

## NATIONAL CAPITAL COMMISSION CODE OF CONDUCT

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## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

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Hi everyone,

I am very pleased and proud to present the National Capital Commission (NCC) Code of Conduct. Essentially, this code was designed to achieve two specific objectives: to maintain public trust in our organization, and to help employees incorporate the NCC's fundamental values.

Accordingly, this Code of Conduct states the behaviours, actions and decisions that are expected from us as we perform our duties. Over the years, the NCC has achieved distinction through its commitment to giving priority to our values and making them part of our daily routine. These values are also reflected in our external relations. Our Code of Conduct affirms our determination to continually prove our commitment to performing our work to the highest ethical standards.

As I have often said, and as I am reiterating to you now, what makes the NCC extraordinary is its employees. I sincerely believe that our Code of Conduct reflects the fact that NCC employees constantly strive to achieve excellence. I would like to take this opportunity to thank you for your commitment and for your invaluable contribution.

A handwritten signature in black ink, appearing to read "Marie Lemay". The signature is stylized and fluid.

Marie Lemay, P.Eng., ing.  
Chief Executive Officer

## THE NCC CODE OF CONDUCT

### INTRODUCTION

Your Code of Conduct is intended as a tool for guiding your professional interaction as you perform your duties. It therefore sets out our values, our commitment to ethics and the behaviour expected in our dealings with the public, the government, and colleagues.

In fulfilling our mandate and as employees of the Government of Canada, we must give thought to accepting or rejecting certain behaviour out of our concern to act with professionalism at all times.

Clearly, the Code of Conduct cannot cover every delicate situation that might arise, but it can be used as a reference. Furthermore, the content of the Code must not substitute for sound personal judgment; nor is it designed to replace legislation or regulations. In the event of a discrepancy between official documents and the NCC Code of Conduct, the more stringent of the two rules will apply.

Note that the Code of Conduct applies to all NCC employees<sup>1</sup>.

### 1. OUR VALUES

We, at the NCC, are proud to enrich Canadian society. We realize our national mandate with dignity, integrity and passion. We embrace a spirit of open communication, cooperation and teamwork. We foster a common vision, while professing and putting into practice the values of **respect, well-being, commitment, fairness** and **honesty**.

#### Respect

We demonstrate respect in all our relationships based on mutual trust, strong ethical behaviour and through honesty, support and communication. We value and respect the diversity of our workforce by embracing tolerance and acceptance, and by promoting and recognizing individual and group achievement, expertise and contributions.

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<sup>1</sup> For the purposes of this Code of Conduct, *all NCC employees* also refers to managers and students. The Code of Conduct also applies to volunteers, contractors and members of NCC Advisory committees that are not members of the Board of Directors, as appropriate.

**Well-being**

We recognize that the well-being of the individual is paramount to the success and effectiveness of the organization as a whole. We promote well-being by encouraging a balance between our personal and professional lives. We foster an environment of flexibility, mutual understanding, fair and reasonable expectations, empowerment and growth. We promote a safe, healthy and secure workplace, motivating productivity, fulfillment and a stable workforce.

**Commitment**

We demonstrate commitment to our mandate through accountability as builders, guardians and interpreters of Canada's Capital Region. We encourage and recognize creativity, initiative, resourcefulness and continuous learning. We strive for excellence and apply the principles of effective leadership, teamwork and open communication.

Our commitment also entails exceptional service to the public, which calls for high standards of behaviour, including courtesy and good listening skills. Those who communicate with the public do so with tact, truthfulness and diplomacy. They act at all times with respect and consideration for other people's values.

We also demonstrate commitment through excellence in terms of competence and quality. Those who aspire to excellence act with professionalism, diligence and effectiveness in all their work.

**Fairness**

Fairness describes behaviour that is just, equal and impartial. Behaviour that is fair tends to produce the most reasonable decisions possible, regardless of the situation, the circumstances or those involved.

**Honesty**

Honesty concerns integrity and openness, without hypocrisy. Honesty implies that there is no divergence or contradiction between thoughts, words and actions. Whether someone succeeds or fails, they assume all consequences for their actions.

