

Section	Employee Relations
Policy:	HRP 5.04 Code of Conduct
Effective Date:	December 2, 2010 (Rev September 2022)
Replaces:	3.03 Code of Ethics

## PREAMBLE

Springboard is dedicated to providing high-quality programs and services in support of youth and adults who are historically underserved, and as such placed at risk, through critical transitions in their lives. Springboard builds stronger communities through its core values of inclusivity, collaboration, innovation, care, and integrity. In this, Springboard is committed to creating a truly inclusive community where all individuals are able to prosper and flourish.

Springboard has committed to Diversity, Equity and Inclusion (DEI) process to address systemic discrimination and racism, particularly Anti-Black Racism (ABR) and these commitments are embedded in the Code of Conduct. The Code of Conduct (“Code”) is vital to exercising the highest degree of ethical conduct in the workplace and in dealings with the clients and the public.

## 1. PURPOSE

1.01 The Code sets out the minimum standard of conduct expected of all employees, students and volunteers, including the Board of Directors and members of the Board committees, and formalizes and communicates Springboard’s commitment to fairness, honesty, integrity, diversity, equity, inclusion and anti-racism in all aspects of our conduct. We take this responsibility toward our colleagues, clients, funders, donors, employees, directors, students, volunteers and other stakeholders very seriously.

1.02 The Code outlines the following foundational values that guide our ethical conduct.

**Inclusivity:** We value and respect differences, diverse cultures, ethnicities, gender and sexual identities, life circumstances, perspectives and abilities of all the individuals we are in relationship with in a professional context. To support this work, we commit to creating aligned institutional behaviours and structures to ensure a Springboard organization that is free from all forms of racism (anti-Black, anti-Indigenous and anti-People Of Colour), sexism, homophobia, transphobia, classism, ageism, ableism, Islamophobia, anti-Semitism and xenophobia.

**Collaboration:** We believe working collaboratively with staff, the people we support, our funders and our communities is vital to advancing our mission. We aim to create a space where all voices are heard and all stakeholders are invited to actively contribute to our work.

**Innovation:** We are highly responsive to the individual needs of the people we support, and we embrace change, ideas and approaches that will enable ongoing success and continuous evolution.

**Care:** We are passionate about our work and the impact our work has on the people we support. We aim to create a caring culture that supports everyone to flourish.

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**Integrity:** We understand this value as processes that enable a culture of accountability delivering results and outcomes to our stake-holders that are transparent, rigorous, just, honest and ethical.

## 2. ACCOUNTABILITY STATEMENT

2.01 This policy applies to all Springboard employees, volunteers, placement and co-op students, and its Board of Directors and members of Board committees. It calls all stakeholders to be accountable and to proactively work towards preventing and addressing all forms of oppression on the basis of race; ancestry; place of origin; ethnic origin; religious/spiritual belief; citizenship; creed; sex; sexual orientation; age; record of provincial offence or pardoned federal offence; marital status; family status; and (dis)ability. Springboard commits to fostering the conditions for living the values outlined in Section 1.02 through clear and transparent policies, their application and ongoing employee engagement and wellness.

## 3. RESPONSIBILITY

3.01 It is the responsibility of the Executive Director and the Board of Directors to manage and monitor compliance with the Code.

## 4. OUR ROLE IN SUPPORTING THE CODE

4.01 Each employee, student, volunteer and member of the Board of Directors and Board committees of Springboard is expected to read and comply with the entire Code. By living the values and guidelines set out in this Code, we can foster an environment that is safer, more caring, and supports individual and organizational success and well-being.

### 4.02 Compliance with Legal and Ethical Standards

Springboard employees will act ethically with high standards of integrity and will abide by federal, provincial and municipal laws in their agency dealings. Employees are required to be aware of all Springboard policies and will receive adequate orientation to and training on all policies. Employees are also required to be aware of and observe funders' requirements and rules and regulations relating to activities in the department or program in which they work. No one at Springboard is permitted to commit or condone any discriminatory, illegal or unethical act, or to instruct other employees to do so. If in any doubt at all, seek advice and direction from your Supervisor, Department Manager Director, People & Culture, Department Director or the Executive Director.

Employees are required to immediately report to their direct Supervisor when they incur criminal charges. The Supervisor will confidentially share the information with

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the appropriate level of leadership and the Director, People & Culture.

