



## Employee Code of Conduct

<b>Procedure No.:</b> CS-HR-3	<b>Council Resolution No.:</b> N/A
<b>Department:</b> Corporate Services	<b>Authority:</b> CAO
<b>Effective Date:</b> 12/09/2011	<b>Revision Date:</b> June 4, 2019
<b>Review Date:</b> September 2021	<b>Repealed Date:</b>
<b>Supersedes:</b> Policy on Employee Conducts Rules and Regulations Policy No. 44C-10/9/90	
<b>Related Policy No.:</b> CS-HR-3	
<b>Related Policy Name:</b> Employee Code of Conduct	

### Purpose

This procedure will provide guidelines for the orderly operation of the Town of Taber Organization and for the benefit and protection of the rights and safety of all whom the Town comes in contact.

These procedures are not designed to restrict the individual, but rather to protect him/her by assuring stable working conditions and responsible treatment of employees.

Any rules and regulations initiated by the Town shall not contravene the Collective Agreements between the Town of Taber and C.U.P.E. Local 2038, the Town of Taber and the Taber Police Association, individual's employment contracts in the case of exempt employees, or any rights granted under applicable legislation and/or law. If any such rules or regulations are found to be in contravention thereof, such agreements, legislation and/or laws shall take precedence.

The Town of Taber may revise, supplement or rescind any portions of this procedure from time to time as it deems appropriate, in its sole and absolute discretion.



## **Operating Guidelines**

### **1) Introduction to the Town of Taber**

#### **Employee Welcome Message**

- a. The Town believes that each employee contributes directly to the municipality's growth and success, and we hope you will take pride in being a member of the Town of Taber's team.
- b. This Employee Code of Conduct was developed to describe some of the expectations of our employees.
- c. Employees should familiarize themselves with the contents of the Employee Code of Conduct procedures as it will answer many questions about employment with the Town and outlines your responsibilities as an employee.

### **2) General Employee Conduct**

All employees are expected to conduct themselves in a polite and courteous manner at all times to other employees, management staff, Council Members and the general public.

An employee shall not use any actions or words suggesting the use of threats, intimidation, interference, coercion or any other unprofessional or unethical behaviour.

An employee shall not demonstrate argumentative behaviour, insubordination, coarse language or violations of confidentiality.

Employees must follow all applicable laws including traffic laws, while engaging in Town business. No employee shall engage themselves in illegal activity. Failure to follow applicable traffic laws may also result in progressive disciplinary measures, up to and including dismissal.

### **3) Attendance**

- i) The Town's expectations are when employees are fit, able and have reported to work, they will perform their functions to the best of their abilities, including appropriate use of time available to them, in a workday.



- ii) Employees are expected to report to work ready to perform their duties, be at their assigned work locations at the scheduled starting time and not leave at the end of the workday until the scheduled finishing time, or overtime approved by his/her Supervisor, except where specific permission has been granted to do otherwise.

#### **a. Break Periods**

- i) Break periods are scheduled or available at certain times during the workday. In accordance with the CUPE Local 2038, Police and Management Agreements, breaks are typically fifteen (15) minutes each, including any travel time.
- ii) Normally, employees will take their coffee breaks in the facilities available to them on Town property or at the worksite if employees are working out in the field. An employee may, with permission from their Supervisors only, take their work breaks in areas other than those noted above.

#### **b. Lunch Periods**

- i) Lunch periods will be taken in accordance with the Collective Agreements. This period, regardless of its length, includes travel time.
- ii) Employees working at a worksite are expected to ensure that they take their lunch breaks within the time available. This may mean the employee may not have time to return to a Town owned facility within the time allocated to have their lunch, therefore their lunch break is to be taken at the worksite.

### **4) Absences & Leaves**

#### **a. Absences**

- i) The Town recognizes that, for a variety of perfectly valid reasons, individual employees may not be available to perform their duties on certain days.
- ii) Acceptable reasons for absences can be legitimate illness, approved leaves of absence, and approved vacations.
- iii) Employees are expected to be away from their jobs only for legitimate reasons and only with permission from their Supervisor.
- iv) Should an employee wish to be absent on a particular day, as much notice as possible must be given in order that a determination can be made as to



whether the requested absence can be accommodated and/or is appropriate under specific provisions of the Collective Agreements.

