Code of Conduct Policy

NEW: May 2019

The City of Winnipeg is committed to offering sustainable services to our residents, and incorporating our core values of Integrity, Diversity, Respect, Accountability and Quality in every aspect of our organization. Ensuring our employees know what is expected of them related to their personal and professional conduct is important in ensuring we are an informed and transparent organization, and one that lives up to its values for the benefit of our city, residents, customers, employees, and business partners.

PURPOSE AND OBJECTIVE

The purpose of the Code of Conduct policy or ("the Code") is to provide important information and education to employees. It outlines our core values, behavioural expectations, and examples of the conduct that we expect from all City of Winnipeg employees. In addition:

- It aligns with Canadian and Provincial legislation, City by-laws, the City Charter, City policies, Administrative Standards, and Human Resource guidelines.
- Our residents expect and deserve good conduct from the people working for our City.
- It reinforces union contracts and labour agreements.
- It aligns to external code of conduct and ethical requirements within professional associations to which our employee's belong.

SCOPE

This Code of Conduct applies to:

1. The workplace, which is defined as any City of Winnipeg building, building site, workshop, structure, mobile vehicle, or any other premises or location, whether indoors or outdoors, and all City employees who are engaged in City of Winnipeg work.

DEFINITIONS

EMPLOYEES:

- All workers, including but not limited to, employees, students, and volunteers performing duties for the City of Winnipeg.

PUBLIC SERVICE:

- The workforce of the City.

CONFLICT OF INTEREST:

- An employee is in a conflict of interest situation when private or personal interests improperly influence, provide benefit to, could reasonably be perceived or be foreseen to improperly influence the performance of their duties. A conflict of interest in itself is not a problem, unless it is not disclosed and is left unaddressed. Ultimately, these situations must be resolved in favor of the City of Winnipeg.

ORIENTATION & EDUCATION

- New employees, volunteers and students will be required to read and sign off on their understanding upon hire.
- Employees are required to read and acknowledge their on-going understanding of the Code of Conduct policy by electronic sign off, on an annual basis.
- Educating employees on Code of Conduct is the responsibility of the City.
- Signage related to the Code of Conduct is to be posted in visible locations where other Administrative Standards and policies are found and will be posted online (CityNet).
- Records related to Code of Conduct are to be placed on the employee's file.

ROLES AND RESPONSIBILITIES

EMPLOYEES:

Employees are required to read, understand, apply, and comply with the Code of Conduct policy, and any other legal or legislated requirements applicable to their position. In addition, employees are required to disclose when issues related to the Code exist, work to resolve issues, and ensure their personal conduct meets the requirements at all times.

SUPERVISORS:

Supervisors are responsible for orienting and educating employees on the Code of Conduct and will endeavor to ensure that their employees are supported as required. In addition, supervisors are required monitor the workplace for on-going compliance and work to resolve any issues identified with applicable staff.

HUMAN RESOURCES:

Human Resource Services (HR) is responsible for supporting the Supervisor and the employee to ensure they have access to information pertaining to the Code of Conduct.

Together they will ensure that any complaints related to the Code are dealt with appropriately. They will work with the Supervisor to ensure a fair review is conducted and that all follow-up documentation is complete.

POLICY EXPECTATIONS

As a City, we expect that our employees demonstrate appropriate behaviours while they do their jobs for the City; demonstrating good judgement, maintaining positive interactions with others, and using respectful communication and conduct. These five core values create the foundation for these behaviours and will help to guide the actions of our employees:

- ✓ Integrity
- ✓ Diversity
- ✓ Respect
- ✓ Accountability
- ✓ Quality

These core values help to guide us when making decisions and allow us to stay focused on civic, organizational, department, and professional development goals.

- We expect that employees demonstrate **integrity** in their actions. Integrity means behaving honestly, and being trustworthy in all circumstances, even when no one is watching. Our City residents expect and deserve transparent disclosure and good conduct from the people working for the City.

- We expect that employees demonstrate a commitment to **diversity** in their actions. Diversity in the workplace is recognition that regardless of human rights characteristics, such as, race, gender, ethnicity, age, religion, sexual orientation, citizenship status, military service, mental and physical abilities, our differences make us a stronger organization. Inclusion is the behaviours that welcome, embrace, and accept diversity in to the workplace.