#### **4.03 Our Responsibility to Fellow Employees**

The values outlined in section 1.02 commit Springboard to providing a safe, caring, and equitable workplace by preventing exclusion, prejudice, oppression, discrimination, harassment and bullying. Any behaviour that could be construed as harassment or discrimination on any ground protected by human rights law will be addressed through a transparent and where possible, a process that values restorative resolution. Similarly, violence of any kind in the workplace, at a Springboard event or in the presence of or directed towards any employee, client, supplier, community partner, funder, or donor will be addressed as per HR policy.

#### **4.04 Employment Practices**

Springboard is committed to ensuring equitable opportunities for advancement and development exist for all employees in all aspects of employment. Equity and merit will be the principles on which all employment and promotional opportunities will be based. The hiring process will continue to be reviewed to ensure equality of employment outcomes.

#### **4.05 Job Performance & Professional Conduct**

Employees will carry out their job responsibilities to the best of their ability. This includes among other things: accepting supervisory direction, collaborating with their team, participating in the performance evaluation process, completing all required training, ensuring safety and security of employees, clients and others in the workplace, and maintaining the required quality and quantity of work as per the contracted job description.

Employees will conduct themselves professionally, guided by the values set out in section 1.02 in the fulfillment of their duties and in all dealings with their fellow employees, clients, funders, community partners, visitors and the public at large.

#### **4.06 Attendance**

Springboard is committed to promoting and maintaining high standards of attendance and employees are expected to be at work on time for the days that they are scheduled to work when illness or emergencies necessitate absence or lateness, employees are expected to notify their Supervisor at the earliest opportunity in advance of their scheduled work.

#### **4.07 Drugs & Alcohol**

The use, possession, distribution, offering or sale of recreational drugs or alcohol while in the workplace as well as any place where people are responsible for carrying out the business of Springboard or taking part in a Springboard related activity, including use of social media for work purposes, work-related social events and business functions that affect work relationships or in any workplace vehicles is prohibited.

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For clarity, recreational drugs means drugs which may or may not be legal in Canada (including cannabis and cannabis-related products), taken without a prescription from a certified medical doctor. Executive Director approval is required if alcoholic beverages are to be served at an agency-sponsored function.

For their own safety, and for the safety of others in the workplace, Springboard employees who report to work impaired by alcohol, recreational drugs or prescribed drugs will not be permitted to work and further disciplinary action may follow.

**4.08 Appropriation of Agency Assets**

Employees have a responsibility to protect Springboard’s tangible and intangible assets entrusted to them from loss, damage, misuse or theft. Springboard assets such as funds, products, electronic devices and services, including, but not limited to: computers, computer-related equipment, products and services, may only be used for specific agency business purposes. The agency’s name, property (including intellectual) and brand must not be used for personal advantage or in another personal context.

**4.09 Proper Maintenance of Records**

Springboard requires honest and accurate recording and reporting of all administrative, program and client information. Springboard’s books, records and logs should accurately reflect all transactions. Undisclosed and unrecorded information including revenues, expenses, assets or liabilities are prohibited. Employees may not alter, conceal or falsify any document(s) or record(s). Each Springboard department will adopt the approved record retention practices consistent with Springboard’s documented policies and applicable legal and regulatory requirements.

**4.10 Our Responsibility with Respect to Privacy, Information Disclosure and Intellectual Property**

Employees are required to comply with Springboard’s privacy policies with respect to confidential client and employee information.

Employees are required to protect Springboard’s confidential and proprietary information from unauthorized disclosure and use. This applies to information about clients and fellow employees as well as confidential and proprietary information about the agency’s own affairs. Proprietary information includes any information that is not generally known to the public and is helpful to Springboard, or would be helpful to competitors. Employees may not use confidential information or trade secrets gained by virtue of their employment with Springboard for personal gain or for any purpose other than specific job related duties.

Employees will safeguard all proprietary information by marking it accordingly, keeping it secure, and limiting access to those who have a need to know of such

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information in order to do their jobs.

When an employee leaves Springboard for any reason, confidential and proprietary information remains with and is the exclusive property of the agency and is not to be used or disclosed in any way by the departing employee following the termination of his or her employment with the agency.

Employees are required to comply with agency intellectual property policies and required to sign all documents to enable Springboard to secure patents, trademarks, copyrights, designs or other intellectual property rights and to transfer legal title therein.