- v) Each time an employee is to be away from work, a Leave Request must be submitted by the employee to his/her Supervisor for authorization prior to the absence.

#### **b. Sick Leave**

- i) In the case of sick leave, the affected employee is required to contact his or her supervisor personally at least one (1) hour prior to his or her scheduled starting time.
- ii) When an employee cannot reasonably give notice to his/her Supervisor personally, then a spouse or other family member may do so on his/her behalf. Appropriate notice must be received prior to the start of the shift by the appropriate management official.
- iii) When an employee returns from sick leave, a Leave Request should be submitted to his/her Supervisor for authorization.
- iv) If, in very unusual circumstances, an employee, his or her spouse, or family member cannot contact the appropriate official within the proper time limit, then contact must be made as early as possible following the start of shift.
- v) An employee may report to their Supervisor or designate by telephone, voicemail or text, within one (1) hour prior to his/her shift.
- vi) Notice of absence for sick leave must include a statement of the duration of the absence and in incidences where the absence will be for periods greater than one (1) day, continued updates on the employee's conditions must be given not less than every third (3rd) day of absence.
- vii) For longer absences, employees are required to give a statement of their status once a week to their Supervisor.

#### **c. Bereavement Leave**

- i) In the case of bereavement leave, the affected employee is required to notify his or her Supervisor of such leave requirement, giving as much notice as possible and submitting the appropriate Leave Request.



- ii) Where advance notice is not possible, employees are required to notify their Supervisor at the earliest possible time available following the start of the leave, and submit the appropriate Leave Request.

#### **d. Other Leaves of Absence**

- i) All other leaves of absence must be applied for through the use of the appropriate Leave Request, giving as much notice as is reasonably possible. It is important to reiterate that absences from work are legitimate only when accompanied by permission from the employee's Supervisor or Designate.

### **5) Work Performance**

Output is measurable and continues to be a major factor in assessing productivity. Productivity includes quality of work, the volume, conditions, safety, timeliness, and attitude and even how people work together to achieve the necessary outcomes.

The Town expectations of employees:

- Work safely and in accordance with the Alberta Occupational Health and Safety Act and Regulations (OH&S)
- Work to the best of their abilities within the confines of reasonableness
- Apply themselves to their assigned tasks with diligence and pride
- Remain cognizant of cost and time limitations
- Are always mindful of safety implications both to themselves and others
- Are hygienic and meet the housekeeping requirements
- Must work in harmony with each other, his/ her Supervisor, Management, Council and the Community
- Must follow directions from Supervisors that are essential for the proper performance of his/her job, including oral and/or written instructions.
- To stay within established lines of authority

#### **a. Telephone Use**

- i) Employees should not receive or place personal calls unless it is an emergency.



- ii) Employees are permitted to use Town phones for local personal calls only on authorized breaks.
- iii) Personal calls may not be received or placed while the employee is in an area that is within earshot of customers.
- iv) Personal long distance calling is not permitted on any Town phones, unless the charges are billed to an outside party.
- v) Phone bills and phone usage records are audited on a revolving basis to ensure that this procedure is being followed.
- vi) Employees will be required to read and agree to the **Personal Communication Devices Procedure** before access to a Town of Taber cell phone will be granted.

#### **b. Information Technology**

- i) Employees will be required to read and agree to the Acceptable Use of Information Technology Resources Policy and Procedure before access to the Town of Taber's Information Technology Resources will be granted.

#### **c. Personal Projects**

- i) Employees are not permitted to do personal projects at work, except during approved breaks.
- ii) Town facilities, equipment and materials are not to be used for personal use by employees except with specific permission from the Chief Administrative Officer or his/her designate.