- We expect that employees demonstrate **respect** in their actions for our residents, colleagues, customers, equipment, and the workplace. Respect means treating everyone with dignity and acknowledging their value as individuals by hearing their opinions, extending them courtesy, working respectfully with them, and offering professional service.

- We expect that employees demonstrate **accountability** in their actions. Accountability is the willingness to take responsibility for one's own actions. It means establishing expectations of oneself, managing your own personal conduct, and accepting consequences for your actions. This also includes treating City equipment, resources, and property with care, not misusing materials, tools, and technology and always accounting for paid work and travel time properly in the course of your work.

- We expect that employees demonstrate **quality** in their work and the decisions they make. Quality means providing good, efficient, and effective public services to the residents of Winnipeg, to our co-workers, and as individuals working for the City. This means doing our jobs to the best of our ability, accessing and using the tools available to do a thorough job, demonstrating pride and quality in our work, and offering value added service to the organization.

To further support an understanding of expectations, a list of positive and negative behaviors, examples of common situations and the answers related to code of conduct situations is attached in the next section called "Learning Support Document".

FREQUENTLY ASKED QUESTIONS

What can an employee do if a violation under the Code of Conduct is suspected?

- Make a written report of what specifically you have seen.
- Be prepared to share that information with a supervisor, your Union, or HR.
- Depending on the nature of the conduct, you can also make a report to the Fraud & Waste Hotline or under the Whistleblower Administrative Standard.

How is a Code of Conduct complaint reviewed:

Once a Code of Conduct complaint is received, you can expect the following:

- Your Director or a City representative will ask you about it.
- You will be provided with information about the complaint.
- You will be provided an opportunity to explain and share relevant information. If you are unionized, you are welcome to bring a Union representative.
- If it has been determined that a violation occurred, appropriate action will be taken.
- If no violation has occurred, you will still be provided with an outcome.

Repeat issues or ongoing behaviors that fail to meet the standards of the Code:

If, after being made aware of the requirements of the Code of Conduct, an employee chooses to engage in behaviours contrary to the Code, progressive discipline steps may be applied up to and including termination of employment.

If a volunteer or student is non-compliant, the same process applies in reviewing the matter; however, volunteers and students are not subject to discipline so appropriate discussions with Human Resources and the Department Director will occur to resolve the issue.

What is the outcome of a Code of Conduct complaint for an employee?

Outcomes can vary and each case is individual. It can range from no outcome, to education on the policy, up to and including disicpline. All outcomes are documented and form part of the employee file.

- All reports are treated confidentially, but we do not guarantee confidentiality or anonymity. We will only share as permitted by law.
- Complaints made frivolously, with the intent to harm, or waste public service time, could lead to discipline, contract interruptions, and/or termination of employment.

Who can help me learn about Code of Conduct in the workplace?

The City of Winnipeg offers opportunities to learn about Code of Conduct issues. You can ask your Director, Manager, City business contact, or a supervisor for guidance. In addition, Human Resources is always available to help address any questions you have regarding your employment or workplace expectations.

Is Conflict of Interest related to Code of Conduct?

Yes it is. A violation of the Conflict of Interest policy is a violation of the Code of Conduct policy. However, it is important to remember that a conflict of interest is not neccesarily a Code of Conduct violation. It's only a violation if the issue is unreported, or the individual chooses not to accept the outcome of a review and the conduct continues. However, to provide clarity on expectations and the process for each policy, the City of Winnipeg has separated the Code of Conduct and Conflict of Interest into two distinct documents.

REVIEW

As outlined in Section 89(1) of the Winnipeg Charter, Council must establish a Code of Conduct for employees.

The CAO, with assistance from Human Resource Services, is accountable for reviewing the Code of Conduct, minimally every two (2) years, and putting forth changes to Council for approval.

