



OUR  
**STORY**



# OUR PROMISE

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We strive to create a community that is safe, diverse, inclusive and inspired. We are honoured to serve.

Our **respect** for the values, beliefs, thoughts and ideas of others is the foundation upon which we build trust with one another and with the community. **Honesty** and **integrity** guide our actions. We have a duty to care with **compassion** and **fairness**, ensuring impartial and just treatment for all. We show **courage** while we face adversity and stand up for what is right. We are always **accountable** to those we serve and to each other.

Together, we are the Calgary Police Service.

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## POLICING IN TODAY'S WORLD

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As members of the Calgary Police Service (CPS), we are keenly aware that while ever-changing and complex, at times the world can seem small. Global events can impact our lives here at home. Challenges that once seemed to be in faraway places are now at our doorstep.

We live in an era of policing where every action can be captured and consumed by people in places far removed from the scene. It reminds us that in today's society, perception becomes reality and how one of us behaves can serve as the way the public believes we all behave. From the time of Peel's principles to now, our words and actions must always measure up to the rigour of public scrutiny.

The spotlight on policing is intensified in today's digital era, but it is not a new circumstance. Policing in Canada has always been rooted in a deep sense of community, where those who enforce the rule of law are themselves never above the law. Policing is always responding to the expectations of our community, and it is our responsibility to ensure that we continually strive to meet those expectations.

To maintain public trust and confidence, we must recognize and address that the needs of our community are growing along with the demands on those who belong to this profession. That is why it is important to remember every day brings with it a new set of opportunities and obstacles. At our core, we are bridge builders, enforcers of the law, keepers of safety, trailblazers, champions of causes, sources of inspiration, givers of hope and providers of comfort. Sometimes we are all these things in the same day.

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**POLICE**

*"The ability of the police to perform their duties is dependent upon public approval of police actions." - Sir Robert Peel*



## POLICING IN CALGARY

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Our community recognizes members of the Calgary Police Service as fellow Calgarians — we are mothers and fathers, daughters and sons, sisters and brothers, friends and neighbours. The city's diversity is represented in our membership.

Our community flourishes when its police service is modeled on the belief that they are preventers of crime and not merely enforcers of the law. In order to keep citizens safe, we must know them and understand them — the challenges they face and want to overcome, the strides they have made and the positive future they want to create for generations to come. We must share in their setbacks and in their successes.

Our community is one that believes its police service must always be at the forefront of progress and innovation — trying new ideas and technologies, creating partnerships and thinking ahead- prepares us to better respond to the needs of the city.

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*"Police must secure the willing co-operation of the public in voluntary observance of the law to be able to secure and maintain the respect of the public." - Sir Robert Peel*