#### **d. Confidentiality**

- i) In order to protect the Town of Taber and our citizens, all employees are required to sign a confidentiality agreement. The confidentiality oath requires employees to treat all information that comes to their knowledge as a result of their employment with the Town of Taber as confidential information.
- ii) Confidential is defined as private or secret, and refers to any personal information that an employee may come across in the performance of their duties as an employee of the Town.



- iii) Personal information is anything that relates to a particular individual and would allow someone to be identified. Some examples might be a birth date, info on a resume, or a salary.
- iv) Under the FOIP Act, personal information can only be disclosed in the following situations:
  - It is disclosed for the purpose it was collected
  - The individual consents to the disclosure
  - Another act or regulation of Alberta or Canada authorizes or requires the disclosure
  - A court with jurisdiction in Alberta orders the disclosure
  - Disclosure is given to a relative of a deceased individual
  - To an officer or employee of a public body if the disclosure is necessary for the performance of their duties.
- v) When personal information is disclosed, only the necessary amount of disclosure to meet the purpose is permitted.

#### **e. Vehicle Policy and Procedures**

- i) Employees will be required to read and agree to the **Vehicle Policy and Procedures** before access to the Town of Taber's Vehicles will be granted.

#### **f. Safety**

- i) The safety of the Community, its employees and property is paramount in the mind of the Town.
- ii) Everything that an employee does must be done with safety as his/her number one priority. At no time should safety be lost at the expense of time nor should productivity or the need to achieve the Town's goals supersede the need to achieve each safely.
- iii) All employees have the right to refuse to perform work, in accordance with the Alberta Occupational Health and Safety Act and Regulations (OH&S), where they believe that their personal safety is at risk, providing that there is sufficient reason to justify such action.
- iv) Where there is a dispute between the affected employee and his or her Supervisor, an officer of Alberta OH&S shall be called in for the final determination.
- v) Every person employed by the Town is responsible to ensure that they utilize the Town facilities, equipment, etc., in both an operational and physically safe



manner. No item is to be neglected, misused or carelessly operated in a way that will or could contribute to damage, personal injury or unsafe conditions, nor employees contribute to or participate in unsafe acts, including horseplay.

- vi)** Town facilities, equipment, etc., may only be operated by qualified staff and/or management personnel.
- vii)** The Town shall identify from time to time those individuals that are qualified and determine who should be trained to become qualified as it deems appropriate.
- viii)** The Town of Taber has developed a safety orientation program which will begin on the first day of employment. Employees will be required to read and agree to the **Town of Taber: Workplace Health and Safety Plan and Program** outlining policies, directives and procedures on health and safety.

#### **g. Smoking in the Workplace**

- i)** Employees are not permitted to smoke inside Town Facilities, at their worksites, operating Town vehicles, and/or equipment.
- ii)** Smoking is permitted outside, only in areas that are at least five meters from any entrance or air intake, and designated as a "smoking area".
- iii)** A smoking area may be used by employees only before and after working hours, during lunch periods, and designated rest or break periods.
- iv)** A Supervisor may allow an employee to split their designated rest or break periods for "smoke breaks".

#### **h. Drug and Alcohol Use**

- i)** The Town of Taber is committed to providing a drug free, healthy and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their work.
- ii)** While on Town premises and while conducting business-related activities off of Town premises, no employee may use, possess, distribute, or be under the influence of alcohol or illegal drugs.
- iii)** The legal use of prescribed drugs is permitted at work only if it does not impair the employee's ability to perform their work effectively and in a safe manner.





- iv) Employees found to be under the influence of alcohol or illegal drugs while on Town premises or while conducting business-related activities may result in progressive discipline up to and including dismissal.
- v) When representing the Town at social functions outside of regular working hours, the consumption of alcohol in appropriate circumstances may be acceptable, when consumed in a responsible manner.
- vi) Please reference the Town's Fit for Work Policy and Procedure for additional information regarding each employee's responsibility to be Fit for Work while not being under the adverse effects of fatigue, stress, alcohol and/or drugs.