KEY CONTACTS

Senior Management Team, City of Winnipeg
City of Winnipeg Human Resource Services
Legal Services, City of Winnipeg

Director, Human Resource Services
Manager, Indigenous Relations Division
City Auditor
Chief Administrative Officer
Chief Executive Office Staff

REFERENCES AND RESOURCE MATERIAL

AS – Whistleblower Legislation
AS-001 Administrative Standards Framework
AS-004 Universal Design Standard
AS-006 Corporate Recordkeeping
AS-008 Building Security Directive
AS-009 Translation Services
AS-010 Citizen/Customer Service Directive
AS-011 Use of Social Media
AS-013 Media Relations (Corporate Communications)
AS-014 Review, Approval and Execution of Agreements
AS-015 Access to Information and Protection of Privacy
AS-016 Excellence, Innovation and Wellness
City of Winnipeg By-law No. 8154/2002
Employee Identification and Access Card Protocol
FM-002 Materials Management Administrative Standard
FM-003 Purchasing Card Program
FM-004 Asset Management Administrative Standard
Conflict of Interest Policy
HR-002 Respectful Workplace
HR-003 Employee Education & Development
HR-004 Traffic Regulation Infractions While in the Care and Control of City Vehicle
HR-006 Safety, Health & Organizational Wellness
HR-008 City of Winnipeg Fraud, Theft, Misappropriation or Related Irregularities
HR-010 City of Winnipeg Organizational Safety Governance
HR-011 Alcohol & Drug Free Workplace
HR-012 Employee Performance Management
IT-002 Management of Electronic Email
IT-003 City-Wide Electronic Data SharingIT-004 Individual Responsibility for IT Security
IT-006 Security of Wireless Computing
IT-007 City of Winnipeg Mobile Device Usage

APPENDICES

Appendix A – Learning Support document
Appendix B – Code of Conduct form

Code of Conduct
Appendix A

LEARNING SUPPORT DOCUMENT

This learning support document can be used to assist those applying the content of the Code of Conduct. This is not a complete or exhaustive listing, but it is intended to assist an individual to understand the content to promote compliance and learning.

Message from the Chief Administrative Officer

"The City of Winnipeg is committed to offering sustainable services to our residents, and incorporating our core values of Integrity, Diversity, Respect, Accountability and Quality in every aspect of our business. Ensuring our employees know what is expected of them is the first step to ensuring we are an informed and transparent organization, and one that lives up to our organizational values".

Doug McNeil, P.Eng.
Chief Administrative Officer
City of Winnipeg

Our Vision, Mission & Values guide our work!

Our Vision

To be a vibrant and healthy city which places its highest priority on quality of life for all its citizens.

Our Mission

Working together to achieve affordable, responsive, and innovative public service.

Our Values

Integrity Diversity
Respect Accountability Quality

How do our values relate to Code of Conduct?

These values are core principles that we expect individuals to demonstrate in their professional and business interactions with others. They help us make the right decisions and stay focused on civic, organizational, department, and professional development goals.

Included is a non exhaustive list of the behaviors and expectations related to our values in the workplace. We will endeavor to provide clarity and examples for each of the values but this not an all encompassing list.

We Value Integrity

As an organization and as employees we will demonstrate integrity by:

- Behaving honestly and fairly to exhibit the highest standards of conduct.
- Uphold public trust by caring for City property, information, assets, and material.
- Work diligently during work hours, respect start and end times, not abuse breaks, or take advanctage of the flexiblity to self schedule if that is part of your job.
- Obey and respect all laws and legislation requirements.
- Maintain confidentiality, unless legally required to share.
- Keep commitments and promises. Follow up with customers, colleagues, and business partners.
- Admit mistakes and appologize if you have done something wrong.
- Ensure our personal comments and opinions are not portrayed to represent the City of Winnipeg when they do not.
- Comply with all Administrative Standards, policies, workplace protocols, rules and guidelines established by the City of Winnipeg.
- Encourage people to come forward and report concerns under Whistle Blower legislation to ensure appropriate use of City resources to identify and resolve issues.

