

**THE CORPORATION OF THE
TOWN OF THESSALON**

EMPLOYEE CODE OF CONDUCT

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Chapter 1 INTRODUCTION

Employees

We are committed to providing employees with the resources to effectively and safely carry out their responsibilities. Employees must be treated with respect and fairness recognizing their contribution to the Corporation.

We have committed ourselves to maintain the high standards of conduct and professionalism expected by the community in delivering our services.

Purpose

This Code of Conduct has been developed as the standard of professional conduct expected of every employee.

Not All Inclusive

The Code is NOT intended to be an all inclusive list covering all circumstances or situations. Any employee who has a question or requires clarification of the Code should discuss it with the Clerk-Treasurer or Acting Clerk who may consult with the Personnel Committee.

Conduct Guidelines

1. Conflict of Interest

The Town's policy regarding Conflict of Interest is covered under the Information Manual (Chapter 2). This policy also provides standards with respect to:

- Preventing employees from benefiting from access to confidential information
- Acceptance of Gifts/Entertainment
- Disclosure by employees of interests of a commercial or financial nature that may conflict with an employee's municipal responsibilities
- Employees not to engage in outside employment or enterprises that may negatively affect their duties and responsibilities with the Corporation.

It is expected that employees shall perform their duties for the Corporation, solely for the gain and service of the Corporation and not to secure advantage, benefit, favour or service for self, relatives, friends or associates.

2. Confidential Information

Employees have access to various types of information as part of their municipal job responsibilities. In many cases this information is privileged and confidential. Employees are expected NOT to improperly release information to anyone not authorized to receive it. Employees ARE expected to utilize information only for the purpose for which was intended in performing their job duties.

Some examples where employees must exercise particular care are the following types of information:

- Information provided in confidence to the Town, e.g. supplier information submitted for evaluation which the supplier would not want competitors to view
- Human Resources information. Information regarding employees and employment are kept with Clerk-Treasurer and such information is only released to those authorized
- Matters in litigation or in negotiations
- Information provided in applications for licenses that is not public documentation
- Confidential records of Council or staff meetings.

3. Use of Town Property and Vehicles

Personal use of Town property is not permitted without the expressed permission of Council. Employees are expected to use proper care in utilizing Town equipment and tools as well as exercising the appropriate precautions to prevent theft, damage or injury.

Town vehicle usage is governed by Chapter 3 – Usage of Town Owned/Leased Vehicles.

Proper authority is required for the procurement, loan and disposal of Town equipment, tools, vehicles and other assets. No employee shall access, copy, remove or modify any hardware, software programs or stored information without proper authorization.

4. Duties to be Carried Out Within the Law

It is expected that employees carry out their duties in accordance with the law and consistent with any professional or licensing standards. It is improper for any employee in a position of authority to direct another employee to perform any work that is contrary to law or contrary to any professional or licensing standards to which such employee is subject.

Any employee who has a concern or believes they have been directed to carry out work contrary to this section shall bring the matter forward immediately to the Clerk-Treasurer or Acting Clerk. If it is not possible to bring the issue forward to the Clerk-Treasurer or Acting Clerk, the employee may bring the matter forward to the Personnel Committee. The Clerk-Treasurer or Acting Clerk shall be promptly informed of any such concern raised by an employee.

It is improper for a person in a position of authority to direct another employee to perform work of a personal nature unrelated to the responsibilities of the job and/or interests of the Town.

5. Discrimination/Harassment

The Town is committed to a workplace free of discrimination and harassment in accordance with the Human Rights Code.

6. Health & Safety

It is a core value of the Town to provide a safe and healthy work environment. The Town has a Joint Health and Safety Committee to constantly strive to eliminate workplace hazards and prevent accidents. All employees are responsible to work safely and take appropriate corrective action with respect to hazards in the workplace.

Where an injury or illness has occurred, the Town strives for prompt, early and safe return to work of the affected worker.

It is expected that employees adhere to health and safety policy and procedures. Disciplinary action for failure to comply is covered under Chapter 4.