## OUR WORKPLACE

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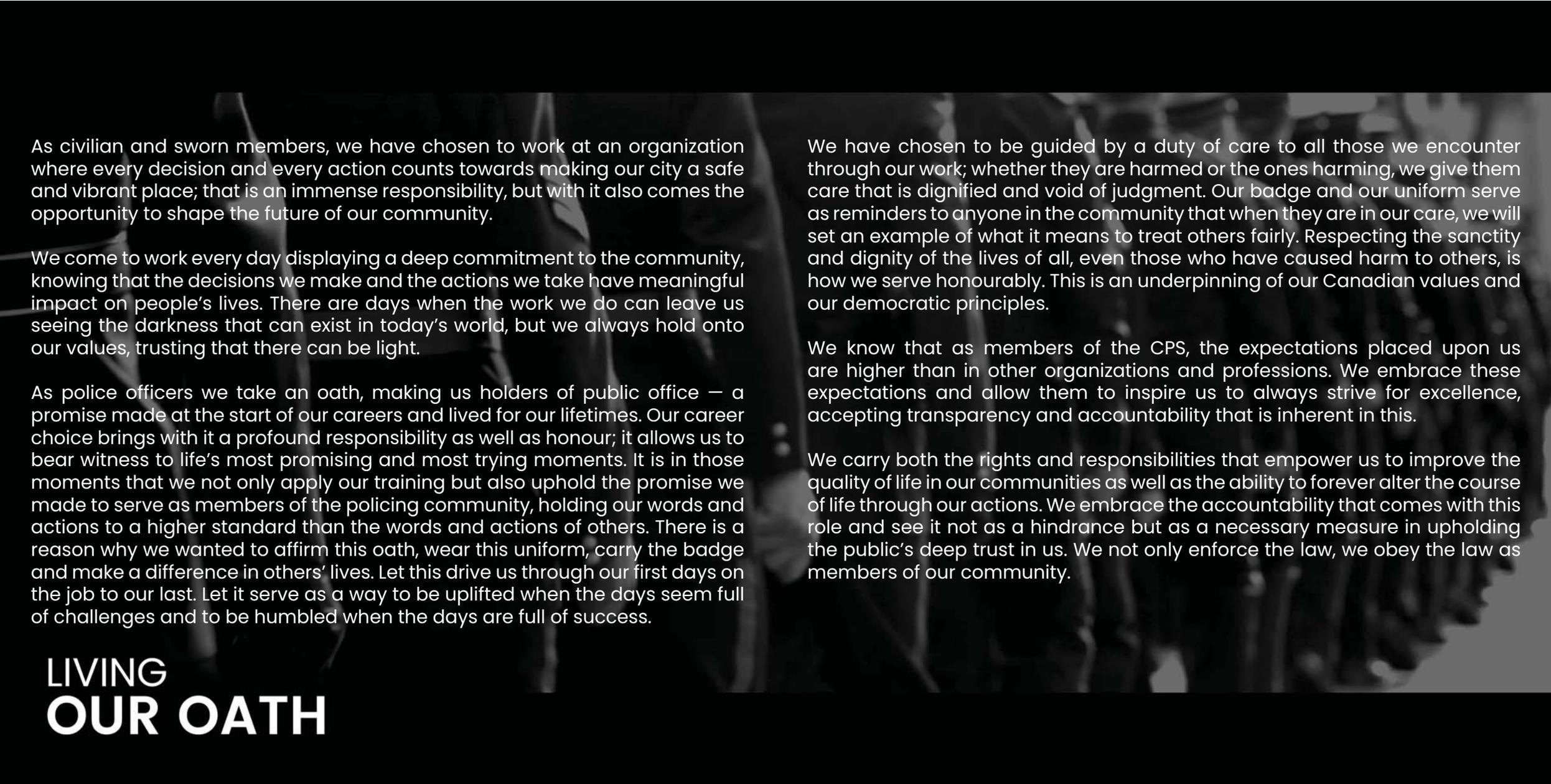
At the CPS our greatest asset is our people. They serve as our daily inspiration and pride, all bound by the collective goal of keeping our community safe. We each come to work recognizing that on any given day we can bear witness to both the triumphs and tragedies of life. Every member within the organization plays a part in representing remarkable skill, talent, humanity, heroism, courage, compassion and honour, often times in the most difficult of circumstances.

Our goal is to be the best policing agency in the world. We do so by being a diverse workforce that is reflective of the community we serve. Coupled with life experiences, knowledge, skills and abilities that make us suited for a career with the Calgary Police Service, we develop training and best practices that allow us to feel safe, inclusive and inspired.

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*"The basic mission for which the police exist is to prevent crime and disorder."  
- Sir Robert Peel*



As civilian and sworn members, we have chosen to work at an organization where every decision and every action counts towards making our city a safe and vibrant place; that is an immense responsibility, but with it also comes the opportunity to shape the future of our community.

We come to work every day displaying a deep commitment to the community, knowing that the decisions we make and the actions we take have meaningful impact on people's lives. There are days when the work we do can leave us seeing the darkness that can exist in today's world, but we always hold onto our values, trusting that there can be light.

As police officers we take an oath, making us holders of public office — a promise made at the start of our careers and lived for our lifetimes. Our career choice brings with it a profound responsibility as well as honour; it allows us to bear witness to life's most promising and most trying moments. It is in those moments that we not only apply our training but also uphold the promise we made to serve as members of the policing community, holding our words and actions to a higher standard than the words and actions of others. There is a reason why we wanted to affirm this oath, wear this uniform, carry the badge and make a difference in others' lives. Let this drive us through our first days on the job to our last. Let it serve as a way to be uplifted when the days seem full of challenges and to be humbled when the days are full of success.

We have chosen to be guided by a duty of care to all those we encounter through our work; whether they are harmed or the ones harming, we give them care that is dignified and void of judgment. Our badge and our uniform serve as reminders to anyone in the community that when they are in our care, we will set an example of what it means to treat others fairly. Respecting the sanctity and dignity of the lives of all, even those who have caused harm to others, is how we serve honourably. This is an underpinning of our Canadian values and our democratic principles.

We know that as members of the CPS, the expectations placed upon us are higher than in other organizations and professions. We embrace these expectations and allow them to inspire us to always strive for excellence, accepting transparency and accountability that is inherent in this.

We carry both the rights and responsibilities that empower us to improve the quality of life in our communities as well as the ability to forever alter the course of life through our actions. We embrace the accountability that comes with this role and see it not as a hindrance but as a necessary measure in upholding the public's deep trust in us. We not only enforce the law, we obey the law as members of our community.

