		POLICY AND PROCEDURE MANUAL	
Category: Human Resources	Number: HUM.02	STANDARDS OF CONDUCT FOR EMPLOYEES	
Type:	Authority:	Approved By:	
<input checked="" type="checkbox"/> Policy <input type="checkbox"/> Procedure	<input type="checkbox"/> Council <input checked="" type="checkbox"/> Administrative	<input type="checkbox"/> Council <input checked="" type="checkbox"/> Chief Administrative Officer <input type="checkbox"/> Department Head	
Office of Primary Responsibility: Human Resources			
Date Adopted:	Council Resolution No:	Date to be Reviewed: Annually	
Manner Issued: Email, Pipeline (Intranet), Employee training, Employee orientation			

PURPOSE:

This Policy affirms the City of Mission's belief in responsible social and professional behaviour from all Employees and clarifies the standards of conduct that is expected of all Employees. The Policy supports the core policy objective that Employees exhibit the highest standards of conduct.

The City of Mission's work is diverse, multi-faceted and complex and, in the eye of the public, each employee is a representative of the City of Mission. Consequently, City Employees must be independent, impartial and responsible to the public in carrying out their duties to benefit the community as a whole. These principles also apply to interactions with co-workers and customers. By signing the *Standards of Conduct for Employees*, Employees acknowledge and accept responsibility to act and behave in a manner that is consistent with the expectations prescribed in this Policy. Employees collectively benefit from an overall atmosphere of high ethical conduct that flows from this commitment.

POLICY:

1. DEFINITIONS

"Administration" means the Chief Administrative Officer and Department Heads, who are responsible for ensuring that the policies, programs and directions of Council are implemented.

"Chief Administrative Officer" means the individual appointed by Council to the position of Chief Administrative Officer (or his/her designate) as the head of Administration.

"City" means the City of Mission, either in the sense of the geographic area of the municipality or in the sense of the identity of the municipal corporation, as the context requires.

“Confidential Information” includes, but is not limited to, information in the possession of the City that the City is either prohibited from disclosing, is required to refuse to disclose or exercises its discretion to refuse under the *Freedom of Information and Protection of Privacy Act* or other legislation, and information concerning matters that are considered in a closed meeting under section 90 of the *Community Charter*.

“Conflict of Interest” means a conflict between the private interests and the official responsibilities of a person in a position of trust, that could improperly influence the performance of his or her official duties and responsibilities and which could include a direct or indirect financial interest in a matter. A *real* conflict of interest exists at the present time, an *apparent or perceived* conflict of interest could be perceived by a reasonable observer to exist, and a *potential* conflict of interest could reasonably be foreseen to exist in the future. Perceived or potential conflicts of interest can be as damaging as real conflicts of interest.

“Corporate Officer” means the individual appointed by Council to the position assigned the responsibility of corporate administration in accordance with the *Community Charter [Part 5]*

“Council” means the duly elected officials of the City, those being the Mayor and Councillors.

“Department Head(s)” means those City employees that are charged with overseeing a particular operational or departmental area and/or their designates.

“Employee(s)” means persons working for the City in an employment relationship regardless of whether they are employed on a full-time, part-time, seasonal, auxiliary, contract, temporary, or permanent basis, including volunteers and students.

2. POLICY STATEMENT

The residents and businesses of the City of Mission are entitled to have fair, ethical and accountable local government administration. Accordingly, the City of Mission has high expectations of its Employees for integrity and ethical conduct in their service to the community.

The City recognizes that Employees strive to perform their duties in a manner that maintains and enhances public confidence and trust in the integrity, objectivity and impartiality of the City, understanding that trust and mutual respect are the cornerstones of any relationship between the public and its municipal government.

City Employees owe a duty of loyalty and commitment to the City as a condition of accepting employment with the City of Mission. In serving the public interest they are entrusted with access to a wide range of information, resources and responsibilities. The City expects its Employees to operate with a sense of honesty and accountability in accordance with the values and goals established in *Council's Strategic Plan, Employee Values and Service Standards* of the City.

