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## Employee Code of Conduct

### 1. PURPOSE

This Code, which may be changed periodically, has been established to communicate Brampton Library's expectations of its employees in the performance of their duties, responsibilities, daily business decision making and interaction with other(s), as well as to promote guidance and understanding of what is considered acceptable and unacceptable conduct and behavior. Overall, the Code is meant to ensure consistency throughout the Brampton Library and to prevent both employees and Brampton Library from placing the organization at risk.

### 2. POLICY STATEMENT

The Brampton Library is committed to conducting its business with the highest level of integrity and professionalism, consistent with this Employee Code of Conduct (referred to hereafter as "Code"), the Library's Core Values and in compliance with the law.

As public servants, Brampton Library Employees are expected to adhere to high standards of personal and professional competence, integrity and impartiality, while maintaining the public's trust and by providing excellent service to customers. Their conduct shall ensure public confidence that their duties are performed in the Library's best interest. This is to be achieved by:

- Providing services that are customer-centered
- Providing discrimination-free services and resources
- Acknowledging cultural differences and adapting to unique needs and situations
- Fostering an inclusive and discrimination-free working environment
- Being creative, progressive, and original
- Respecting the dignity and rights of their co-workers and the public they serve
- Welcoming and responding to customer feedbacks, ideas, and comments
- Being accountable and taking responsibility for their actions

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. In addition, Employees will abide by all Brampton Public Library Board's policies and procedures.

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 adhere to all library standards, policies, and procedures; to exercise

good sense of judgement in the spirit of this code and to seek clarification from their immediate Supervisor or Human Resources, in cases where they are unsure as to the proper course of action.

### **3. SCOPE**

This policy applies to all Brampton Library employees (including full-time, part-time, casual, temporary, students and volunteers). This policy covers all Brampton Library interactions and business dealings whether on or off Library premises and shall be applied in conjunction with the collective agreement, employment contracts, legislative requirements and/or the standards identified by an employee's professional affiliation.

### **4. GUIDELINES**

#### **4.1. Professional Behaviour and Conduct**

##### **4.1.1. Appropriate conduct and behaviour includes, but is not limited to:**

- 4.1.1.1. Adherence to all company policies, practices and procedures;
- 4.1.1.2. Competent performance of all job duties;
- 4.1.1.3. Prompt and regular attendance at work;
- 4.1.1.4. Courtesy to and respect for coworkers, customers, suppliers or any person who deals with Brampton Library in the conduct of business;
- 4.1.1.5. Presenting themselves in a professional manner in regard to appearance, attire and personal hygiene during work hours (see Dress Code Procedure).

##### **4.1.2. Inappropriate behaviour and conduct includes, but is not limited to:**

- 4.1.2.1. Loitering or loafing;
- 4.1.2.2. Leaving work early or leaving the department for an extended period of time without Supervisor's approval;
- 4.1.2.3. Using obscene and/or abusive language;
- 4.1.2.4. Spreading malicious gossip or rumours;
- 4.1.2.5. Horseplay or throwing objects;
- 4.1.2.6. Reporting to work or working while under the influence of alcohol, drugs or prohibited substances;
- 4.1.2.7. Creating or contributing to unsanitary conditions;
- 4.1.2.8. Gambling, lotteries or any other game of chance while on company premises;
- 4.1.2.9. Insubordination;

**4.1.2.10.** Excessive personal use of telephones or company property.

**4.1.3. Unacceptable behaviour and conduct includes, but is not limited to:**

**4.1.3.1.** Possession of guns, weapons or explosives on company property;

**4.1.3.2.** Possession, consumption or use of alcoholic beverages or illegal substances while on company premises;

**4.1.3.3.** Solicitation of other employees, for any reason, during work hours, unless approved in advance by the CEO;

**4.1.3.4.** Harassing, threatening, intimidating, coercing any person at any time;

**4.1.3.5.** Willful violation of safety rules and procedures;

**4.1.3.6.** Willful neglect and/or mishandling of equipment and machinery;

**4.1.3.7.** Unsafe driving of company vehicles;

**4.1.3.8.** Theft and/or falsification of company records;

**4.1.3.9.** Indecency;

**4.1.3.10.** Fighting;

**4.1.3.11.** Poor or careless work;

**4.1.3.12.** Sleeping while on duty;

**4.1.3.13.** Workplace bullying or discrimination;

**4.1.3.14.** Engaging in racist behavior or comments.

**4.2. Conflict of Interest**

A conflict of interest occurs when, in the course of an employee's duties, an employee is called upon to deal with any matter which they have a direct or indirect personal interest in, whether or not the employee acts or intends to act in a way which is inconsistent with the interest of the Library. It includes, for example, using an employee's position, confidential information or corporate Brampton Library work time, materials or facilities for financial gain or the expectation of private gain or advancement. A conflict may occur when an interest benefits any member of the employee's family, friends or business associates. Refer to the 'Conflict of Interest' procedure for more details.

**4.2.1. 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 by the Library from an employee, unless approved by the Chief Executive Officer.

**4.2.2. 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.

**4.2.3. 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:

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

In addition, Brampton Library strictly prohibits romantic or sexual relationships and family relationships where a reporting relationship exists between a manager or other supervisory employee and a subordinate staff member who reports directly or indirectly to that person. This measure has been adopted to avoid the potential for conflicts of interest. All employees are required to disclose to Human Resources where a conflict of interest, direct or indirect relationship may be created by a family member relationship or romantic or sexual relationship. If any romantic or sexual relationship between employees of Brampton Library exists, begins, or ends, Brampton Library requires both

parties to advise Human Resources and to verify that the relationship is consensual or has ended. Human Resources will review the situation and determine whether a potential for conflict of interest exists, and whether any employment actions will be required (for example, transfer to alternate department or location).

**4.2.4. Breach of Trust**

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

- 4.2.4.1.** 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.
- 4.2.4.2.** 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.

**4.2.5. Gifts and Benefits**

Employees may not solicit or accept gifts, money, discounts or favours including a benefit to family members, friends or business associates for doing work that the Brampton Library pays them to do. Employees are not to accept or provide any gift or benefit (i.e. dinner with a vendor) where it may be, or perceived to be, in exchange for favour or influence. This does not include items of nominal value such as small holiday gifts (i.e. cards, food).

**4.3. Protection of Information**

Employees at work are subject to the terms as outlined in the policies for BRD - 23 Freedom of Information and Protection Privacy and SMT - 04 Employee Technology and Internet Use policies for protection of 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. See BRD - 23 Freedom of Information and Protection Privacy for more details.

**4.4. Confidential and Personal Information**

Employees of Brampton Library are expected to work in adherence with [Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 \(MFIPPA\)](#) and BRD - 23 Freedom of Information and Protection of Privacy policy. Through the course of a Brampton Library employee's work, the employee may be privy to confidential and/or personal information

concerning the affairs of Brampton Library, the City of Brampton or City of Brampton employees, other Brampton Library employees, or members of the community. Employees are not to discuss or pass on confidential or personal information unless the exchange is necessary for a sanctioned business purpose or enforced by law. Adherence to this practice will reduce the chances of inadvertent release of information.

Personal information pertaining to Brampton Library employees shall not be made available to any other person except pursuant to such process, order, or subpoena as may be authorized by law in accordance with BRD - 23 Freedom of Information and Protection of Privacy policy.

**4.5. Ownership of Intellectual Property**

All inventions, products, processes and ideas that an employee has developed in the course of employment at the Brampton Library are the exclusive property of the Library, unless there is a written agreement stating otherwise between the Library and the employee.

**4.6. Drug and Alcohol Use**

No employee may be impaired, possess, consume, sell or transport alcohol or illicit drugs or recreational marijuana while in the course of their duties, including during lunch and/or rest periods or while on the premises of Brampton Library or while conducting Brampton Library business (whether at a Brampton Library workplace or elsewhere), unless the consumption is specifically authorized by Brampton Library as part of a social event sponsored by Brampton Library for employees.

No employee may make any commitments on behalf of the Library if they are impaired by alcohol or illicit or recreational or medical drugs while conducting Library business (whether at a Brampton Library workplace or elsewhere), or while at a corporate or social event where alcohol use was approved by the CEO.

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.

**4.7. 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 cooperate fully with law enforcement and regulatory officials in keeping with the Library's operational policies.

**4.8. Use of Library Property and Assets**

Employees shall not make use of any property, equipment, supplies and services 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, unless proper authorization has been granted. This includes use of information technology resources, including computing devices, facsimile machines, scanners, photocopiers, telephones, video and other multimedia devices and all forms of software that are property of Brampton Library.

Every employee bears the primary responsibility for the material they choose to access, send or display on the internet. Devices and software may not be used in any manner to create, send or display material that contravenes Brampton Library's relevant policies.

Employees cannot post on social media sites on behalf of Brampton Library unless they have the express permission of their Manager. When posting comments on any official Brampton Library social media site, employees are expected to speak respectfully about Brampton Library, its customers, Brampton Library employees and Board members. Employees found to be using any disrespectful, unfounded or derogatory statements regarding these parties on any of Brampton library's social media sites or internal intranet will be subject to disciplinary action, up to and including termination.

Employees at work are subject to the terms outlined within the SMT - 04 Employee Technology and Internet Use. Occasionally employees may need to make personal telephone calls, in these cases, personal calls should be of short duration, only when necessary, and should not interfere with an employee's duties nor be done while on the public service desk.

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.

**4.9. Outside Work (Moonlighting)**

Brampton Library employees must ensure that moonlighting at another job or business does not negatively impact the employee's performance with the Library, nor contravene any of its related policies and procedures. Library employees are not permitted to moonlight at an external job or business during the employee's normal working hours. If there is a potential conflict of interest with the employee's other work or business, employees are required to advise their immediate Supervisor of all external work situations, including being self-employed, during off-duty hours, vacation periods or while on leaves of absences to ensure compliance

with the Code and its related Brampton Library policies. This includes providing the full details of such work (i.e. type/ nature of work, name of employer/business, days/hours of work, etc.)

#### **4.10. Off-duty Outside Conduct**

Employees shall not act in a manner that:

- Damages the reputation of Brampton Library including the values of IDEA (Inclusivity, Diversity, Equity and Accessibility)
- Negatively impacts any community member's ability to access Brampton Library's services.
- Makes them unable or unfit to provide discrimination-free services to any community member.

### **5. COMMUNICATION AND ENFORCEMENT OF THE EMPLOYEE CODE OF CONDUCT**

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.

All Brampton Library employees will be provided with a copy of the Code and will be asked to sign an acknowledgement form agreeing to all of its terms. If the Code is revised, employees will be given a copy of the revised Code and asked to sign a new acknowledgement form.

If an employee is made aware of any non-compliance of the Code by another Brampton Library employee, the employee is required to report the non-compliance to their Supervisor immediately. If the employee is not comfortable reporting the non-compliance to their Supervisor, they are to report the non-compliance to a member of the Human Resources team. Any employee that is found to have reported a breach of the Code in bad faith will be subject to disciplinary action, up to and including termination of employment.

Violations of the Brampton Library's Employee Code of Conduct will be grounds for disciplinary action, up to, and including discharge and legal prosecution.

Managers are responsible for counselling employees promptly when their conduct or behavior is inconsistent with the intent of this policy and related procedures.

### **6. DUTIES AND RESPONSIBILITIES**

#### **6.1. Chief Executive Officer**

- 6.1.1.** Overall administration and accountability of the policy to ensure implementation and compliance
- 6.1.2.** Participate in their own development of knowledge and skills related to code of conduct knowledge and demonstration of behaviours consistent with this policy



**6.2. Human Resources Department**

- 6.2.1. Ensure that all employees are informed of and comply with the requirements of the policy
- 6.2.2. Ensure that all employees have access to the policy and receive any updates
- 6.2.3. Assist managers with interpretation and application of the policy
- 6.2.4. Ensure investigation of all complaints- It is the responsibility of HR to inform the CEO, and other appropriate persons. Where a formal investigation is initiated, HR will notify the applicable Director. Where a formal investigation involves a unionized employee, HR will notify the Bargaining Unit Union President. All formal investigations are deemed to be confidential.
- 6.2.5. Participate in their own development of knowledge and skills related to code of conduct knowledge and demonstration of behaviours consistent with this policy

**6.3. Directors, Managers and Supervisors**

- 6.3.1. Ensure compliance within their department
- 6.3.2. Provide guidance in interpreting the policy
- 6.3.3. Establish and maintain reasonable systems, procedures and controls to prevent and detect fraud, theft, breach of trust, conflict of interest, bias and any other form of wrongdoing
- 6.3.4. Assist in investigating any incident of suspected wrongdoing
- 6.3.5. Deal firmly and fairly with any confirmed violations of the policy (must consult with Human Resources prior to taking any action)
- 6.3.6. Inform the CEO and Human Resources, if any violations of the policy occur
- 6.3.7. Participate in their own development of knowledge and skills related to code of conduct knowledge and demonstration of behaviours consistent with this policy

**6.4. Library Employees**

- 6.4.1. Subscribe in writing, prior to, or on their first day of employment, that they have read and agree to abide by the policy
- 6.4.2. Annually review the policy
- 6.4.3. Adhere to the standards of behaviour outlined in this policy
- 6.4.4. Seek clarification if unsure about any information included in the policy
- 6.4.5. Disclose breaches of the policy to their immediate Manager, Director or designate, in writing

- 6.4.6.** Avoid situations which may present conflicts of interest while dealing with persons or organizations doing business or seeking to do business with the City
- 6.4.7.** Disclose the names of relatives where a direct or indirect reporting relationship may be created through the recruitment. For further information, refer to the Hiring Policy.
- 6.4.8.** Participate in their own development of knowledge and skills related to code of conduct knowledge and demonstration of behaviours consistent with this policy.
- 6.4.9.** All employees have a responsibility to participate in organizational training and to ask questions if they are unsure.
- 6.4.10.** Participate in their own development of knowledge and skills related to code of conduct knowledge and demonstration of behaviours consistent with this policy.

## **7. WORKPLACE ACCOMMODATION**

Brampton Library encourages any employee with a medical condition or disability that would prevent them from adhering to the above Code, to contact a Human Resources Advisor.

## **8. COMPLAINTS**

Employees are able to internally resolve disputes arising out of issues concerning the Policy through Brampton Library's internal complaints procedures.

Brampton Library values employee input in building an inclusive workplace.

## **9. EXTERNAL REFERENCES**

- 9.1.** [Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56](#)

## **10. RELATED POLICIES**

- 10.1.** BRD - 23 Freedom of Information and Protection of Privacy
- 10.2.** SMT - 04 Employee Technology and Internet Use

This policy is available in alternative formats upon request.