LIVING  
OUR OATH





*"Police seek and preserve public favour not by pandering to public opinion but by constantly demonstrating absolute impartial service to the law." - Sir Robert Peel*



# OUR PRINCIPLES

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We are defined not only by our ability to keep people safe in the moment and our respect for the sanctity of life but also by how we work towards finding meaningful, long-term solutions to the challenges faced by all community members. In all that we do, on the front-line, at our desks, in our discussions and our decisions, we are guided by the following principles:

### **Commit to our community**

Both inside and outside of CPS, we are part of the community. It is a community that embraces what we all have in common as well as what makes us all unique. It is a community that has our unwavering commitment to ensure that it is safe, welcoming, vibrant and prosperous.

### **Foster collaboration**

We recognize that today's world has complex issues. We each have a role to play; sometimes we lead, other times we follow and support our community partners and each other in reaching a collective goal that serves the community. Through a collective approach of many, the best ideas and solutions are found.

### **Nurture trust**

Trust, within CPS and with members of our community must constantly be strengthened. Every interaction is founded on the principle that we trust one another to be truthful and respectful. In everything we do, we recognize trust is the currency upon which we measure our success.

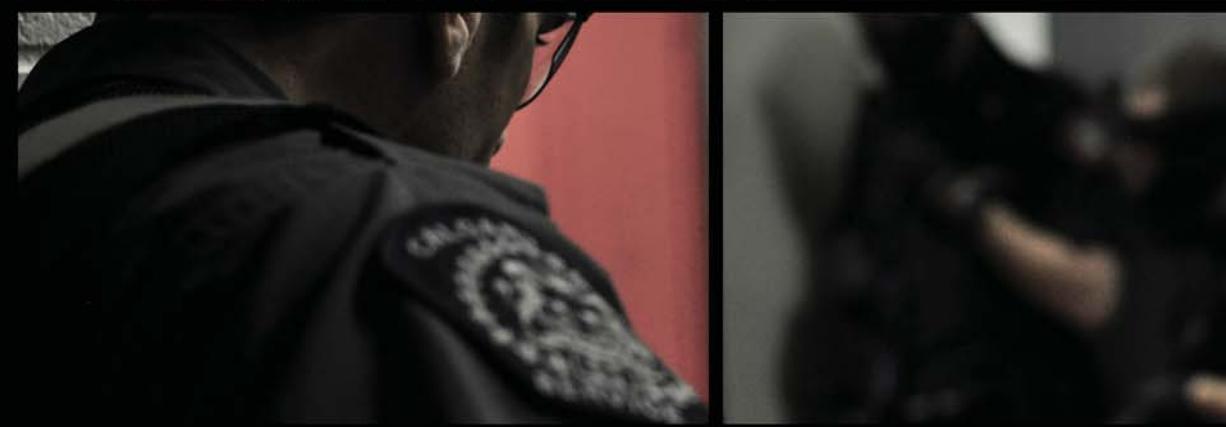
### **Drive innovation**

In all that we do, innovation not only through technology but also through thought; fuels us. We know that by exploring new approaches to systemic issues, we make progress. Change is necessary; it makes us grow. We are lifelong learners.

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OUR  
VALUES



## RESPECT

*Consider another's values, beliefs, thoughts and ideas.*

We recognize our behaviour in the community and at work is grounded in human dignity. Our consideration of others in the most routine and the most trying of times is what distinguishes our place in the community. When we give respect, we earn respect.



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## HONESTY

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*Be truthful in our words and actions.*

We understand that honesty builds upon the respect we share with one another and with community members. We are honest about the realities we face, the actions we take and the outcomes we have.

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## COMPASSION

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*Show care and concern for the well-being of others.*

Care is given to all, regardless of circumstances. We realize our actions towards someone when they are experiencing their most tragic and vulnerable moments can be life altering and they can give hope.

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## COURAGE

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*Face adversity and stand up for what is right.*

We accept that it takes resolve to address the challenges we will face. We will always accept those challenges as necessary steps that allow good to prevail.

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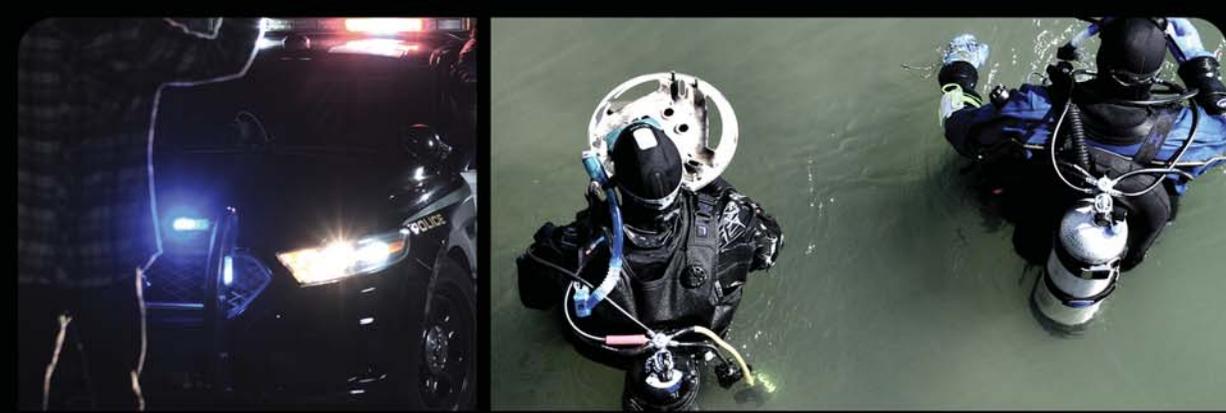
## FAIRNESS