The City welcomes diversity and is committed to ensure that all persons working for or conducting business with the City will be treated in a fair and respectful manner.

3. SCOPE

The Policy applies to all Employees, as defined above in 'Definitions' (collectively referred to as 'Employees'). The Policy provides the framework of principles for conducting business, dealing with other Employees, customers, contractors and suppliers.

This Policy is intended to supplement any other requirements imposed by applicable legislation, standards of professional practice, or any other requirements imposed by relevant City entities or departments.

4. RESPONSIBILITIES

a) Administration

- i. Provide timely advice to managers respecting the application of this Policy including guidance on an appropriate employer response to transgressions of the Policy;
- ii. Coordinate the development of awareness, training, and communication programs in support of this Policy to ensure all Employees and potential Employees are informed of the requirements of this Policy; and,
- iii. Ensure that operational risks of conflicts of interest related to the City's mandate are identified and managed.

b) Managers and Supervisors

- i. Advise Employees of the required standards of conduct and the consequences of non-compliance;
- ii. Deal with breaches of this Policy in a timely manner, taking the appropriate action based upon the facts and circumstances; and
- iii. Delegate authority and responsibility, where applicable, to apply this Policy within their area of responsibility.

c) Employees

- i. Abide by policies, procedures and lawful directions that relate to their employment with the City;
- ii. Perform their assigned duties and responsibilities with skill, honesty, care and diligence;
- iii. Objectively and loyally fulfill their assigned duties and responsibilities, regardless of the persons in power and regardless of their personal opinions;

- iv. Disclose and resolve real, perceived or potential conflicts of interest situations in which they find themselves;
- v. Maintain appropriate workplace behavior; and
- vi. Check with their manager or supervisor when they are uncertain about any aspect of this Policy.

5. POLICY - SECTIONS

This Policy is comprised of the following sections:

- a) Loyalty
- b) Confidentiality
- c) Public Comments
- d) Political Activity
- e) Service to the Public
- f) Workplace Behaviour
- g) Conflict of Interest
- h) Allegations of Wrongdoing
- i) Legal Proceedings
- j) Working Relationships
- k) Human Resource Decisions
- l) Outside Remuneration and Volunteer Work

a) Loyalty

Employees have a duty of loyalty to the City as their employer. They must act honestly and in good faith and in the performance of their duties place the interests of the City ahead of their own private interests. The duty committed to in the oath of employment requires City Employees to serve the Council of the day to the best of their ability, and to avoid dishonest, illegal or improper business activities.

b) Confidentiality

Confidential information, in any form, that Employees receive through their employment must not be disclosed, released, or transmitted to anyone other than persons who are authorized to receive the information. Employees with care or control of personal or sensitive information, electronic media, or devices must handle and dispose of these appropriately. Employees who are in doubt as to whether certain information is confidential must ask the appropriate authority before disclosing, releasing, or transmitting it.

The proper handling and protection of confidential information is applicable both within and outside the City and continues to apply after the employment relationship ends.

Confidential information that Employees receive through their employment must not be used by an Employee for the purpose of furthering any private interest, or as a means of making personal gains. (See *Conflict of Interest* for details.)

c) Public Comments

Employees may comment on public issues but must not engage in any activity or speak publicly where this could be perceived as an official act or representation (unless authorized to do so).

Employees must not use their position at the City to lend weight to the public expression of their personal opinions. Employees are expected to use caution when giving their personal opinion on public issues to ensure that they are not perceived to be using or referencing information obtained during the course of employment with the City or which calls their impartiality into question.

d) Political Activity

Employees may participate in political activities including membership in a political party, supporting a candidate for elected office, or seeking elected office. Employees' political activities, however, must be clearly separated from activities related to their employment.

If engaging in political activities, Employees must remain impartial and retain the perception of impartiality in relation to their work-related duties and responsibilities. Employees must not engage in political activities during working hours or use City facilities, equipment, or resources in support of these activities.