**i. Harassment**

- i) The Town of Taber recognizes the detrimental effect that any harassment or intimidation can have on employee morale and the work environment. The Town is committed to providing an environment that is free from any harassment occurring from unwelcome physical or verbal conduct that belittles, threatens, disturbs, or causes personal humiliation and/or embarrassment. For more detailed information regarding harassment please refer to the Town's Workplace Violence and Anti-Harassment Policy and Procedure.
- ii) Any employee who find themselves being subjected to such or being taunted, tempted, or pressured are advised to contact any member of the Harassment Committee, their Supervisor, Human Resource Department or in extreme circumstances the Chief Administrative Officer, immediately.

**j. Harassment Committee**

- i) The Town recognizes the hesitancy certain staff may have in involving others in what may be perceived to be an extremely personal and threatening problem, particularly since harassment may originate from any department and/or level within the organization.
- ii) As such, the Town has formed a Harassment Committee as follows:

The Committee on Harassment shall be made up of eight (8) individuals from the workplace. Four members will be appointed by the majority of employees to represent them. The other four members will be appointed by the Employer to represent the Town.



- iii) Refer to the Workplace Violence and Anti-Harassment Procedure for detailed information on steps of a harassment complaint, investigation protocol and other types of redress options.

## 6) Progressive Discipline

- i) The Town of Taber has adopted a PROGRESSIVE DISCIPLINE SYSTEM to be applied in all instances where it is determined that disciplinary measures must be taken. This Progressive discipline system ranges from instances that are minor to severe.
- ii) Employees are expected to conduct themselves in a manner that promotes cooperation, excellence and integrity while striving to achieve the best results for our customers.
- iii) The Town of Taber shall confront inappropriate behaviour and sub-standard performance and take justified action to correct such behaviour and performance while respecting the provisions of Collective Agreements.

**Note: While the progressive discipline acts as a guideline for normal circumstances, at the discretion of the Chief Administrative Officer or Supervisor and dependent on the severity and frequency of any misconduct and/or negligence, any of the steps and/or procedures may be omitted if it is deemed more immediate action is required.**

**While progressive discipline is designed to escalate the strength of the signal to the employee of inappropriate behaviour/conduct to ensure compliance, any or all steps of progressive discipline may be bypassed based on past employee performance or severity of infraction.**

- iv) The steps in the Progressive Discipline process are as follows:

- **Written Warning** - Written warnings are ordinarily given by the immediate Supervisor for poor conduct or unsatisfactory job performance. Areas where improvements are deemed necessary are defined, a plan of action is developed wherein such improvements can be realistically achieved and notice is served that failure to improve will result in additional progressive discipline. A formal meeting will be held to review the identified deficiency, outline an action plan, and indicate that failure to improve will result in additional progressive discipline. Both the Supervisor and employee must sign this document and it will become part of the employee's record.



- **Suspension** - if a written warning is not successful or the situation warrants more immediate action the employee shall receive a suspension. Disciplinary suspension is the temporary removal and withholding of pay of an employee for a specified period to bring about improvement in performance or behaviour. In the meeting it is stated that failure to improve will result in additional discipline. Suspension may be with pay if an investigation into an incident is still ongoing. Once the investigation has been completed, the Supervisor may suspend the individual without pay or move to the final step of the progressive disciplinary process.
- **Dismissal** - Dismissal is the final step of the progressive disciplinary process and is normally reserved for the most serious and/or persistent offenses. This is the end of the employment relationship as a result of the employee's failure to correct the identified behaviour in a significant and meaningful manner and/or the behaviour warrants dismissal. An incident of sufficient seriousness may warrant immediate dismissal. If an employee is dismissed, the Town reserves the right to dismiss forthwith without notice or payment in lieu of notice.