*Give just and impartial treatment to others.*

We acknowledge we all carry unique personal beliefs, values and attitudes.  
We always strive to provide care and service that is void of judgment.





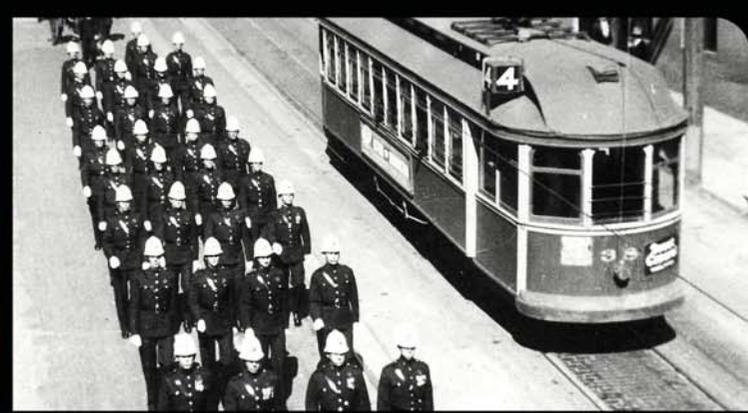
## ACCOUNTABILITY

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*Be fiercely responsible to the public and to each other for our actions.*

We embrace the importance of answering to others, whether we work with them or for them. In doing so, we strive to always act in the best interest of our collective goals.

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## INTEGRITY

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*Consistently practice our values and principles.*

Every decision and action must stand the test of whether it reflects our story and best serves our community, both internal and external. Our actions must always strive to uphold the trust we build.

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*"Police should always direct their action strictly towards their functions and never appear to usurp the powers of the judiciary" - Sir Robert Peel*



## OUR DUTY

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**We have a duty to the public we serve.** Here for generations or new to this country, old and young, all communities, victims as well as the ones who have victimized, our most vulnerable and the fortunate. We will always show them compassion and empathy. For some, we bring resolve; for others we prevent harm, understanding that sometimes fate and circumstances are all that separate us from one another. We recognize that trust is fragile, and every interaction with the public is an opportunity to strengthen this trust.

**We have a duty to the community that we live in and serve in.** Our job does not end with the completion of our work day, because as citizens of this country and world, we must serve as beacons of light and carriers of hope. We inspire others to do more and be more; we show people that adversity can be overcome. We understand it is a privilege to serve the community. With it comes a responsibility to always reflect the best of the human spirit. We will be fiercely accountable. Who we are as people in our homes and in our neighbourhoods reflects who we are as a Service.

**We have a duty to ourselves and to each other.** We can only take care of the community by first taking care of ourselves. Our community is its best when we are at our best. Our well-being, both physical and mental, must always be prioritized. We lead by inspiring others. Our workplace is a safe place in which new ideas are welcomed and progress is championed. Change is necessary; we embrace it. Trust in each other leads to trust in the community. Together, we see that people are our greatest asset and that we are the sum of countless decisions made by thousands of people every day; that leads us to have a better tomorrow.

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*"Police should always direct their action strictly towards their functions ...*



*and use physical force to the extent necessary to secure observance of the law or to restore order only when the exercise of persuasion, advice and warning is found to be insufficient." - Sir Robert Peel*



## LEADERSHIP AT CPS

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At the CPS, leadership is lived through our daily actions. Our choices and behaviours can move us closer to living Our Promise in all that we do.

As leaders, each of us, regardless of our title and rank, commits to bringing out the very best in each other and ourselves. Leadership is not limited to a title. We believe that in complex challenging times, our leaders must strive not only to be the best they can be but also commit to bringing out the very best in those around them.

Great leaders admit their mistakes, learn from them, reflect upon them and grow from them. And when our fellow leaders make mistakes, we forgive them. As leaders, we also follow when others lead.

CPS leaders are committed to making this the best police service in the world; they are connectors, communicators, collaborators, change catalysts and innovators. Great leaders are role models; they live our values and share our values through vigilance, courage and pride.

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