Partisan politics are not to be introduced into the workplace; however, informal private discussions among co-workers are acceptable.

e) Service to the Public

Employees must provide service to the public in a manner that is courteous, professional, equitable, efficient, and effective. Employees must be sensitive and responsive to the changing needs, expectations, and rights of a diverse public in the proper performance of their duties.

f) Workplace Behaviour

The conduct of Employees in the workplace must meet acceptable social standards and must contribute to a positive work environment, including avoiding engaging in disorderly or indecent conduct. An Employee's conduct must not compromise the integrity of the City.

All Employees may expect and have the responsibility to contribute to a physically and psychologically safe workplace. Employees are to treat others with respect and dignity and must not engage in discriminatory conduct prohibited by the *Human Rights Code*. Bullying and harassment is unacceptable behaviour and is

not tolerated in this workplace. Employees must report any incident if bullying or harassment is observed or experienced. *(See also Policy HUM.03)*

Violence in the workplace is unacceptable. Violence is any use of physical force on an individual that causes or could cause injury or damage to person or property, and includes an attempt or threatened use of force. Employees must report any incident of violence. Any Employee who becomes aware of a threat must report that threat if there is reasonable cause to believe that the threat poses a risk of injury. Any incident or threat of violence in the workplace, including possession of a weapon while on employer premises or while conducting business on behalf of the City, must be addressed immediately. *(See also Policies PER.37 and HEA.11)*

Employees must report a safety hazard or unsafe condition or act in accordance with the provisions of the WorkSafeBC *Occupational Health and Safety Regulations*. *(See Policy HEA.16 and SMS 103).*

g) Conflicts of Interest

A conflict of interest occurs when an Employee's private affairs or financial interests are in conflict, or could result in a perception of conflict, with the Employee's duties or responsibilities in such a way that:

- The Employee's ability to act in the public interest could be impaired; or
- The Employee's actions or conduct could undermine or compromise:
 - The public's confidence in the Employee's ability to discharge work responsibilities, or
 - The trust that the public places in the City.

While the City recognizes the right of Employees to be involved in activities as citizens of the community, conflict must not exist between Employees' private interests and the discharge of their employment duties. Employees must arrange their private affairs in a manner that will prevent conflicts of interest, or the perception of conflicts of interest, from arising. Employees who find themselves in a real, perceived, or potential conflict of interest must disclose the matter to their supervisor, manager, or a human resources representative ***See Appendix***

1. Examples of conflicts of interest include, but are not limited to, the following:

- An Employee uses City property or equipment or the Employee's position, office, or affiliation to pursue personal interests or the interests of another organization;
- An Employee is in a situation where the Employee is under obligation to a person who might benefit from or seek to gain special consideration or favour;
- An Employee, in the performance of official duties, gives preferential treatment to an individual, corporation, or organization, including a non-profit organization, in which the Employee, or a relative or friend of the Employee, has an interest, financial or otherwise;

- An Employee benefits from, or is reasonably perceived by the public to have benefited from, the use of information acquired solely by reason of the Employee's employment;
- An Employee benefits from, or is reasonably perceived by the public to have benefited from, a municipal transaction over which the Employee can influence decisions (for example, investments, sales, purchases, loans, grants, contracts, regulatory or discretionary approvals, appointments);
- An Employee accepts from an individual, corporation, or organization, directly or indirectly, a personal gift or benefit that arises out of employment, other than:
 - The exchange of hospitality between persons doing business together;
 - Tokens exchanged as part of protocol;
 - The normal presentation of gifts to persons participating in public functions; or
 - The normal exchange of gifts between friends.

The following four criteria, when taken together, are intended to guide the judgment of Employees who are considering the acceptance of a gift:

- 1) The benefit is of nominal or small intrinsic value,
- 2) The exchange creates no obligation or perception of obligation,
- 3) Reciprocation is easy, and
- 4) It occurs infrequently.

An example of an acceptable gift would be the provision of lunch or a box of chocolates to a group of employees, e.g. at Christmas time, or flowers that stay in a shared space for all employees to enjoy.

Gifts such as liquor, gift cards supplied to one employee or a select handful of employees, should be avoided. If the provider of the gift insists, staff shall arrange to raffle off the gift as a fundraiser for a local charity.