#### 4.11 Conflicts of Interest

A conflict of interest is any situation where an employee's personal interest, that of a relative, or someone with whom they have a close personal relationship, conflicts, appears to conflict, or could potentially conflict, in any way with the interests of Springboard. Employees must avoid any activity that compromises, or could reasonably be seen to compromise, their judgment, causes them to show undue favoritism to any party or causes them to receive a benefit of some kind. When in doubt, it is best to disclose a potential conflict of interest to your Supervisor and Director, People & Culture or the Executive Director. Employees are required to provide immediate written notice to their supervisor and the Director, People & Culture of any employment or business interests outside of Springboard for an assessment of whether any conflict may exist.

#### 4.12 Communications Devices/Assets

The agency's electronic devices and services, including, but not limited to, computers, computer-related equipment, products or services are the agency's property and should be used primarily for agency purposes. Incidental appropriate personal use is permitted provided it does not interfere with the normal course of agency business.

The agency's electronic devices, specifically computers, should not be used to download any third party or confidential employee information for any purposes other than agency business related purposes. Computers should not be used to download any offensive or pornographic materials from the Internet. All downloadable material should be for agency business purposes and should comply with the agency's policies. Springboard's computers should also not be used to download copyrighted material from the Internet including music and software.

The agency owns all information contained on the agency's computer networks. Therefore an employee should have no expectation of privacy or confidentiality for any personal information received or transmitted on the agency's computer networks.

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#### 4.13 Political and Charitable Activity

Employees should not engage in any partisan political activity in the workplace unless authorized by the Executive Director. Employees raising funds outside of the fund development program of Springboard or for other causes should exercise discretion and seek Executive Director approval to solicit donations from co-workers, clients, suppliers, community partners or funders. Employees are not authorized to use e-mail group distribution lists for these purposes.

#### 4.14 Reporting Concerns

Taking action to prevent, address and report harm is an integral part of Springboard's culture. If you become aware of an existing or possible violation of the Code, you should promptly notify the appropriate person or manager. Your concerns, however, can also be expressed on a confidential or anonymous basis to the Director, People & Culture or the Executive Director. The concern can be submitted electronically or in a sealed envelope addressed to the appropriate individual. The email or envelope should be marked "Personal & Confidential".

Creating a DEI culture requires integrity and transparency. In this spirit, retaliation against any employee who honestly reports a concern to Springboard about an existing or possible violation of the Code is unacceptable. Conversely, it is important to consider the implications of making false claims on peoples' lives and careers. Ensure that you are reporting only true incidents of violation of the Code.

### 5. DEFINITIONS

5.01 **Employees** means any individual employed by Springboard in any capacity, including students, volunteers, advisors and Directors of the Board.

5.02 **Relative** includes a spouse, common-law spouse or partner, parent, child, sibling, grandparent, grandchild, in-law, aunt, uncle, cousin, nephew, niece or other close relative as well as those of a spouse or partner.

### 6. REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

The Code is applied in conjunction with all active and approved agency policies which can be accessed through Springboard's Policy Officer and on our employee network drive at: P:\Policy and Procedure Documents. Employees will be supported to know and expected to comply with the policies applicable to their specific areas of work.

### 7. PROCEDURES

7.01 New employees are made aware of the Code of Conduct in the following places:

- In their offer letter package from the People & Culture Department
- During their New Hire orientation during which they are expected to review and submit a signed copy to the People & Culture Department.

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- Ongoing training and check-ins with supervisors

7.02 All employees, volunteers, students and Board members are required to sign the Code annually and in accordance with the timelines defined by the agency.

7.03 Any questions about the Code should be directed to the Director, People & Culture for follow-up with the Executive Director.

8. ATTACHMENTS (None noted)

**SIGN OFF SHEET**

I am an:	I am a:	
<input type="checkbox"/> Employee	<input type="checkbox"/> Volunteer <input type="checkbox"/> Student <input type="checkbox"/> Other	
I _____ have read and reviewed Springboard's HRP 5.04 Code of Conduct Policy and fully understand the guidelines stated therein. I commit to compliance with the Code. I understand that a breach of this policy may lead to disciplinary action up to and including dismissal from Springboard and/or legal action.	I _____ have read and reviewed Springboard's HRP 5.04 Code of Conduct Policy and fully understand the guidelines stated therein. I understand that failure to comply with this policy may result in termination of my relationship with Springboard.	
Signature:	Signature:	
Date:	Date:	
Witness Printed Name & Signature:		Date: