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Employee Code of Conduct

1. PURPOSE

To communicate Brampton Library's expectations of its employees by demonstrating how staff embody the Library's service values. This policy is not intended to address every situation and only represents general standards and expectations for all employees. No code can address every situation that staff may potentially encounter; staff is required to exercise good sense of judgement and adhere to all library standards, policies, and procedures.

2. POLICY STATEMENT

Employees of the Library are expected to adhere to high standards of personal and professional competence, integrity and impartiality.

Employees shall have no direct or indirect personal interest in a business or transaction that would conflict with the proper conduct of their duties.

As public servants, employees must also maintain the public's trust. Their conduct shall ensure public confidence that their duties are performed in the Library's best interest.

Employees, in the course of their duties, are not to take any action that they know, or reasonably should know, violate any applicable law or legislation.

Employees will abide by the Brampton Public Library Board's policies and procedures.

In accordance with the Brampton Library policies and procedures, the Library may take necessary action in response to forbidden behaviours up to and including termination and/or legal actions.

3. COMMITMENT

Brampton Library Employees are here to meet our customer needs. Anticipating and satisfying those needs is the cornerstone of our existence and the measure of our success.

Brampton Library Employees play a vital role in bringing our mission to life through:

3.1. Providing services that are customer-centered

- 3.2. Providing access to services and resources
- 3.3. Recognizing cultural differences and adapting to inimitable needs and situations
- 3.4. Fostering inclusive working environment
- 3.5. Being creative, progressive, and original
- 3.6. Respecting the dignity and rights of their co-workers and the public they serve
- 3.7. Welcoming and responsive to customer feedbacks, ideas, and comments
- 3.8. Being accountable and taking responsibility for their actions

4. ACCOUNTABILITY

Brampton Library Employees are accountable for their actions, behaviour and the services they provide.

Brampton Library Employees:

- 4.1. Must comply with policies and procedures in an unbiased, neutral manner
- 4.2. Be responsible for treating everyone equally and must be impartial while performing their respective library role
- 4.3. Are required to report immediately, all complaints or workplace incidents and violence experienced, witnessed or having knowledge to the supervisor
- 4.4. Should not accept rewards, gifts, or any form of benefits from any person or entity that influences or could be professed to influence the performance of the employee's respective duties
- 4.5. Protect information that is confidential and refrain from discussing/disclosing any confidential information with/to other staff or any other person outside of organization except special authorities unless authorized to do so
- 4.6. Avoid using their position improperly for personal gains

5. GUIDELINES

5.1. Specific Guidelines in Conduct

5.1.1. Conflict of Interest

A conflict of interest occurs when, in the course of his or her duties, an employee is called upon to deal with any matter which he or she has a direct or indirect personal interest, whether

or not the employee acts or intends to act in a way which is inconsistent with the interest of the Library. Refer to the Conflict of Interest Procedure.

5.1.2. Direct Personal Interest

A direct personal interest is a non-work related interest through which the employee may derive an economic benefit or avoid an economic loss. No goods and/or services shall be purchased from an employee, unless approved by the Chief Executive Officer.

5.1.3. Indirect Personal Interest

An indirect personal interest arises where the potential economic benefits or avoidance of economic loss, would be experienced by another person or corporation having a financial relationship with the employee. This may include but is not limited to, ownership of shares or other securities, or the loan of money or property by, or to, the employee. An indirect personal interest also occurs when the potential benefit, or avoidance of loss, would be experienced by a person who is a relative or spouse of the employee, or based on the facts of the particular case, the employee could reasonably be considered to have a personal interest in the economic well-being of that other person.

An employee is not required to declare a conflict of interest where the interest of the employee is so remote or insignificant in nature that it cannot reasonably be regarded as likely to influence the employee.

5.2. Disclosure

Employees shall make prompt and full disclosure in writing to their Manager. In the case of Managers, prompt and full disclosure will be made in writing to the Chief Executive Officer.

Disclosure will include any conflict of interest whether certain or not, a description of the nature of the direct or indirect personal interest, and the identity of any persons or corporations in respect of which there is a personal interest.

Upon receiving disclosure of a conflict of interest, the above-authorized individuals shall ensure that:

5.2.1. The employee does not deal with the matter that gave rise to the conflict of interest once a clarification has been made that a conflict exists. When in doubt, clarification should be obtained by legal counsel.

5.2.2. The action taken to avoid the conflict is to be recorded in writing and signed by both parties

5.2.3. The original is retained and two copies are forwarded to Human Resources for filing in the employee's and authorized individual's file

A conflict of interest will most often arise without any wrongdoing or improper conduct on the part of the employee. Therefore, employees will not be disciplined for making prompt and full disclosure of the circumstances.

5.3. Breach of Trust

An employee who, in the course of his or her duties, seeks to advance a direct or indirect personal interest commits a breach of trust. A breach of trust would include:

- 5.3.1.** Influencing or attempting to influence the Library to contract with a person, partnership or corporation for any purpose in which the employee has an interest
- 5.3.2.** Accepting from any person or corporation any profit, commissions or other payments or favours in the way of price or other advantages where the person or corporation has had, has presently, or may reasonably have contact with the Library, or is seeking any decision, advice or endorsement from the Library

5.4. Gifts and Benefits

Employees should not solicit gifts. Employees should not allow themselves to reach a position whereby they might be or might be deemed by others to have been influenced in making a business decision as a consequence of accepting hospitality.

The exchange of gifts and recognition between supervisors and their employees may present a conflict of interest. Refer to the Conflict of Interest Procedure for details.

5.5. Information

Employees shall treat each contact with the public with diplomacy, tact, and objectivity, and shall recognize that such contacts affect the Library's image.

Except where required by law, employees must not disclose, or use for personal advantage, confidential information to which they have access.

5.6. Ownership of Intellectual Property

All inventions, products, processes and ideas that an employee has developed as part of their job duties belong to the Library.

5.7. Drug and Alcohol Use

All employees will abide by applicable laws governing the possession or use of alcohol and illegal or recreational drugs and are expected to report to work in a manner unaffected by alcohol and illegal or recreational drugs.

Employees shall not distribute, possess, consume or use illegal or recreational drugs on any

work sites occupied by the Library or in a Library vehicle at any time. No employee shall use or consume illegal or recreational drugs during working hours including meal and coffee breaks, whether or not they are on Library property.

Employees who are required to take prescription drugs shall do so only as directed by their physician. Employees shall inform their supervisor if the use of prescription drugs impairs their ability to perform their work.

No employee shall distribute, possess or use alcohol, illegal or recreational drugs on any work sites occupied by the Library or any Library vehicle except in the following circumstances:

- 5.7.1.** The employee is required to possess or distribute alcohol as part of his or her duties at a licensed event or work site. Such employees shall not consume or use alcohol during working hours.
- 5.7.2.** Management as part of a social event or other occasion to which an employee is invited approves the consumption of alcohol in advance. Employees in attendance at social events where alcohol is served shall limit their consumption to avoid becoming impaired. For the purposes of this exception, management shall include the Chief Executive Officer or designate.

5.8. Abiding by the Law

All business records, expense accounts, invoices, vouchers, bills, payroll and employee records and other reports are to be prepared with care and honesty. Knowingly entering false or misleading entries or purposely omitting entries in the books and records of the Library is strictly prohibited.

No transaction is to be concealed from management or the Library's internal or external auditors. Satisfactory accounting and auditing procedures and controls must be maintained, and full compliance with statutory requirements regarding internal and external audit procedures is imperative.

All employees of the Library are responsible for immediately reporting suspected fraud, breach of trust and other forms of wrongdoing to their Manager or Chief Executive Officer. Appropriate protection of the confidentiality of such information will be observed.

All suspected wrongdoing will be investigated fully, and all persons accused or suspected of wrongdoing will be treated fairly. All employees are required to co-operate fully with law enforcement and regulatory officials in keeping with the Library's Operational Policy.

5.9. Use of Library Property

Employees shall not make use of any property of the Library for their personal benefit, gain or enjoyment, other than property specifically provided by the Library for such use as a benefit of employment.

Employees shall only use the Library's property, equipment, supplies and services for activities associated with the discharge of their duties, unless proper authorization has been granted.

Employees will abide by the Library's rules and procedures for the borrowing and use of library materials. No employee will engage in the theft, defacement or unauthorized borrowing of library materials, as these actions are a violation of public trust.

6. COMPLIANCE AND INTERPRETATION

As a condition of employment with the Library, employees are expected to comply with the Library's Code of Conduct and related Library policies and procedures. When in doubt, employees have the responsibility to seek clarification from their supervisor and/or manager or Human Resources. Violations of the Library's Code of Conduct will be grounds for disciplinary action, up to, and including discharge and legal prosecution.

7. DRESS CODE

Employees must present themselves in a professional manner in regard to attire, personal hygiene and appearance. Work attire should emulate and complement a professionally operating organization and foster public confidence. (See attached Appendix A for details.)

Appendix A

Code of Conduct: Dress Code

Brampton Library entails that all employees to present themselves in a professional manner in regard to attire, personal hygiene, and appearance. It is our intent that work attire should emulate and complement a professionally operating organization and foster public confidence.

Employees of Brampton Library shall practice good personal hygiene and wear clothing that is clean, neat, and in good repair and presents a professional image. Clothing shall not constitute a safety hazard and it should not in performing assigned duties. Shoes should be worn for safety and comfort and be otherwise appropriate for a professional work setting. Attire that reveals back, chest, or undergarments are not acceptable.

Brampton Library Employees shall maintain personal cleanliness and oral hygiene and avoid the use of heavily scented perfumes, colognes and lotions during regular business hours.

Examples of **professional attire** include, but are not limited to:

- Blouses
- Shirts
- Skirts or dresses of an appropriate length
- Sleeveless blouses that do not expose undergarments
- Dress pants, slacks, and trousers
- Comfortable shoes/dress shoes

Example of **inappropriate attire** include, but are not limited to:

- Sweat pants, jogging pants, gym shorts, yoga attire
- Low-cut tops, halter tops, spaghetti strap tops
- Mini-skirts and pants that exposes midriff
- Strapless sundresses
- Torn, patched or excessively faded clothing
- Any form of clothing that is mesh, see-through or otherwise revealing
- Any form of clothing that is offensive to the public and is controversial and displays a political or distributive message
- Flip-flops/ slippers/open toed shoes for positions engaged in materials handling