7. Public and Co-worker Relations

It is expected that employees deal with the public and co-workers in a professional and cordial manner. All of our dealings must be based upon respect for the individual and their dignity. Abusive, disrespectful or threatening behaviour will not be tolerated and the employee will be subject to disciplinary action.

8. Rules of Conduct

Chapter 7 outlines the general corporate rules adopted by the Town. Violation of these rules makes the

employee subject to disciplinary action up to and including discharge. Information with respect to discipline is found under “Disciplinary Action” in Chapter 7.

9. Dress Standards

Employees are expected to dress appropriately for their jobs and attire is to be neat, clean and reflect professionalism. Chapter 8 outlines the Town’s requirements.

10. Media Relations

Employees are expected to carry out their civic duties impartially and in accordance with the direction of Town Council and Management Staff.

Comments to the media regarding Town matters and policy shall typically be made by the Clerk-Treasurer. Other employees may be authorized by the Clerk-Treasurer to comment to the media on municipal matters as may be required.

Employees are not restricted by this policy to comment to the media on non-municipal matters as a private citizen.

Public criticism by an employee of Town policy or the actions of the Town Council and/or staff will not be tolerated. The employee will be subject to disciplinary action.

Severability

The provisions of this Code of Conduct are severable and if any provision, section or work is held invalid or illegal, such invalidity or illegality shall not affect or impair any of the remaining provisions, sections or works.

Enforcement of the Code

It is the responsibility of every supervisor to ensure to the best of his or her ability that the Code is observed by his or her subordinates. The Code of Conduct must be observed by all employees, and supervisors are obliged to ensure that employees are aware of the Code.

Where an employee has reason to believe that there is a violation of the code being committed, such employee shall bring the matter forward as follows:

1. To the Clerk-Treasurer or Acting Clerk for resolution.
2. If it is not possible to resolve the concern with the Clerk-Treasurer or Acting Clerk, or the Clerk-Treasurer or Acting Clerk is the subject of concern, the employee shall refer the matter directly to the Personnel Committee. The Clerk-Treasurer or Acting Clerk shall be informed immediately.

The Personnel Committee may request that an investigation be conducted and recommendations be provided for the disposition of the matter.

Penalties

Violations of this policy may result in disciplinary action up to and including discharge.

No Recrimination

There shall be no recrimination against any employee, who in good faith, brings forward any question, concern or complaint with respect to this policy.

Frivolous & Vexations Complaints

The purpose of this policy is to ensure questions or problems with respect to appropriate conduct are properly addressed. Frivolous and/or vexatious use of this policy by any employee may result in disciplinary action up to and including discharge.

Chapter 2

INFORMATION MANUAL

EMPLOYEE CONFLICT OF INTEREST

PURPOSE

This policy was prepared to clarify how employees should generally conduct themselves and how confidential information is to be treated. There are, from time to time, conflicts that surface in municipalities and other government agencies around the country, some of which even lead to litigation.

EMPLOYEE CONDUCT

An employee shall not engage in any business transactions or have financial or other personal interests which are inconsistent with the impartial discharge of his civic duties.

An employee shall not extend, in the discharge of his/her official duties, preferential treatment to relatives, friends, organizations or groups in which he/she, his/her relatives or friends have a pecuniary interest.

An employee shall not position himself/herself to the extent of being able to gain personal benefit directly or indirectly in the fruits of any government contracts about which he can influence decisions or affect the outcome.

An employee shall not gain personal benefit, or permit others to benefit from his/her access to information acquired in his/her official capacity which information is not generally available to the public through ordinary and proper channels.

An employee shall not engage in outside work, business or other types of financial enterprises that would:

- 1) Interfere or influence his/her judgment or the impartial discharge of his/her duties as a civic employee, and
- 2) Create or provide an advantage on account of his/her employment as a civic employee.

An employee shall not use or allow the use of the Town's vehicles, equipment, materials or property for personal profit.