We <u>DO NOT</u>:

- Engage in any activities that could damage the City's reputation, property, or interfere with public confidence and/or City operations.
- Use social media in a way that could damage the City's security or reputation.
- Use, abuse or misuse paid time, city resources, or the equipment assigned to us.
- Mislead others, embellish or make up details, or leave out or omit details.
- Minimize or fail to deal with complaints because poor behavaior has been allowed for a long time or "that's just her"/ "that's just him" has been acceptable in the past.

We Value Diversity

As an organization and as employees we:

- Recognize that our city is comprised of an extraordinary mosaic of people from all over the world. We will be open to their professional and personal backgrounds and look for ways to provide opportunities for Indigenous people, newcomers, and immigrants to feel welcome using our City services and or being in our workplace.
- Look for ways to build a diverse, inclusive, and responsive workplace recognizing that diversity makes our organization representative of the citizens we serve in Winnipeg.
- Appreciate differences in all of its forms, and provide opportunities for all people to be who they are, so they can demonstrate their best effort in the workplace and our city.
- Work to demonstrate fair and equitable hiring, promotion, and workplace practices to accommodate differences and remove barriers where reasonably possible.
- Work to acknowledge our own biases, educate ourselves, help remove barriers and work to eliminate all forms of discrimination in the workplace.
- Work with community groups, stakeholders, and departments to create opportunities for diversity programming within the City.
- Respect the dignity of everyone and use language that values diversity.
- Educate our employees on respect in the workplace, provide opportunities for learning, and hold employees accountable where infractions or mistakes occur.
- Respect the people and leaders that came before us and who helped create our city.
- Work toward reconciliation efforts and support new programs and opportunities for Indigenous people.

We <u>DO NOT</u>:

- Allow discriminatory behaviour to be unaddressed and corrected.
- Participate in or condone inappropriate behaviour, language, or comments that can be perceived as harmful, hurtful, or discriminatory by any employee or workplace partner doing business with, or on behalf of the City of Winnipeg.
- Allow stereotypes to go unchallenged or allow for intolerance to go unaddressed.
- Ignore our own biases or accept complacency and stop trying to improve.
- Accept the status quo as it relates to the number of employees with a diverse background or accept that what we have currently is good enough.

We Value Respect

As an organization and as employees we will:

- Respect the opinions and decisions of our colleagues, management, and City Council within the scope of their authority.
- Recognize that City employees may have differences of opinion but will express them respectfully and, when final decisions are made, we will do our best to support the direction taken by the proper decision-makers.
- Act honestly, politely, and courteously to everyone with whom we interact.
- Foster a team-oriented, supportive environment based on mutual respect.
- Manage conflict appropriately and recognize that issues not dealt with can cause larger issues, team breakdown, and negativity in the workplace.
- Value and recognize the contributions of, and share success with our coworkers.
- Use appropriate words, tone of voice, and body language when communicating.
- Support wellness and strive to create a safe and healthy workplace for everyone.
- Comply with federal, provincial, and city legislation, workplace procedures, and all Administrative Standards and policy that speaks to a healthy respectful workplace.
- When faced with inappropriate or disrespectful actions, we will politely, but firmly, insist on respectful treatment by co-workers, elected officials, and the public.

We <u>DO NOT</u>:

- Engage in any activity that causes other employees to refuse work or feel intimidated working with us.
- As City employees, make public comments that harm co-workers, management, members of the public, City Council, or the City of Winnipeg.
- We do not share or spread true or false personal information (gossip) with others in the workplace.
- Misuse our authority, abuse power, act irresponsibly, retaliate against someone who reports misconduct, or exclude others from workplace events.
- Tolerate discrimination or harrassment in any form.
- We will not stand quiet when we see someone being treated badly.
- We do not refuse to act, even when it is difficult or we expect to be challenged.
- We do not ignore, fail to support, offer help, or get assistance for a coworker, member of the public, or another person in need if we feel they need assistance.

We Value Accountability

As an organization and as employees we will:

- Understand that the public interest and service is our primary concern.