## 2. RULES OF CONDUCT

### 2.1 Respectful Work Environment

- **Official Languages**

English and French are the official languages of Canada and are of equal status at the NCC. We are required to provide our services in the client’s official language and, in this same context, we are entitled to work in the official language of our choice.



Official Languages

- **Transparency**

We shall make full, fair, accurate, timely and understandable disclosure of information that is under our control. The NCC respects the privacy rights of employees. We are required to protect privacy rights, by not disclosing protected information without consent, among others.

- **Harassment, Discrimination and Violence in the Workplace**

The NCC intends to carry out its mission with respect for individual rights and freedoms. The NCC guarantees its employees a healthy work environment free from harassment, discrimination, violence or abuse of authority, where relations are based on respect and dignity.



Prevention of Harassment in the Workplace  
Prevention of Violence in the Workplace

- **Duty to Report Misconduct**

The NCC is devoted to providing a positive workplace, based on values and reinforced with a solid commitment towards public benefit. Employees who believe that a person has committed or is considering committing wrongdoing within the NCC workplace, have to, in good faith, reveal that information in accordance with the policy in effect.

Employees can do so by contacting their manager or anyone in management whom they are comfortable approaching. Employees can also seek advice, make a written complaint or report an incident by contacting the NCC’s Ethics Office or their HR Advisor. Keep in mind that the NCC Ethics Hotline also allows the employee to raise concerns anonymously.



Internal Disclosure Concerning Wrongdoing in the Workplace

- **No Retaliation**

Employees are encouraged to raise legitimate concerns. The NCC will not tolerate threats or acts of retaliation against any individual who makes such a report. In other words, the NCC will not discharge, demote, suspend, threaten, harass, or in any way discriminate against any employee with respect to good faith reporting of matters regarding real or potential improper activities.



### Internal Disclosure Concerning Wrongdoing in the Workplace

- **Environmental Protection**

The NCC encourages and supports all initiatives designed to protect the environment. Although environmental stewardship is firmly established and environmental protection is central to our efforts to build a greener Capital, employees have a duty to participate in the various existing programs and in the protection and development efforts inherent in our work. For example, simple daily actions such as avoiding waste and reducing the amount of supplies we use can make a big difference. By taking a careful attitude, we can protect the environment and help strengthen the NCC's image at the same time.

## 2.2 Conflict of Interest

This refers to a conflict between private interests of employees and their official duties. A conflict of interest may be real, apparent, or potential. Yet, regardless of the type of conflict of interest, employees must avoid them. Employees have an obligation to disclose to the NCC any conflict of interest situations arising or existing by declaring assets and liabilities as well as outside employment/activities including post-employment and involvement in political activity. The employee disclosure is performed by submitting a confidential report to the Labour Relations and Compensation Section of the Human Resources Branch. Furthermore, employees must avoid preferential treatment, unfair advantage or insider access and remember that there are limitations on the acceptance of gifts, benefits and hospitality.



### Conflict of Interest



### Employee Certification Confidential Report

- **Assets and Liabilities**

Employees must evaluate whether their assets and liabilities could place them in a conflict of interest situation in relation to their official duties. Employees must be transparent about any real, potential or apparent conflicts of interest by declaring such assets or liabilities.

- **Preferential Treatment, Unfair Advantage and Insider Access**

Employees shall not provide insider access, unfair advantage or preferential treatment to any person or party, including those seeking contracts with the NCC. The NCC insists on an approach of equality, lawfulness, honesty, fairness and openness with all.

- **Gifts, Hospitality and Other Benefits**

The acceptance of gifts, benefits or hospitality is generally limited to small and infrequent items of nominal value and of a promotional nature. If employees are unsure, they should politely decline, or if the situation permits, consult with their manager, Labour Relations Officer or Ethics Director. If something is difficult to refuse without causing some type of cultural misunderstanding or offence, employees should declare it immediately to the NCC for direction and disposition.