An employee shall not agree to receive or condone the acceptance by himself/herself or by other Town employees of any gift or favour which may tend to influence or even appear to influence the impartial discharge of his/her civic duty or that of other Town employees. An employee shall not accept from persons having dealings with the Town:

- 1) gifts which are unusually lavish or expensive, and
- 2) entertainment in the form of lunches, dinners and other gratuities which form a frequent pattern of occurrence and which may tend to influence or appear to influence him/her in the unbiased performance of his/her civic duties or tend to influence the course of events of which he/she may be a part.

An employee shall be bound to inform his/her superior of any business interests of a commercial or financial nature where such interests might be construed as being in actual or apparent conflict with his/her civic duties.

CONFIDENTIAL INFORMATION

An employee shall not disclose or release by any means to any member of the public either in verbal or written form any confidential information or material acquired by virtue of his/her official position in the Municipal Corporation.

An employee shall not permit any person to inspect or have access to information, papers or documents which are confidential.

An employee shall not by virtue of his/her position with the Corporation use information for personal or private gain or for the gain of friends or relatives.

All personnel matters and files on any employee of the corporation shall be kept in strictest confidence with the Clerk-Treasurer, and knowledge of its contents shall be available only to those who are appropriately entitled thereto.

Chapter 3

USAGE OF TOWN OWNED/LEASED VEHICLES

PURPOSE

To outline the corporate policy on the assignment and usage of Town owned or leased vehicles that are taken to and from home or otherwise used by employees outside of regular working hours on a regular basis for

business purposes.

VEHICLE ASSIGNMENT

Assignment of a vehicle is subject to authorization of the Town Council:

<u>Vehicle</u>	<u>Type of Vehicle</u>	<u>Assignment</u>	<u>Usage</u>
#35	4X4 Half Ton Truck	Working Superintendent	During work hours
	w/3 way plow & sander	Outside Staff on Call (October 2 - April 30)	During work hours
#35	4X4 Half Ton Truck	Working Foreman (May 1 - October 1)	During work hours
#28	Half Ton Truck	Working Superintendent	Work hours and on call
		Outside Staff on Call	Work hours and on call
#28	Half Ton Truck	Mayor/Council/Staff	Conferences Meetings Workshops

A Supervisor, or other approved employees, can take a Town vehicle home when on weekend standby. Town-owned or leased vehicles are not to be used outside the Town limits for non-municipal use without prior approval of Council or its designate.

CRITERIA FOR ASSIGNMENT

Consideration will be given to the following factors in the assignment of vehicles:

- Requirement to be on call and respond promptly, i.e., available to come to work when called in. 15 minutes on site with proper tools and/or equipment
- Requirement to respond to emergencies, direct forces to deal with the emergency, and arrive on site with proper equipment as rapidly as possible
- Efficiency of operations by having an employee travel from home directly to and from a work site, rather than travelling to a centre to pick up a vehicle and then travel to the site.

PERSONAL USE

All assigned vehicles are to be utilized for business purposes only or to travel directly to and from the home for those who must travel directly to and from the work site. Personal use privilege is limited to vehicles assigned to employees who must respond to emergency calls as outlined above in Criteria.

TRAFFIC VIOLATIONS

The cost of fines resulting from traffic violations and parking offenses will not be borne by the Town. Such fines shall be the responsibility of the vehicle operator at the time of the offense.

ACCIDENTS

Accidents are to be reported to the Police and immediate supervisor. The accident must be reported to the Town's insurance adjuster through the Clerk-Treasurer or Acting Clerk as soon as possible.

NO SMOKING

There shall be no smoking in any Town owned/leased vehicle.

INTOXICANTS

It is not permitted to operate any Town owned vehicle or equipment while under the influence of an intoxicant(s). Employees found to be operating a vehicle under the influence of an intoxicant would be subject to disciplinary action up to and including discharge.

FUEL AND MAINTENANCE

The Town shall be responsible for the cost of fuel and the maintenance of the assigned vehicles.

Chapter 4

HEALTH AND SAFETY

STANDARD

Health and Safety standards have been established to comply with legislative requirements and for the protection of Town employees. This is to be used as a guide for supervisors when dealing with infractions of known Health and Safety policies or procedures.

