may lead to an investigation.</td>
<td>Based on the results of an investigation, disciplinary action may be applied if:</td>
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<tr>
<td></td>
<td></td>
<td>• An employee has violated the Code or asked others to violate it.</td>
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<td></td>
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<td>• An employee has intentionally not reported a violation of the Code or has withheld information during an investigation.</td>
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<td></td>
<td></td>
<td>• An employee has retaliated against an employee who reported a concern.</td>
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<td></td>
<td></td>
<td>• An employee has deliberately made a false report or accusation against another.</td>
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The City may use disciplinary or non-disciplinary methods to address a behaviour that needs to change. The Labour Relations Policy addresses investigations, counselling and expectations, as well as discipline. When disciplinary action is justified, it will be applied fairly and consistently in accordance with the Labour Relations Policy (HR-LR-002) or the Exempt Staff Policy (HR-LR-006). Discipline can result in action up to and including termination of employment.

Some policy violations or behaviours may also result in a legal response including civil litigation or the involvement of the police in cases of criminal code violations. Examples include, but are not limited to, theft, fraud and violence.
The Code of Conduct can be a lot to digest, but it is a guide to help you understand what to expect and what is expected of you in the workplace. There are four main themes that we are responsible for, including: A Safe and Healthy Workplace, Respect in Our Workplace, Proper Use of City Resources and Putting Calgary First.

A Safe and Healthy Workplace
- Health and safety
- Workplace violence
- Substance use
- Fitness for work

Respect in Our Workplace
- Respectful workplace
- Diversity and inclusion
- Use of social media

Proper Use of City Resources
- Use of City assets
- Acceptable use of technology
- Personal, confidential and proprietary information
- Environmental stewardship
- Sensitive, confidential or proprietary information

Putting Calgary First
- Gifts, hospitality and other benefits
- Private and personal interests
- Conflict of interest
- Public statements
A Safe and Healthy Workplace

- Health and safety
- Workplace violence
  - Substance use
  - Fitness for work
I am responsible for a safe and healthy workplace

The City cares about your safety and wants you to go home in good physical and mental health at the end of your shift and at the end of your career. Having a physically and psychologically safe work environment is critical to ensuring you are able to meet your obligations and succeed at work. Hand in hand with this is your responsibility to report and remain fit for work.

At The City, we work in many different locations on any given day. A safe and healthy workplace may look different in an office, the field, your home or in a vehicle, but the principles are the same:

- Be fit for work.
- Be aware and take action to remove hazards.
- Assume responsibility for potential risks.
- Respond quickly and appropriately when health or safety has been compromised.

These are important responsibilities that we all share to prevent, deal with and respond to incidents or concerns that could put ourselves or our colleagues at risk of injury or illness.

The City is committed to providing a healthy and safe work environment by establishing and maintaining a culture of responsibility and accountability at the individual, leadership and corporate levels.
Safe and healthy behaviours

Get informed and be proactive:

• Report hazards, near misses and emergency responses at work to prevent and respond to them effectively.
• Watch out for others and speak up if you notice something that does not feel or seem safe.
• Handle tools, equipment and resources following proper safety procedures.
• Take threats or acts of violence against people or property seriously and report concerns to your leader.
• Make yourself aware of the resources offered by The City to support health concerns (e.g. EFAP).
• Promote a work environment that is mentally and physically healthy, safe and free from violence.
• Support co-workers returning from medical leave in their transition back to work.

SETTING AN EXAMPLE:

• I maintain a good work/life balance by learning about the importance of good nutrition, sleep, exercise and outdoor activities.
• I know how to perform my job safely.
• I always follow safe work practices such as wearing appropriate protective gear, using the right equipment and handling hazardous material properly.

Assume responsibility:

• Be accountable for your actions and assume responsibility for any substance use.
• Report and remain fit for work.
• Report any suspected distribution, sale or possession of illegal substances at work.
• Submit a safety report for any hazards or near misses you encounter.
• Hold a valid provincial driver’s license for the type of City vehicle or equipment you operate.

SETTING AN EXAMPLE:

• If I am not fit to do my job, I let my supervisor know immediately so I keep myself, co-workers, citizens and City resources safe.
• If I am feeling overwhelmed or stressed, I get support and implement strategies to cope or seek help to get back on track.
• I ask my supervisor, the Corporate Health Consultant or Employee & Family Assistance Program (EFAP) for help if I’m concerned that my use of substances is a problem.
• I clear my work areas of obstructions or hazards.
• I show guests or visitors from another location where the closest fire exits are in case of an emergency.
• When I am prescribed medication, I confirm with my doctor or pharmacist that I can still work safely and effectively while taking it.

Find more examples of safe and healthy behaviour at calgary.ca/employeecode.
I always have choices. Which one feels right to me?