Employees will not solicit a gift, benefit, or service on behalf of themselves or other Employees.

While it is not possible to cover every possible conflict of interest situation that might arise, this Policy outlines the City's expectations regarding real, perceived and potential conflicts of interest between an Employee's personal interests and the best interests of the City of Mission. If Employees have questions or are unclear whether they have a conflict of interest, they are encouraged to discuss the situation with their supervisor or manager.

If suppliers or Council have questions in regard to this Policy, they may address these to the Deputy Chief Administrative Officer or his or her delegate.

h) Allegations of Wrongdoing

Employees have a duty to report any situation relevant to the City that they believe contravenes the law, misuses public funds or assets, or represents a danger to public health and safety or a significant danger to the environment. Employees can expect such matters to be treated in confidence, unless disclosure of information is authorized or required by law (for example, the *Freedom of Information and Protection of Privacy Act*).

Any Employee, who in good faith, raises a complaint or discloses an alleged breach of the Policy, while following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

i) Legal Proceedings

Employees are obliged to cooperate with lawyers defending the City's interest during legal proceedings, by being truthful and forthcoming about the event or issue raised.

A written opinion prepared on behalf of the City by any legal counsel is privileged and is, therefore, not to be released without prior approval of the Corporate Officer or the Deputy Chief Administrative Officer.

j) Working Relationships

Employees involved in a personal relationship outside work which compromises objectivity, or the perception of objectivity, should avoid being placed in a direct reporting relationship to one another. For example, Employees who are direct relatives or who permanently reside together may not be employed in situations where:

- A reporting relationship exists where one Employee has influence, input, or decision-making power over the other Employee's performance evaluation, salary, special permissions, conditions of work, and similar matters; or
- The working relationship affords an opportunity for collusion between the two Employees that would have a detrimental effect on the City's interest.

The above restriction on working relationships may be waived provided that the Deputy Chief Administrative Officer is satisfied that sufficient safeguards are in place to ensure that the City's interests are not compromised.

For the purposes of this Policy a relative is defined as the Employee's spouse, fiancé, parent, sibling, child (or ward), grandchild, grandparent, mother-in-law, father-in-law, son-in-law, daughter-in-law, uncle, aunt, niece, or nephew, the terms step or adoptive applies to relevant relative term.

k) Human Resource Decisions

Employees are to disqualify themselves as participants in human resource decisions when their objectivity would be compromised for any reason or a benefit or perceived benefit could accrue to them. For example, Employees are not to participate in staffing actions, including recruitment, involving direct relatives or persons living in the same household.

l) Outside Remunerative and Volunteer Work

Employees may hold jobs outside of the City, carry on a business, receive remuneration from public funds for activities outside their position, or engage in volunteer activities provided it does not:

- Interfere with the performance of their duties as an Employee;
- Bring the City into disrepute;
- Represent a conflict of interest or create the reasonable perception of a conflict of interest;
- Appear to be an official act or to represent City opinion or Policy;
- Involve the unauthorized use of work time or City premises, services, equipment, or supplies; or
- Gain an advantage that is derived from their employment with the City.

6. COMPLIANCE

Failure to honour the provisions of this Policy will be considered breaches of the employment contract with the City and may be subject to disciplinary action up to and including termination of employment.

Should an Employee have questions about any aspect of the *Standards of Conduct for Employees*, they must seek clarification from their Department Head, the Manager of Human Resources or the Deputy Chief Administrative Officer.

This Policy will be reviewed annually by the senior management team and any necessary changes will be forwarded to Council for consideration.

RELATED POLICIES, PROCEDURES, AGREEMENTS AND/OR BYLAWS:

- *Freedom of Information and Protection of Privacy Act, [RSBC 1996] CHAPTER 165*
- *Human Rights Code [RSBC 1996] CHAPTER 210*
- *HEA.11 Violence in the Workplace Program*
- *HEA.16 Occupational Health & Safety Program*
- *HEA.26 Use of Electronic Communication Devices*
- *HUM.02 Computer and Technology Acceptable Use*
- *HUM.03 Respectful Workplace*
- *HUM.05 Progressive Discipline*

- *PER.31 Staffing Policy*
- *PER.33 Subpoena for Court*
- *PER.37 Violence in the Workplace*
- *FIN.24 Procurement, Stores & Disposition Policy*
- *SMS 103 Definitions*

***** END OF POLICY *****

RECORD OF AMENDMENTS/REVIEW

Policy #	Date Adopted	Date Reviewed	Amended (Y/N)	Date Reissued	Authority (Resolution #)	Comments
HUM.02		10/11/2023	Y	10/11/2023		Formatting and logo updated

Appendix 1

Procedure for Disclosing and Assessing Conflicts of Interest

Employees must disclose any real, perceived or potential conflicts of interests as soon as they are aware that one exists. If an Employee is uncertain whether a conflict of interest exists or is likely to exist, clarification should be sought in a preliminary discussion with his or her Manager (the Manager) or the Deputy Chief Administrative Officer.

The Employee will disclose the conflict to his/her exempt Manager using the Conflict of Interest (COI) Disclosure Form. The City will seek to resolve disclosures or claims of conflict of interest as expediently as possible. The Manager shall investigate and consider the particulars of the situation to determine whether a conflict of interest exists; whether it will be allowed to continue or must be discontinued; and, if it is to be allowed, what, if any, conditions should apply. Where the Manager shares in the same conflict of interest, both parties shall disclose this to the Director or the Deputy Chief Administrative Officer.

The Manager shall determine the course of action that is in the best interests of the City. In making this determination, the Manager may take into account the following factors:

- any possible harm to the City or its Employees or others acting on its behalf if the conflict is allowed;
- any possible harm to the interests of the community, residents or others served by the City, if the conflict is allowed;
- whether reasonable alternative arrangements are possible which do not create a conflict of interest;
- the consequences to the City, its reputation and future activities if the conflict of interest is not allowed;
- the consequences to the City and its reputation and future activities if the conflict of interest is permitted to continue;
- the economic or other interests of the City; and,
- the rights and interests of the Employee.

The Manager may request from the Employee additional information that relates directly to and is necessary to assess and decide the real, perceived or potential conflict. The Manager may consult with others before making a decision relating to a real or potential conflict of interest.

The Manager will impose terms and conditions before permitting a conflict of interest to continue.

In all cases, the Manager will issue an assessment on the COI Disclosure Form, setting out the issues assessed during the review, the decision made, and the reasons for the decision. Where the decision is to manage the conflict, the process for doing so will be set out. The Manager will forward the COI Disclosure Form containing his/her decision to the Deputy Chief Administrative Officer for review and/or approval and to the Deputy Corporate Officer

for record keeping.

A decision concerning an ongoing conflict of interest may be reviewed by the Manager at appropriate intervals. The original decision may be reversed or varied, subject to the same approval levels as the original disclosure decision.

Assessing and Managing Conflicts of Interest

Without limiting the discretion of a person assessing a disclosure to consider all relevant factors, the Manager must consider the following factors in assessing a disclosure:

- the impact on the Employee's ability to satisfy his or her obligations to the City;
- the degree to which the proposed action will be detrimental to the interests of the City; and,
- the extent to which the proposed action or activity may be managed through an appropriate protocol.

Where a Manager is unable to determine an appropriate course of action, the disclosure will be referred to the next level of review with a copy of the disclosure report and any related documents.

Assurance Against Retaliation

As real, perceived or potential conflicts of interest can cause considerable damage to the City, Employees are encouraged to bring forward any conflicts of interest encountered in their employment, whether these affect them personally or that involve others. Retaliation against an Employee bringing forward a reported conflict, or a witness, is strictly prohibited and will result in appropriate disciplinary action.

Any reports made in bad faith, if proven to be made in a fraudulent or malicious manner, will result in disciplinary action being taken against the one making the fraudulent or malicious complaint.

Access to Disclosures

Disclosures made under Policy HUM.02 (Standards of Conduct for Employees) will normally be treated as confidential. However, it may sometimes be necessary for the City to permit persons within the City and, in some circumstances, persons outside the City, access to information about such disclosures and the terms and conditions imposed. Information will be disclosed only as permitted or required by law.

Records Management

Records created as a result of actions under this policy will be managed in accordance with Policy C-ADM.08, Records Management Policy, which delineates records retention requirements, timeframes, and final dispositions.

CONFLICT OF INTEREST DISCLOSURE FORM

The City recognizes the right of its employees to be involved in activities as citizens of the community, and to pursue their personal, financial and social affairs. However, all employees must prevent any conflict of interest from arising between their role as private citizens, and their role and responsibilities as employees of the City.

All City staff are expected to disclose any significant relationships that may pose a conflict with the principles of balance and independence. Please complete the following form to help us evaluate potential conflicts of interest.

(SECTION 1) – EMPLOYEE INFORMATION	
Full Name:	Employee #:
Department:	Position:
Calendar Year:	Supervisor Name:
(SECTION 2) – DETAILS OF ACTIVITIES/INTERESTS	
<p>1. Type of outside interest which may create a real, perceived or potential conflict: Please check all that apply.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Business interest <input type="checkbox"/> Personal relationship <input type="checkbox"/> Volunteer activity <input type="checkbox"/> Family ownership of private asset(s) or business interest <input type="checkbox"/> Other _____ 	
<p>2. The outside employment/activity/interests identified in above:</p> <p>(a) Is done during my normal work hours and interferes with the performance of my regular duties or the duties of someone else. <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>(b) Uses advantages derived from employment in municipal government <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>(c) Involves the use of government premises, supplies, equipment, employees, etc. for outside benefit. <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>(d) May create a real, perceived or potential conflict of interest <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>(e) May create an obligation, real or perceived <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>3. Explain the conflict of interest identified above:</p> <div style="border: 1px solid black; height: 100px; width: 100%; margin-top: 5px;"></div>	

4. How does this create a conflict?

(SECTION 3) – DECLARATION

I have read the above information and understand the request for disclosure. I confirm that all the details above are a complete and accurate listing of my relevant financial interests.

Signature:

Date:

This information is collected under the authority of Policy HUM.02. It relates directly to and is necessary to manage the City's conflict of interest policy. The information is used only in assessing and deciding the real or potential conflict of interest disclosed in it. If you have any questions about the collection and use of the information, please contact the Freedom of Information Coordinator (604-820-3724).

FOR OFFICE USE ONLY

(SECTION 1) – CHECKLIST

1. Does a real, perceived or potential conflict of interest exist?

☐ Yes ☐ No

*If **Yes**, please complete the form below. If **No**, please explain.*

2. Can this conflict of interest be managed?

☐ Yes ☐ No

3. Conflict of Interest Assessment and Management Plan

Please provide information on the assessment of the conflict, the management plan, and reasons for this decision. Please attach additional pages as needed.

(SECTION 2) – SUPERVISOR APPROVAL

Name:

Signature:

Date:

(SECTION 3) – HUMAN RESOURCES APPROVAL

1. Decision of HR Manager:

- ☐ Approved.
- ☐ Approved provided the following action is taken.
- ☐ Refused.

2. Explanation:


Name:

Signature:

Date:

3. Employee was notified of decision on(mm/dd/yyyy):

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		POLICY AND PROCEDURE MANUAL
Category: Human Resources	Number: HUM.02	STANDARDS OF CONDUCT FOR EMPLOYEES

Acknowledgement Form

I have received a copy of the ***HUM.02 Standards of Conduct for Employees*** Policy. I have read and been informed about the content, requirements and expectations of this Policy. I am aware that violations of this Policy may result in disciplinary action, up to and including termination of my employment, restitution, civil action, criminal prosecution or any combination thereof.

I understand that if I have questions, at any time, regarding the Policy, I will consult with my immediate supervisor, Human Resources staff members or the Deputy Chief Administrative Officer.

Please read the Policy carefully to ensure that you fully understand the Policy before signing this document.

Employee Signature: _____

Employee Printed Name: _____

Date Signed: _____