**a. Gross Misconduct**

- i) Only for situations constituting gross (serious) misconduct will an employee be dismissed for the first breach of discipline without prior warnings.
- ii) A dismissal for gross misconduct is without notice or pay in lieu of notice.
- iii) The following list is neither exclusive nor exhaustive and other acts may be considered an act of gross misconduct:
  - Theft of Town's, another employee's or customer's property
  - Refusal to comply with a legitimate instruction given by a Supervisor
  - A physical or verbal attack on another employee or customer
  - Serious breach of Health and Safety Policy and Procedures
  - Deliberate entry of a false expense claim to obtain reimbursement of expenses not actually incurred, or any other fraudulent action against the Town of Taber.
  - Offensive behaviour in the presence of customers or staff
  - Sexual or racial harassment



- Making false claims at the time of hiring

**b. Responsibilities of Employees:**

- i) An employee shall maintain satisfactory standards of performance and behaviour as it may relate to the workplace.
- ii) An employee shall be aware of their obligation as an employee and the consequences of failing to comply with the established standards of performance.
- iii) A union employee if desired, may arrange to be accompanied by a Union representative to an investigative or disciplinary meeting.
- iv) An employee shall cooperate in the investigation of all cases of unsatisfactory or unacceptable work performance or behaviour.

**c. Probationary Employees**

- i) Should a discipline issue arise with a probationary employee; the employee's immediate Supervisor will review the purpose of the probationary period in light of the offense or infraction and take appropriate action. This may include immediate dismissal without notice or pay in lieu of notice.
- ii) Where a probationer is retained on staff, any subsequent offenses may result in automatic discharge.
- iii) If during or at the conclusion of the employee's probationary period, in the employer's opinion, the employee has performed unsatisfactorily or is otherwise unsuitable for the position, the employee may be terminated without notice or pay in lieu of notice. Written notification of such termination will be given.
- iv) If deemed necessary by the Supervisor, a probationary period may be extended up to an additional 45 calendar days.

**d. Employees**

- i) Employees are subject to and accountable for all of the Town of Taber's Policies, Procedures and Regulations.



- ii) Employees can expect to be disciplined for any contravention of the Town's Policies, Procedures and Regulations including any breach of item or articles set out in any Agreement or individual employment contract.
- iii) All such actions shall be dependent on the severity of the individual infraction and the circumstances under which the infraction occurred.

**e. Inability to Maintain Qualifications or Required Competencies**

- i) From time to time an employee may find himself or herself in a position of not being able to continue to meet ongoing qualification requirements such as various tickets of qualification, driver's license or, for that matter, physical/mental capability.
- ii) Rather than perceiving this problem as a disciplinary problem, the Town must address it as one of competence or rather, the lack thereof. In such instances, it may be difficult for the Town to find alternate work for the individual concerned. The Town may not have light duty jobs, nor can it allow unqualified or unlicensed individuals to operate its' equipment or perform duties to a reasonable and required function.
- iii) Where it is appropriate, reasonable and where the Town is capable, the Employer will seek to find alternate employment within the Town for employees who no longer hold the appropriate qualifications for their job. In instances where the Town determines that such alternative employment is not available, the Town will have no alternative, but to release the employee from its employment.

## **7) Application**

- a. Employees will acknowledge their responsibility to abide by the Employee Code of Conduct Policy and Procedures on the separate Employee Acknowledgement Agreement.
- b. It is the responsibility of the Chief Administrative Officer and the Management Team to ensure that the provisions of this policy and procedure are followed.
- c. Only the Chief Administrative Officer has the ability to adopt any revisions to these procedures.

## **Additional References**

- Workplace Violence and Anti-Harassment Policy
- Workplace Violence and Anti-Harassment Procedure
- Fit for Work Policy



  
\_\_\_\_\_  
CHIEF ADMINISTRATIVE OFFICER

June 11, 2019  
DATE



**Employee Acknowledgement Agreement**

This Personnel Procedure describes important information about the Town of Taber, and I understand that I should consult my Supervisor, Human Resources, or the Chief Administrative Officer regarding any questions not answered in this procedure.

Since the information and procedures described here are subject to change, I acknowledge that revisions of this procedure may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing procedures.

Furthermore, I acknowledge that this procedure is a legal document and agree to be bound by its directives. I have received the procedure, and I understand that it is my responsibility to read and comply with the procedures and any revisions made to it.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Name Printed