A customer is upset about a proposed development in her neighbourhood and seems to hold me responsible. She starts yelling profanities and slamming her fists on the counter.

What should I do?

I also speak loudly to let the customer know I am not easily intimidated. If her behaviour continues I can escort her out of the building myself.

Ask the customer to calm down and tell her that her behaviour is unacceptable. Once she calms down, I can better address her concerns.

Remain calm. Let the customer know that I would like to help, but she needs to stop swearing. Listen patiently.

If the behaviour continues or escalates

I let the customer know I can’t serve her. If appropriate, remove myself from the situation and/or call for assistance (from my leader, control centre or Corporate Security).

IT DEPENDS…

Like most situations, how you react depends on where you are and the degree of risk in the situation. In this case, you may try to calm the angry customer down so you can help her. If this doesn’t work, you may need to remove yourself from the situation and get help. Take threats or acts of violence against people or City property seriously and don’t be afraid to call 9-1-1 if you need to. When the incident is over report it. It’s also a great idea to talk to your leader about how the situation was handled so you can handle it even better next time.
What should I do?

Substance use

Dear Code of Conduct,

My doctor has prescribed a new medication for a medical condition I have. One of the side effects of this medication is that it makes me feel quite sleepy, especially when I haven’t eaten for a while. As a City Bus Operator, I am required to “be on my toes” and alert while driving a City vehicle in heavy traffic and interacting with citizens using the transit system. Do I need to tell my supervisor every time I’ve taken my meds?

– Sleepy when Hungry

Dear Sleepy when Hungry,

I’m glad you asked – sometimes people think our Substance Use Policy only applies to illicit or illegal drugs but it can be any substance that affects your performance or ability to be safe.

For your protection, and to protect the safety of citizens, City employees must:

– Arrive in a condition fit for work.
– Remain fit for work at all times while on City business.

Inform your supervisor if you know your medication might impair your ability to drive your bus safely and effectively. If you are unsure whether you are fit for work, talk to your supervisor as soon as you can. They will likely contact a Corporate Health Consultant for guidance. If it’s believed to be unsafe for you to work, your supervisor will see if he or she can temporarily accommodate you so you can still work.

In both safety-sensitive and non-safety-sensitive roles, employees who take prescription or over-the-counter medication must advise their leader of any potential side effects that could impact their ability to work safely. You do not need to disclose the actual medication(s) you are taking or why you are taking them.

Occupational health & safety

Dear Code of Conduct,

My team leader suggested disabling a safety device (dead man’s switch) to speed up work. I know meeting our timelines is very important but I don’t feel the new process is safe. What should I do?

– Concerned about Safety

Dear Concerned about Safety,

Under provincial Occupational Health and Safety (OHS) legislation, employees have an obligation to refuse unsafe work. Disabling a safety device violates OHS legislation. If at any time you feel that something isn’t safe, you should speak to your leader immediately and/or contact your Safety Advisor immediately. Details of how this process works at The City are set out in our Occupational Health & Safety Policy. Do the right thing: stand up and say something.
Dear Code of Conduct,

I am planning to meet up with some friends for a beer before I start my shift. Is that okay?

– Thirsty before Work

Dear Thirsty,

The answer is ‘it depends.’ If you hold a ‘safety-sensitive’ position you cannot be under the influence of alcohol, hallucinogenic or mind-altering substances at work. Even one beer puts you in this category. If you are not in a safety-sensitive position, the answer is different. You may be able to have a beer as long as you are able to report to your shift ‘fit for work.’ Use sound judgment on whether having a drink would affect your work. I would advise you to see if your business unit has any restrictions around the use of alcohol before you schedule the meet up. If you don’t already know, you may want to ask your supervisor if he or she is aware of this business-specific rule.

Dear Code of Conduct,

I overheard a co-worker threaten another employee. I have approached the employee to get her to report it but she refused because she’s scared. What should I do?

– Concerned Co-worker

Dear Concerned Co-worker,

If you are concerned for your colleague there are a number of options available to you to communicate this concern. First, consider talking to your leader who may be able to look into the situation further. You can also contact Corporate Security or talk to the HR Business Partner in your business unit.

Policies

A safe and healthy workplace is supported by the following policies:

- Workplace Violence
- Substance Use
- Occupational Health and Safety

RESOURCES

Resources supporting a safe and healthy workplace can be found in our Resource section at the back of the book and at calgary.ca/employeecode.

DEFINITIONS

Definitions for bolded, underlined words may be found in the Definitions section at the end of this handbook.
Respect in Our Workplace

- Respectful workplace
- Diversity and inclusion
- Use of social media
I am responsible for Respect in Our Workplace

At The City, we are all responsible for making life better every day for ourselves, our citizens and for future generations. To do this we welcome and respect individual and collective contributions from our employees, citizens and partners.

Respect is the foundation for a productive and thriving workplace. It is ingrained in our values and culture. The City is committed to supporting a safe, respectful and inclusive work environment.

Whether you are representing The City from your cubicle, from your flexible workstation or from a City vehicle, you are expected to behave in a respectful manner in every interaction, every day.
Respect in our workplace

While creating and sustaining a respectful workplace is a collective effort, there are many things we can do on our own to make The City a great place to work. Here are some of the important actions we can do to create a vibrant, caring and inclusive workplace.

Be inclusive:

• Consider thoughts, opinions and ideas that are different from your own.

• Be watchful to create and protect a discrimination and harassment-free environment, including sexual harassment.

• Be thoughtful and consider how your words, actions and gestures might be received.

• Value perspectives, talents and experiences of our diverse workforce as they enrich our work environment.

• Be flexible, patient and constructive in your approach to challenging people or situations.

SETTING AN EXAMPLE:

• I assume the best in colleagues and citizens.

• If someone is new or unfamiliar with a task, I help them.

• I help everyone in the group feel welcome and included.

• I listen to customers, partners, colleagues and other stakeholders to understand their valuable knowledge and ideas.

• I am aware of my own biases and perceptions when I interact with people from diverse backgrounds, as well as the triggers that make me uncomfortable.

Be an ambassador:

• Show respect in interactions with agencies and other partners.

• Always strive to listen, respect and act.

• Be curious and open-minded.

SETTING AN EXAMPLE:

• I am kind. If I’m in the park and see someone trip, I ask them if they would like help.

• If I am driving a City vehicle and notice kids watching, I wave at them.

• If a customer appears upset, I take the time to listen to his/her point of view.
Assume responsibility:

• Address conflicts in a positive and productive way.
• Speak up when you see disrespectful behaviour.
• Support colleagues who are dealing with challenges.
• Check for mutual understanding.
• Make decisions that promote a respectful and inclusive workplace.

SETTING AN EXAMPLE:

• If I make a mistake, I apologize.
• If I have accidentally hurt someone’s feelings, sense of self or sense of security, I apologize.
• I refuse to stand by when someone else is being poorly treated. I speak up.
• I refuse to be drawn in to inappropriate actions or behaviours.
• I do not use profane, vulgar or abusive language, either in person, electronically or on social media.
• I include all members of my team in relevant activities and decision-making.

Behaviours to avoid: I will not…

• Harm another person’s dignity or sense of well-being.
• Touch someone if it is unwelcome or uninvited.
• Gossip and/or discredit a co-worker by sharing information that is not true or not mine to share.
• Post or send intimidating messages to or about a colleague.
• Make comments that ridicule or berate others.
• Intimidate someone using my physical presence, authority or information.
• Communicate anything that is offensive on a racial, ethnic, gender or religious level, or that relates to any of the other protected grounds.
• Undermine someone’s performance or contribution.
• Circulate, demonstrate or communicate sexually suggestive jokes, advances, discussions or content.
• Make jokes that are hurtful, humiliating, demeaning, belittling or offensive.

Find more examples of respectful behaviours at calgary.ca/employeecode.
I always have choices. Which one feels right to me?

A co-worker sends me an email that includes an offensive joke and language.

**What should I do?**

- **X** I forward this onto a friend to show them that our colleague can be a jerk.
- **X** I delete the email and don’t mention it to anyone. I don’t like what was sent but I don’t want to get my co-worker in trouble. We’re friends.
- **✓** I delete the email and tell the sender not to forward any more information like this.
- **✓** I discuss this with my leader as the information is disrespectful, discriminatory or violent in nature and needs to be investigated.

**SAY SOMETHING**

If you don’t say something, either to the person sending you the email, your leader or to your HR Business Partner, how will this kind of activity and mindset stop? Taking the time to address the situation in a calm and rational way can help us build and maintain a respectful **workplace** – one where we all feel included and accepted.
What should I do?

Respectful workplace

Dear Code of Conduct,

One of my colleagues is looking for a more personal relationship than I want. How do I handle this respectfully so I’m still able to work with this person? What should I do?

– Just Friends

Dear Just Friends,

A colleague asking you on a date or to attend a social event would not be a Code of Conduct issue. If you aren’t interested in your colleague you need to let him or her know. In turn, your colleague is expected to respect your decision and maintain a healthy professional relationship with you after that conversation. If this is not the case, then these actions could become a Code of Conduct, Respect in the Workplace issue in the future.

Respectful workplace

Dear Code of Conduct,

My co-workers have been treating a team member badly. This person was away sick for an extended period and since he returned to work he has been excluded from conversations and even some meetings. It is affecting morale and team spirit. What should I do?

– Feeling Sick About This

Dear Feeling Sick,

This sounds like a difficult situation for the employee who has been away. Many employees who have been off work due to illness will feel uneasy upon return. It can be a challenge for the team as well when a member is absent for a period of time. Staffing and role changes can put stresses on some teams.

I encourage you to talk to your supervisor, or your HR Business Partner, about what supports are available to help your team through these periods. Every employee is a valued member of The City team and the best way to restore morale and team spirit is to welcome this person back with offers of support. Health issues could happen to any one of us.

Respectful workplace

Dear Code of Conduct,

I am Facebook friends with a colleague who often posts profane language and racy pictures on their page. It makes me uncomfortable because they list their employer as The City of Calgary. What should I do?

– Facebook Friend or Foe

Dear Facebook Friend,

Any staff member who publicly identifies as a City of Calgary employee must abide by the Code of Conduct in all public statements or comments. All City employees are ambassadors for The Corporation.

When making public statements about a personal opinion, either online or in person, employees should ensure they are not directly representing, or appear to be representing, The City.

A good first step is to talk to your friend. Let him or her know that their comments may reflect poorly both on them and on The City’s reputation.

Do you find these helpful? If you want to read more employee scenarios and answers from The Code, visit calgary.ca/employeecode.
Learn more…

Respect in Our Workplace is supported by the following policies:

- Acceptable Use of City Technology Resources
- Respectful Workplace
- Social Media, Media Relations and Public Statements

RESOURCES
Resources supporting respect in our workplace can be found in our Resource section at the back of the book and at calgary.ca/employeecake.

DEFINITIONS
Definitions for bolded, underlined words may be found in the Definitions section at the end of this handbook.
Proper Use of City Resources

- Use of City assets
- Acceptable use of technology
- Personal, confidential and proprietary information
- Environmental protection
I am responsible for The Proper Use of City Resources

As municipal employees serving the citizens of Calgary, we are held to a high standard of behaviour. To help us meet citizen needs and public expectations, The City provides us with access to a wide range of resources including specialized equipment, tools, technology, information, software, vehicles, supplies and facilities. Access to these resources comes with individual responsibility. It is also important to consider our actions, decisions and use of resources with respect to their impact on the environment. Many small, individual actions can add up to big differences.

City resources and assets are the property of The City and should only be used for City business, unless otherwise permitted by policy. It is important that we use City resources wisely and safeguard them from loss, damage, unauthorized use, waste and theft.

We must exercise caution in order to respect and maintain the confidentiality and privacy of financial, business, commercial and/or personal information, that we may have access to in the course of carrying out our work. We must treat information according to our responsibilities under the Freedom of Information and Protection of Privacy Act (FOIP). Also, remember that information you create, send, receive, download or store on City equipment or systems is City property and is subject to release as required by law.

The City provides us with the information, tools and resources we need to do our jobs and to be environmental stewards.

Respect City resources:

- Protect the **personal information** to which you have access.
- Only collect **personal information** you need to do your job.
- Be efficient and use time, data, fuel and other resources wisely.
- Understand that The City has the responsibility to protect and monitor its technology.
- Ensure you are using City resources for the benefit of The City and its citizens.

SETTING AN EXAMPLE:

- If I accidentally get **personal information** I don’t need, I do not read, save or share it.
- I ensure the information I have access to at work is directly related to a City business need and never share it with anyone who does not need it as part of their role.
- I make sure I know how to use my assigned City resources.
Make good decisions:

- Be a steward of the environment and know The City’s environmental practices.
- Inspire actions to conserve, protect and enhance the environment for all Calgarians.
- Seek ways to improve efficiency when using City resources.
- Assist members of the public who are looking for information or trying to obtain it under your Duty to Assist responsibilities (FOIP).
- Ask yourself, “Am I using this resource for the reason it was given to me? If someone was watching me, would I use it the same way?”

SETTING AN EXAMPLE:

- I check with my leader if I’m unsure about how to manage information I have access to, or when I can and cannot use it.
- I use personal time to use social media or to follow up on interests outside of my work.
- I store my City issued devices in safe locations.
- I do not leave my vehicle with the engine running because I know that’s not fuel efficient and is harmful to our environment.
- If I notice oil leaking from my City vehicle, I use the spill kit provided.
- I then report it so the vehicle can be repaired and the oil contained.
- I think before I print, and I make double-sided copies whenever possible to conserve paper.
- I consider options to get to and from City locations, such as the Manchester Shuttle service or pool bicycles, when commuting to my off-site meetings.
- I take the extra effort to put my recyclable items in the right container instead of tossing them in the trash.