- **Post-Employment, Outside Employment or Activities**

**Post-employment** rules concern the behaviour of people who are planning to leave or have already left their position with the NCC. Such individuals must be transparent regarding their post-employment intentions and activities while they are still employed by the NCC and avoid taking improper advantage of their past duties after they leave the NCC. Accordingly, they cannot use their past NCC duties to obtain a privilege they would not be entitled to otherwise. Similarly, they must respect NCC ownership of its work and the confidentiality of any information they gained over the course of their duties.

In order to prevent conflicts between the employee's current responsibilities and **outside employment**, employees must report any outside activity if there is a real, apparent or potential conflict. Furthermore, outside activities should not interfere with the employee's performance of their duties or ability to exercise judgment in the NCC's best interest.

- **Involvement in Political Activity**

Employees have the right to engage in legitimate political activities. However, this must not impair or be perceived as impairing their ability to perform their duties in a politically impartial manner. Employees are responsible for their actions and impartiality and must declare intentions to become involved in political activity either as a party worker or a candidate.

All confidential reports are reviewed by the Vice-President, Human Resources, who determines whether real, potential or apparent conflicts of interest exist and what action(s) employees and former employees (when applicable) must take to resolve them.

## 2.3 Protection of NCC Assets and Other Resources

- **Use of NCC Assets**

Employees must make the necessary effort to protect NCC assets and properties from damage, loss, or misuse, particularly any assets or property under their direct control and responsibility. For example, this could include equipment, electronic equipment, computer resources or information systems. Employees aware of any damage, real or potential losses, or the misuse of any NCC asset or property must immediately inform their direct supervisor. NCC assets may be used only to perform our duties with the NCC, except where permitted by NCC policy.

- **Use of the Intranet, Email and Electronic Networks**

The NCC does not condone the inappropriate use of electronic or telephone networks. This includes prohibitions against unauthorized storage of sensitive material on computer networks, the installation of software that has not been authorized by the NCC, visiting inappropriate Internet sites, causing congestion of the network and the unauthorized use of personal long distance telephone calls. Electronic networks, including Internet access, shall only be used by authorized users for business related purposes. Employees may make use of the NCC’s electronic networks for professional activities, career development and limited personal use on their own time, provided such use otherwise adheres to the policy. Suspected unlawful activity will be investigated and reported to law enforcement agencies if warranted.



Use of Electronic Networks

Microcomputer and Network Acquisition and Usage

Corporate Computer Processing and Telecommunications (CP&T) Security and Administration

- **NCC Brand**

To avoid any misunderstanding or possible damage to the NCC’s reputation, NCC communications materials must not be used for personal purposes. More specifically, this includes the use of stationery (including forms, letterhead and envelopes), fax machines and emails using an NCC address. The limited use of such material (such as a fax cover page) may be permitted provided there is a clear indication that the message comes from you personally.

### 3. ETHICAL DECISION-MAKING

Employees should be able to recognize an ethical dilemma when it arises. An ethical dilemma is a situation in which employees are uncertain as to the right thing to do. An ethical dilemma may consist of two or more contradictory values, making it difficult to decide on the best action to take. For more information, please consult the Ethics Toolkit for NCC Employees.



[Ethics Tool kit](#)

### CONCLUSION

***In conclusion***, we are all obliged to incorporate NCC values into our daily work and make every effort to ensure that our ethical principles are respected by all. The NCC is committed to the promotion, implementation and preservation of the guiding principles found within the NCC Code of Conduct. Should a breach occur, the NCC will take the matter seriously and ensure appropriate action is taken.

If you wish to receive information, please contact our [NCC Client Services](#)

## NCC CODE OF CONDUCT CERTIFICATION

This Code is a condition of your employment with the NCC. You must always abide by it, and demonstrate the values of the NCC in your actions and behaviour.

The Code of Conduct applies to all employees and it is the duty of the NCC to inform staff members of the rules and guiding principles that govern them.

I, \_\_\_\_\_, promise to read and respect the NCC Code of Conduct in its entirety. I certify that I will commit to high ethical standards in the performance of my NCC duties and responsibilities, and in my conduct. I also certify that I will personally commit to proactive ethical and values-based leadership practices.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

c.c. Employee's file