SCOPE

Supervisors are responsible to implement and enforce compliance of the Health and Safety Regulations and will take whatever steps are necessary to ensure that this is accomplished, including disciplinary measures. The particular penalty will depend on the seriousness of the offence, and each infraction will be judged on the facts of the case.

PROCEDURE

The following disciplinary procedure will be followed when Health and Safety rules and regulations are not adhered to.

1. Verbal Warning (recorded)
2. Written warning (interview plus letter)
3. Suspension - with letter warning of further action
4. Dismissal

If employees arrive at work without the required personal protective equipment for the job to which they are assigned, supervisors are not to allow them on the job. They will, on the first occasion, be given a verbal warning, sent to obtain the required safety equipment, and will not be paid for the time to do so. On subsequent occasions, the above disciplinary procedure will be followed unless the infraction is deemed to be sufficiently serious. While normally the Town would follow the Progressive Disciplinary Policy, it is within the discretion of the Clerk-Treasurer or Acting Clerk, through consultation with the personnel committee, to determine the final penalty. If the offence is sufficiently serious, any of the above steps may be bypassed.

Chapter 5

CONFIDENTIAL INFORMATION

PURPOSE

This policy was prepared to clarify how employees should generally conduct themselves in the handling of confidential information or material related to his or her position with the Corporation.

SCOPE

All employees of the Corporation.

DISCLOSURE

An employee shall not disclose or release by any means to any member of the public either in verbal or written form any confidential information or material acquired by virtue of his or her official position in the Corporation.

ACCESS

An employee shall not permit any person to inspect or have access to information, papers or documents which are confidential.

RESTRICTED USE OF INFORMATION

An employee shall not, by virtue of his or her position with the Corporation, use information for personal or private gain or for the gain of friends or relatives.

PERSONNEL FILES

All personnel matters and files on any employee of the Corporation shall be kept in strictest confidence with the Clerk-Treasurer and knowledge of its contents shall be available only to those who are appropriately entitled thereto.

Chapter 6

CONFLICT OF INTEREST

PURPOSE

This policy was prepared to clarify how employees should generally conduct themselves. There are, from time to time, conflicts that surface in municipalities and other government agencies around the country, some of which may lead to litigation.

SCOPE

All employees of the Corporation.

EMPLOYEE CONDUCT

An employee shall not engage in any business transactions or have financial or other personal interests which are inconsistent with the impartial discharge of his/her civic duties.

An employee shall not extend, in the discharge of his or her official duties, preferential treatment to relatives, friends, organizations or groups in which he/she, his/her relatives or friends have a pecuniary interest.

An employee shall not position himself/herself to the extent of being able to gain personal benefit directly or indirectly in the fruits of any government contracts about which he can influence decisions or affect the outcome.

An employee shall not use or allow the use of the Town's vehicles, equipment, materials, or property for personal profit or benefit.

OUTSIDE WORK VENTURES

An employee shall not engage in outside work, business or other types of financial enterprises that would:

1. Interfere or influence his/her judgement or the impartial discharge of his/her duties as a civic employee, and
2. Create or provide an advantage on account of his/her employment as a civic employee.

GIFTS/FAVOURS

An employee shall not agree to receive or condone the acceptance by himself/herself or by other Town employees of any gift or favour which may tend to influence or even appear to influence this impartial discharge of his/her civic duty or that of other Town employees. An employee shall not accept from persons having dealings with the Town:

1. gifts which are unusually lavish or expensive,
2. entertainment in the form of lunches, dinners and other gratuities which form a frequent pattern of occurrence, and which may tend to influence or appear to influence him/her in the unbiased performance of his/her civic duties or tend to influence the course of events of which he/she may be a part.

NOTIFICATION OF SUPERVISOR

An employee shall be bound to inform his/her superior of any business interests of a commercial or financial nature where such interests might be construed as being in actual or apparent conflict with his civic duties.

Chapter 7

RULES OF CONDUCT

PURPOSE

The purpose of this policy is to set forth Corporate rules of conduct and the action to be taken for

infractions.

SCOPE

All employees of the Corporation.