Behaviours to avoid: I will not…

- Use City resources for political activity including printing flyers, sending emails, making calls or posting statements with City devices.
- Leave out information when assisting with a Freedom of Information and Protection of Privacy (FOIP) request. The City’s FOIP staff will decide what information should be shared.
- Store personal information on my work computer.
- Use City technology for personal use that results in The City incurring cost, such as purchasing and downloading games or music.
- Interfere with information or technology that would affect operations at The City.
- Share information that is not mine to share.
- Send personal information to those who do not need it for their job.

Find more examples of behaviours that support the acceptable use of City resources at calgary.ca/employeecode.
I always have choices. Which one feels right to me?

I notice my co-worker is apartment-hunting on the internet during work-time.

**What should I do?**

I ignore him because I don’t want to rock the boat.

I recommend some good websites to him to speed up his search.

I tell him that his personal use of the internet is not appropriate during working hours.

I talk to my leader about my colleague’s behaviour and its impact.

**PROVIDE FEEDBACK...**

Using City technology for personal reasons on City time and to the detriment of work completion is not appropriate. We have a collective accountability to remind our co-workers of expected Code behaviours. Speak up!
What should I do?

Acceptable Use of City Technology Resources Policy

Dear Code of Conduct,

In addition to my work at The City, I also volunteer in my personal time as the president of our community soccer association. With the start of the season around the corner I need to do some online scheduling for the coaches and other volunteers. Is it okay if I come into work early and use my desktop computer for this work?

– Volunteering from my Desk

Dear Volunteering,

It’s great that you are giving back to your community in this way! In the scenario you described, it would be acceptable for you to work on this from your desktop computer on your own time. The Acceptable Use of City Technology Resources Policy allows for incidental or occasional use of City technology providing it does not interfere with your productivity or incur a cost to The City.

Remember, if you are unsure of whether City-owned resources can be used for purposes other than the reason it was provided, check with your supervisor before proceeding.

FOIP Act

Dear Code of Conduct,

One of my colleagues is a huge Calgary Stampeders fan. In my role as a Wastewater service technician I became aware of the address of a popular Calgary Stampeders player while on a work-related service call. When my friend learned of my discovery he asked for the player’s address so he can try to get an autograph for his son. What should I do?

– Friend of a Fan

Dear Friend of a Fan,

It sounds like you are a good friend but in this case you cannot share a citizen’s personal information for the following reasons. First, you came across this information while doing City work. Personal information gained while at work can be used only for the purpose it was collected. If you shared it, you would be in violation of the FOIP Act as your friend is neither authorized to have it, nor needs it to complete his or her role at The City. Second, it is important that we protect the personal information we come in contact with while at work. This includes locking your computer when you are away from it and shredding paper documents that are no longer being used.

If you are ever in doubt about sharing information again, you can always check with your FOIP program administrator before you take any actions.
**Environmental Policy**

Dear Code of Conduct,

I drive a City vehicle which I have to get in and out of multiple times a day.

In the winter I typically lock it and leave it running. If I’m only stopped for 10-15 minutes that’s okay, right?

– Looking for Answers

Dear Looking,

I’m glad you asked as City vehicles and fuel are both considered City resources. While there are times Calgary experiences extreme temperatures (cold AND hot), City vehicles should not be left idling. Turning the vehicle off at each stop is more efficient and supports our collective responsibility to be environmental stewards. Check out our Green Driving Policy for more information. Thanks for doing your part.

**FOIP Act**

Dear Code of Conduct,

I have the same name as a leader at The City. As a result, I frequently receive emails or documents that contain confidential information in error. What should I do?

– The Other M. Jones

Dear M. Jones,

This can be a challenge for people that have the same, or similar sounding names in an organization. If you receive confidential or personal information in error it is very important that you:

– Contact the sender to make sure they are aware of the mistake so they can recall the message for others that were copied and report the incident to their leader.

– Delete the information immediately, do not read, forward or save the document.

– Do not discuss the content with anyone.

– Co-operate with an investigation if one arises.

On the other side, if you accidentally send confidential or personal information to the wrong person it’s also important to take immediate action.

You can:

– Attempt to recall the message.

– Inform your leader of the Freedom of Information and Protection of Privacy (FOIP) breach.

– Contact the recipient and ask them to delete the email.

Any breach in confidentiality is taken very seriously. It is important to address it. Ignoring the error is not an acceptable solution. A Privacy Breach Report may need to be created and this can be done online.
Learn more

Policies
Proper use of City resources is supported by the following policies:
• Acceptable Use of City Technology Resources
• Conflict of Interest
• The City of Calgary’s Environmental Policy

RESOURCES
Resources supporting proper use of City resources can be found in our Resource section at the back of the book and at calgary.ca/employeecode.

DEFINITIONS
Definitions for bolded, underlined words may be found in the Definitions section at the end of this handbook.
• Gifts, Hospitality and Other Benefits
• Private or Personal Interests
• Conflict of interest
• Public statements

Putting Calgary First
I am responsible for putting Calgary first

The City of Calgary is a public service organization with a unique responsibility to its citizens. Through the services we provide, and our stewardship of City assets, we have a direct impact on the daily lives of Calgarians. Integrity and trust are cornerstones of this relationship – to build and maintain this trust, we must ensure that we not only know our corporate values, but live them as well.

You are many things to different people. You are an employee as well as a citizen, family member, ambassador or volunteer. You may also be a community leader, political party member or a business owner. Balancing all of these roles can be tricky. As we carry out our work at The City, it is important that we are not influenced by personal or outside interests. Equally important is our responsibility to disclose if we think we are in a conflict of interest situation to our leader. We want to provide services to citizens in a way that is fair, objective and impartial so that we are not giving any party an unfair advantage, or creating an advantage for ourselves.

Putting Calgary First isn’t just about being fair and honest; it is also about protecting our reputation and the trust citizens have in us. Citizens count on us to make decisions that are in the best interests of our organization and Calgary as a whole. Knowing the right thing to do is not always clear. By asking questions, reflecting on our options and being committed to making the best choices for our city, everyone benefits.
Putting Calgary first

Consider the greater good:

• Set aside personal views and focus on what is best for The City and its citizens.
• Tell your leader if you are asked to participate in making a decision on a matter which could benefit you or someone connected to you.
• Use your own time for private interests, such as taking part in a community event or political activity.
• Disclose any new, ongoing or possible conflicts of interests that you are aware of to your leader or HR Business Partner.
• Keep your outside interests separate and distinct from your job obligations, and maintain trust.

SETTING AN EXAMPLE:

• I can participate in The City’s recognition program, however, if a member of the public or an organization outside of The City offers me a meal, gift card, cash or tickets, I respectfully decline.
• When in doubt about a potential conflict of interest, I talk to my leader.
• I advise my leader if a person with whom I have a family or personal relationship is being considered for a job in my work area.

Be an ambassador:

• Treat all citizens, vendors and special interest groups fairly and consistently.
• Deliver services to citizens regardless of their political or world views.
• Act and communicate in a way that reflects positively on The City.

SETTING AN EXAMPLE:

• When I see a positive story about The City or my colleagues, I share it.
• When I see a City employee who has made a public statement online that reflects poorly on The City and/or a City employee I let my leader know.

Behaviours to avoid: I will not…

• Be influenced to act in a way that is not in The City’s best interest.
• Post any information that could harm The City’s or my reputation including selfies of me in my work uniform.
• Use information I have access to at work for the benefit of someone I have a personal relationship with.
• Accept a discount on my personal purchases from a business, unless they offer a discount program to employees from multiple organizations.
• Identify myself as a City employee when I communicate my personal or outside interests publicly.
• Use my position, authority or influence to benefit myself, a relative, group I support or someone with whom I have a personal relationship.
• Accept a gift offered to me by a citizen or public group unless it is of nominal value (i.e. $25 or less). If it’s impossible to decline the gift, I seek advice from my leader.
• When I am purchasing something for my personal use, I do not ask for or accept any discount that the vendor may have negotiated with The City.

Find more examples of behaviours that put Calgary first at calgary.ca/employeecode.
I always have choices. Which one feels right to me?

I work with a group of City customers. One of ‘my regulars’ often brings in gifts like food or gift cards to say ‘thank you’ for my work. What should I do?

I share these gifts with others on my team as we all work together – some just get more recognition than others.

I tell the customer I can’t accept gift cards based on our Conflict of Interest Policy but can receive the food with gratitude.

I reassure the giver that they will get great service without gifts but thank them for their gesture. I can accept gifts that are of nominal value and are not cash-based including gift cards.

If I believe declining the gift will cause significant offense to the person offering it I accept it but seek guidance from my leader on next steps.

CONSIDER…

It’s important that we treat citizens, vendors and special interest groups fairly and consistently. It’s important that you don’t put yourself into a conflict of interest situation. You should not accept a gift if it would appear you are obligated to an individual or organization—or convey that this is an accepted way to obtain service from City employees.
What should I do?

Conflict of interest

Dear Code of Conduct,
I have been an employee for two years. When I first started my wife was providing occasional services to The City as a contractor. I informed my supervisor of this when I first started. Since that time, my wife’s business has grown significantly and her company now provides regular services to The City accounting for a good percentage of her income. I am now in a position to use those services. Is this still okay?

– The Other Half

Dear Other Half,
Thanks for checking in a second time. What may not have been an issue when you first joined The City could be an issue now, especially if your job has changed since your start date. There appears to be a real potential for conflict of interest here. I encourage you to seek further guidance on this by talking to your leader, your HR Business Partner talk about Supply Management.