- Respond to legislated or complaint processes such as Whistle Blower, Respectful Workplace, Human Rights, and Fraud & Waste Hotline inquiries reasonably and fairly.
- Understand, clarify, and do our best to meet job expectations, professional responsibilities, and follow all Administrative Standards, laws, policies and work rules.
- Report on work progress, our location, work assignments, and what work has been complete as needed to ensure personal and professional accountability.
- Accept repsonsiblity for our personal conduct/actions and work to improve.
- Participate in performance discussions, accept where we can do better, highlight our accomplishments, and meaningfully engage in development conversations.
- Participate honestly in workplace investigations when they are being conducted, even if that may includes implicating cowrkers, managers, senior leaders, or council.

We <u>DO NOT</u>:

- Misrepresent our work activity, take advantage of self scheudling, or misuse the autonomy that is entrusted to us when flexibility is possible as part of the work day.
- Mislead or inappropriately charge the organization for personal mileage, non-business costs, and personal time taken during the work day.
- Fail to take ownership of mistakes and work to improve.
- Ignore or turn a "blind eye" to misconduct or misuse of city paid time, resources, equiment or material.
- Mislead or omit information to "cover up" for poor performance or hide infractions.
- Let our coworkers take responsibility for outcomes that are not their own.
- Act obstructively during workplace investigations.

We Value Quality

As an organization and as employees we will:

- Ask for, act on, and provide residents and customers with good customer service.
- Ask for feedback and work to improve deficiencies.
- Focus on continuous improvement, welcome new ideas, and pursue innovation.
- Commit to fact-based, researched, and defensible decision making while making quality recommendations or decisions.
- Deliver the highest quality service by working diligently, using the resources available to do our jobs, and by providing products and services that meet the needs of our staff, customers and the public.
- Complete the necessary work to achieve goals and standards by being flexible to work independently or as part of a team.

- Establish and maintain positive relationships with residents, customers, and co-workers by respectfully communicating and listening to understand.
- Apply an appropriate level of diligence needed to provide quality and thorough responses when asked to offer a professional opinion.
- We endeavor to be genuinely helpful. We will try to problem solve and meet the needs of the public , elected officials, our collegues or coworkers.

We DO NOT:

- Do the minimum work required or try to quickly respond when more effort is needed.
- Purposely skip steps, produce inadequate work, or accept poorly considered answers recognizing that it will have a negative impact on the service or the work place.
- Save time by creating short cuts that could be negatively percieved as impacting our assessments, the quality of our service, or our reputation as a City.
- Refuse to make changes or undermine changes occurring in the workplace.
- We do not ignore, dismiss or devalue the opinion of City residents or coworkers.

Common Code of Conduct Questions/Situations and Answers

What if I am unsure if a violation exists?
You can read this policy, ask your Supervisor, Manager, or Department Director for assistance. As well, your Human Resource team is able to address any questions you have.

If you are still unsure if a Code of Conduct violation exists, ask yourself the following questions, if you answer "no" to any of these you should not do it or clarify before acting:

- Would I make the same decision if I knew my actions would be in the news?
- Is this decision consistent with the core values of the City of Winnipeg?
- Do I anticipate my supervisor will approve?
- Does this feel like the right thing to do?

Are Code of Conduct and Conflict of Interest policies the same?
They are not the same, but it is important to remember that Conflict of Interest is directly related to Code of Conduct and there may be overlap in many situations.

Materials Management/City bid:
Your family member is submitting a bid to the City. They know you work in the department that sends out request for bids. They ask you what the City is expecting on this project beyond what they read in the bid opportunity. **Is it a violation if you answer?**

- Yes, you are granting an unethical advantage to your family member, and you are using your position inappropriately. You are also in conflict of interest situation. You should

not answer any questions, remove yourself from the selection process, and report the disclosure under the Conflict of Interest policy. This could result in a violation of the Code of Conduct policy if left unaddressed.

Accepting tickets to a business event:
You receive an invitation and a free ticket from the Manitoba Chamber of Commerce to attend a workplace conference. **Is this a Code violation if you accept?**

- In this case, no, it would likely not be a violation. The Manitoba Chamber of Commerce is an organization representing many local businesses and interests and therefore we have allowed people to accept.
- You could be in a Conflict of Interest situation if you received a free ticket for the event by another member organization, so you need to check further. Should they have business with the City, it could be a real or perceived conflict.
- Its not a violation if you pay your own way.