GENERAL CORPORATE CONDUCT RULES

- 1) **Insubordination:**
This means the deliberate and willful refusal to follow instructions to comply with a reasonable order.
- 2) **Disorderly Conduct:**
This covers such acts as use of abusive language, intimidation or coercion of other employees, lack of courtesy when dealing with the public, fighting and indecency.
- 3) **Dishonesty or Fraud:**
This covers such acts as falsifying records and/or time cards, theft of Corporation property/materials, or other similar acts.
- 4) **Personal Work on Corporation Time and Premises:**
 - i) No personal work shall be done on Corporation time, expense and premises and the use of corporation vehicles for other than authorized business is not permitted.
 - ii) No excessive personal cell phone or personal messages by phone or email except in the case of a personal emergency.
- 5) **Alcohol/Drugs:**
Reporting to work or being on the job under the influence of alcohol or illegal drugs is not permitted. This also includes possession of liquor or illegal drugs while on the job or on Corporation properties.
- 6) **Abuse of Equipment:**
This includes such things as operating Corporation vehicles or equipment in a reckless or improper manner, damaging equipment or waste of materials and failure to report damages to equipment.
- 7) **Carelessness and Willful Violation of Safety Rules:**
This includes acts such as horseplay, violation of health rules, smoking in prohibited areas, failure to report injuries, and failure to use, or misuse of safety equipment.
- 8) **Loitering:**
Employees on vacation or holidays or not scheduled to work, shall not loiter on the Corporation's work plant or premises.
- 9) **Absenteeism/Illness:**
An employee will be considered guilty of absenteeism if he/she is off work without leave from his/her immediate supervisor. Being absent from work premises during work hours without permission is not allowed. Any employee who is ill is required to call in to the designated person prior to the start of his/her shift. Any person not reporting illness or injury within a reasonable period of time will be deemed absent without leave.

NOT EXCLUSIVE

The foregoing conduct rules are presented by way of illustration and shall not be deemed to exclude the Corporation's right to discipline or dismiss employees for other just causes (see Progressive Discipline Policy).

DEPARTMENTAL CONDUCT RULES:

Departments may supplement the corporate Conduct Rules with other specific conduct rules to ensure the efficient operation of the Department. It is the Supervisor's responsibility to ensure each employee is aware of any other specific conduct rules that are in effect.

DISCIPLINARY ACTION:

Any breach of the Conduct Rules may result in disciplinary action against the employee involved. The severity of the disciplinary action will depend on the seriousness of the offence; and can result in a warning, time-off or dismissal.

Chapter 8

DRESS STANDARD

PURPOSE:

To define the acceptable standard of dress both for office and outside workers.

SCOPE:

All employees of the Corporation.

OUTSIDE OFFICE AREAS:

Clothing worn by employees who work at or visit job sites which are outside of office areas should be appropriate for the job performed and befitting the professional image of the Corporation.

PERSONAL PROTECTIVE EQUIPMENT:

Where a particular job requires specific protective equipment or clothing, it shall be worn as prescribed.

JEWELLERY:

Rings and loose or dangling clothing or jewellery shall not be worn, and long hair shall be confined whenever employees are working where there is a danger of entrapment in a rotating shaft, spindle, gear, belt or other source.

HATS:

Hats or some form of head covering shall be worn by employees when working outside and exposed to sun or cold for long periods on the job where hard hats are not required. Hats, head scarves, bandanas and other head cover which is not a part of a religious habit, or necessary due to medical or other acceptable reasons are not to be worn by office workers.

UNIFORMS:

Identifiable town clothing shall be worn by staff in each department as required.

OFFICE WORKERS:

Clothing worn by office workers should be appropriate for the job performed and befitting the professional image of the Corporation. Too casual or ultra-extreme apparel is discouraged.

CONTRACTORS:

Contractors, who are hired by the Town to do work for the Town, shall be expected to adhere to this dress standard as a condition of the contract.

VISITORS:

Visitors to operational areas must adhere to the requirements of this standard, where applicable.

SUPERVISOR RESPONSIBILITY:

The Clerk-Treasurer, along with the Working Superintendent and Working Foreman, are to set the standard for his/her department and ensure the standards are communicated and maintained.

June 24, 2011