Conflict of interest

Dear Code of Conduct,
I have a number of employees on a temporary assignment, who all want to continue working at The City. For Christmas one employee gave me jewellery to thank me for being a great boss. Coincidentally, at the start of January I need to end one of the assignments. Is there a problem if I keep the gift?

– Conflicted

Dear Conflicted,
Conflict of Interest often involves people’s perception that a conflict exists. In this case, there could be a problem, especially if that employee is successful in continuing to work in your area at the end of the temporary assignment.

If the jewellery is more than just a general trinket, then it would be best to explain to the employee who gave it to you that while you appreciate the gesture, it isn’t appropriate for you to accept the gift. Take this opportunity to explain the Conflict of Interest Policy section on gifts, hospitality and other benefits.

Generally speaking, a token of nominal value can be exchanged between employees or between employee and their supervisors. Examples might include a small bag of candies or modest bouquet of flowers. Items exchanged when participating in the Corporate Recognition Program are also acceptable.
Dear Code of Conduct,
I noticed a City employee posting inappropriate comments about The City on a popular social-networking page. It’s not really my role to say anything, is it? What should I do?

– Proud of my City

Dear Proud of my City,
Even if you are not an official media spokesperson, you are still an ambassador of The City. If you come across posts, comments or images that could negatively impact our brand or reputation share this with your leader.

Whether the offensive post is from a City employee, contractor or even The City itself we want to know about them.

Learn more...

Putting Calgary First is supported by the following policies:
• Conflict of Interest
• Social Media, Media Relations and Public Statements

RESOURCES
Resources supporting putting Calgary first can be found in our Resource section at the back of the book and at calgary.ca/employeecode.

DEFINITIONS
Definitions for bolded, underlined words may be found in the Definitions section at the end of this handbook.
How we get things done is as important as what we get done. Doing the right thing is an expectation of every employee, every day.

**Resources**

**Safe and healthy workplace**

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Respect in the workplace

LEGISLATION
Alberta Human Rights Act

POLICY, STANDARDS & GUIDELINES
Acceptable Use of City Technology Resources Policy
Public Statements and Media Relations Policy
Respectful Workplace Policy

PROGRAMS
Diversity & Inclusion in the Workplace
Employee & Family Assistance Program

TRAINING
Corporate Learning and Development Workshops
  • Communications Essentials
  • Increasing Self-Awareness and Appreciating Differences
  • Responding to Conflict
  • Working With Generation
Respect in the Workplace e-learning Module

OTHER
Alberta Human Rights Commission
Alberta Human Rights quick information

To access any of these resources, see the digital version of the Code of Conduct or go to calgary.ca/employeeecode.

Proper use of City resources

LEGISLATION
Freedom of Information and Protection of Privacy Act

POLICY, STANDARDS & GUIDELINES
Acceptable Use of City Technology Resources Policy
Acceptable Use of Technology Standards for City of Calgary Technology Resources Users and City Management
Conflict of Interest Policy
Distracted Driving Policy
Green Driving Policy
Information and Records Management Policies
Procurement Guiding Principles
Triple Bottom Line Policy

TRAINING
Information Management and Security
Sustainability/Triple Bottom Line (City Specific Training)

OTHER
Fleet Operator’s Handbook
FOIP Employee Reference Manual
Triple Bottom Line Framework
Putting Calgary first

POLICY, STANDARDS & GUIDELINES
Conflict of Interest Policy
Employment Policy
Labour Relations Policy
Social Media, Media Relations and Public Statements Policy

TRAINING
Media Relations Training

Other City ethics policies or guidelines

Code of Conduct for Citizen Members Appointed to Council Established Boards, Commissions and Committees
Ethical Conduct Policy for Members of Council
Whistle-blower Policy

To access any of these resources, see the digital version of the Code of Conduct or go to calgary.ca/employeecode.
**Definitions**

**BULLYING**
A conscious, willful, deliberate and repeated activity marked by an imbalance of power, intent to harm and/or threat of aggression.

Bullying can be verbal (name-calling, put-downs, threats), social (exclusion, gossip, ganging up), physical (hitting, damaging property) or cyberbullying (using technology to harass or threaten). Bullying can occur within a peer group or between groups. It can occur at work and outside of work.

**CONFIDENTIAL INFORMATION**
Is any information which is not public property, is not in the public domain, and/or would cause harm to individuals or to The City if improperly disclosed. Confidential Information includes information communicated in confidence. This includes information classified as Restricted and Confidential as set out in The City’s Information Security Classification Standard.

**CONFLICT OF INTEREST**
Occurs when an employee has a private or personal Interest that could influence or compete with, or be perceived to influence or compete with, the objective exercise of their City duties.

**DISCRIMINATION / HARASSMENT**
Discriminatory or harassing behaviours include: behaviours, comments or actions which are unwelcome, that are based on a prohibited ground of discrimination and result in a negative or poisoned work environment. This includes practices, policies or systems that have a direct or adverse impact on someone based on a protected ground.

Discriminatory or harassing practices, policies or systems include:

- Denial of equitable treatment in hiring or in the terms, conditions or benefits of employment.
- Access to or the processes by which people use City-related services, programs and/or facilities.
- Failing to accommodate an individual(s) protected under the Alberta Human Rights Act (See Duty to Accommodate in Employment Policy HR-EMP-001).

**DISRESPECTFUL BEHAVIOUR**
Includes conduct, comments, actions or gestures which are humiliating, offensive, hurtful or belittling, hostile or unwanted; that affect an employee’s dignity, well-being or physical integrity; or result in a harmful or poisoned work environment. This can include either repeated behaviour that becomes harassment or a single incident of sufficient seriousness.

**DIVERSE WORKFORCE**
“All the ways in which we differ.” A workforce composed of individuals with unique dimensions of diversity including colour, race, ethnicity, gender, disability, age, religion, sexual orientation, work style, communication style, learning preferences and many others.
EMPLOYEE & FAMILY ASSISTANCE PROGRAM (EFAP)
A confidential, no fee, counselling, advisory, coaching and information service for employees and their families. Support for child or elder care, nutrition, legal, shift workers, relationship problems or managing anxiety, depression or substance use are some of the services you can access for free.
Call 1-800-663-1142

FIT FOR WORK
Being able to safely and acceptably perform assigned duties without any limitations due to physical and/or mental health conditions, and/or the use or after-effects of alcohol, illicit drugs, medications or any other substance.

INCLUSIVE WORKPLACE
A positive work environment that welcomes, supports, respects and values individuals for their differences, perspectives, talents and contributions. A leader is a person who manages a group of City employees and provides direction and support to their team. For the purposes of interpreting, investigating and escalating questions and concerns as they relate to the Code of Conduct, a leader is in a Exempt role. Also see responsibilities of a leader on page 7.

LEADER
A leader is a person who manages a group of City employees and provides direction and support to their team. For the purposes of interpreting, investigating and escalating questions and concerns as they relate to the Code of Conduct, a leader is in a Exempt role. Also see responsibilities of a leader on page 7.

RELATIVE
Is an individual with whom the employee has a family relationship and includes without limitation an employee’s: husband, wife, common-law spouse, adult interdependent partner, legally separated spouse, children and grandchildren (including foster or step), brother and sisters-in-law, dependents, parents (including parents-in-law), son and daughters-in-law, nieces or nephews, uncle or aunts, cousins and grandparents.

PERSONAL RELATIONSHIP
Involves a relationship of a romantic nature or a relationship which is sufficiently close that objectivity is either impaired or may be perceived to be impaired.

POLITICAL ACTIVITY
Includes, but is not limited to, being a candidate for elected office, campaigning for a candidate for elected office, fundraising for an election campaign, and/or promoting a political party or cause.

PROTECTED GROUNDS
The Alberta Human Rights Act provides protection from discrimination or harassments on the following grounds: age, ancestry, colour, family status, marital status, mental or physical disability, place of origin, race, religious beliefs, sexual orientation (including homosexual, heterosexual, or bisexual), source of income or gender (including pregnancy, sexual harassment or trans-gender).
PUBLIC STATEMENT
A declaration made by an employee in any public forum that relates to The City, City business or employees, including presentations made to Council or committee and/or community forums (open houses, information sessions, engagement events). Public statements may also include online and social media posts.

SEXUAL HARASSMENT
Sexual harassment includes comments or conduct such as: unwelcome advances, requests, comments, physical contact such as unnecessary touching, pinching or jostling or gestures that are suggestive, or persistent staring that are of a sexual nature. It may include implied or expressed threats of reprisal for refusal to comply with a request of a sexual nature or implied or expressed promises of reward for agreeing to comply with a request of a sexual nature.

It can include:

• Unwelcome remarks, jokes, taunts, suggestions or speculations about a person’s body, attire, sex life, etc.

• Displays of pornographic or other sexual materials in the form of pictures, electronic mail, graffiti, cartoons or sayings.

THREAT
Any act, gesture or statement that gives an employee, or another person, reasonable cause to believe that there is risk of injury to themselves or another person or damage to property.

WORKPLACE
Any location where City work is being or may be conducted including work-based social gatherings. A workplace can include City buildings, vehicles, off-site meetings, customer sites or telework locations.
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EMPLOYEE PROMISE
The City supports a safe and respectful work environment. Above all, employees are afforded the same concern, trust, respect and caring attitude they are expected to share with every Calgary resident, business and visitor.