Accepting gifts in the course of your work:
An equipment operator driving a snowplow goes out of their way to clear a citizen's driveway. The citizen gives the operator a coffee gift card in appreciation. **Can the operator accept?**

- They should not. This could be percieved as accepting an individual gift in exchange for a preferred service. However, accepting a box of cookies for the whole crew during the holiday season has been allowed. No one person is getting preferred treatment.

How much is too much for a gift?

- Generally speaking a gift no more than a value $20.00 is acceptable; however, you could place yourself in a conflict of interest situation should accept a lesser value gift with the expectation (real or percieved) that you will provide / receive preferred service. Kindly refuse or if accepted advise your supervisor.

Work Cell phone for personal use:
You often work from home or after hours and your laptop or cell phone has software/apps on it. Is it Code of Conduct issue to use these items for personal use?

- Yes, it could be. The City understands that a personal calls or texts will come in as part of your workday but you should not use excessive amounts of cell phone data, stream music or video, or use expensive call features. City tools, equipment, technology, should be used for City purposes.

Second job and other employment:
You are an equipment operator for the City. On your days off and spare time, you work for a company that has a City contract. **Can you do contract work in your second job?**

- It depends. Since your second job has an actual contract with the City, this could be a perceived as a real conflict of interest. You should make a Conflict of Interest disclosure, discuss this situation with your Director, and get approval. In some cases this has been allowed.

Talking about workplace issues with your co-workers:
There are rumours of a big change coming to your department. You and your co-workers do not have confirmed information, but it is being discussed at lunch. The conversation is negative and hostility is building. **Is this a Code violation?**

- Yes, potentially it could be a Code of Conduct policy issue but it is more likely a Respectful Workplace violation. If you are spreading rumours and gossip, you are creating negativity and adding to an unhealthy workplace. You should stop the gossip, advise your supervisor of the issues and get help. Management is requried to deal with gossip and negativitiy under the Respectful Workplace Policy.

Writing in plain language – Diversity & Inclusion:
Pamphlets are mailed out to residents in the community advising them of an upcoming change. People are confused about the content and do not understand the acronyms that are used such as COW (City of Winnipeg) with no explaination. **Is this a Code issue?**

- No. This is a performance and quality of work issue. We strive to write in plain language as much as possible so our residents, customers and staff can understand what we are saying. Sending out a document with errors and using unexplained acronyms such as COW (City of Winnipeg) could cause confusion, particularly for someone where English is their second language.

Use of social media and electronic usage:
You don't agree with a councillor's comments in the news. You take a photo and post it on your Facebook page at work with the words, "Working for the City is always hilarious, what is this guy thinking?" **Is this a Code issue?**

- Yes, this is a code of conduct issue and likely a Respectful Workplace infraction as well. You have posted what could be perceived as a negative comment, you have identified another individual, and you have used workplace equipment and time to post on your private social media account leaving the impression you are not using paid work time appropriately. As a City employee caution should be used when posting any comment

about the City of Winnipeg, your workplace, council, or others working here. You should use City equipment for City work.

For further information:

The City of Winnipeg encourages ongoing learning. The Employee Development team offers a variety of options to enhance your knowledge. Contact them for additional information.

CODE OF CONDUCT ACCEPTANCE

Part 1 – Employee Information		
Last Name	Given Name(s)	
Department	Division/Branch	Employee Number

Part 2 – ACCEPTANCE
Employee signatures required.

I have read and understand the City of Winnipeg Code of Conduct and agree to follow and abide by the expectations outlined as required by the City of Winnipeg contained in this document.
http://citynet/hrintra/admin/Civic/Code%20of%20Conduct%20-%20Long%20Version.pdf

_____ _____
Employee Signature Date

_____ _____
Orientation Staff Member Date

THIS COMPLETED FORM WILL BE KEPT ON THE EMPLOYEE FILE AS A PERMANENT RECORD. ELECTRONIC UPDATES ARE REQUIRED ANNUALLY AS PART OF CITY OF WINNIPEG SYSTEM ACCESS PROCEDURES.