



Annex III **MCTS Code of Conduct**

(Signed by the MCTS Superintendent on September 6th, 2006)

Employment in the Public Service carries with it basic expectations of staff conduct towards both clients and co-workers. As a condition of employment, all public servants must accept responsibility for observing standards of conduct as indicated in the *Values and Ethics Code for the Public Service* and the *Treasury Board Policy on the Prevention and Resolution of Harassment in the Workplace*. These documents underscore what is and what is not appropriate workplace conduct and will guide personal conduct in MCTS operations. They should be used in addressing questionable behaviour and actions in the context of the ongoing performance management of all employees. The following sections from each document highlight some of the expectations related to personal conduct in MCTS operations.

The *Values and Ethics Code* describes the values and ethics, applicable to all public servants, required to guide and support them in their professional conduct. These values include:

- **People Values: *Demonstrating respect, fairness, and courtesy in their dealings with both citizens and fellow public servants.***
 - Respect for human dignity and the value of every person should always inspire the exercise of authority and responsibility.
 - People values should reinforce the wider range of Public Service values. Those who are treated with fairness and civility will be motivated to display these values in their own conduct.
 - Public servants shall act at all times in a manner that will bear the closest public scrutiny; an obligation that is not fully discharged by simply acting within the law.

The *Policy on Harassment* includes the various harassment criteria, such as whether the behaviour is unwelcome or offensive from a reasonable person's point of view; and whether it demeans, belittles, or causes humiliation. These criteria include, but are not limited to:

- Serious or repeated rude, degrading, or offensive remarks or e-mails, threats or intimidation, teasing about a person's physical characteristics or appearance, put-downs or insults.
- Displaying sexist, racist, or other offensive pictures, posters, or sending e-mails related to one of the eleven grounds prohibited under the *Canadian Human Rights Act*. Unwelcome social invitations. Unwelcome sexual advances.
- Criticizing an employee in public.
- Statements damaging to a person's reputation.

Specific examples of these items include verbal abuse, raised voices, swearing, confrontations, malicious and derogatory gossip, and bullying of any kind to any other public servant or client in person, on the telephone, or in writing that any reasonable person would consider unwelcome.

Compliance with the *Values and Ethics Code for the Public Service* and the *Treasury Board Policy on the Prevention and Resolution of Harassment in the Workplace* is expected from every employee. Employees are responsible for their own actions, and supervisors and OICs must monitor and check the conduct of all employees within MCTS operations.



The following sections of the *Values and Ethics Code* make clear the consequences of misconduct:

- Page 12 states that "this Code forms part of the conditions of employment in the Public Service of Canada. All Public Servants are **responsible for ensuring that they comply** with this Code and that they exemplify, in all their actions and behaviours the values of the public service."
- Page 37 states that "A public servant who does not comply with the requirements of this Code is **subject to appropriate disciplinary action**, up to and including termination of employment."

Similarly, the *Policy on Harassment* states:

- "Harassment affects workplace and individual well-being and will **not be tolerated.**"
- "Employees are expected to act towards other **individuals professionally and respectfully.**"
- "Harassment may result in **corrective or disciplinary measures being taken**, up to and including termination of employment. Disciplinary or corrective measures may also be taken against the following: any manager who is aware of a harassment situation and who fails to take corrective action; anyone who interferes with the resolution of a complaint by threats, intimidation or retaliation; or anyone who files a complaint that is frivolous or in bad faith."

The MCTS Management Team Pacific expects that the *Values and Ethics Code for the Public Service* and the *Treasury Board Policy on the Prevention and Resolution of Harassment in the Workplace* are to be referenced and used in addressing questionable behaviour and actions in the context of ongoing performance management of all employees. All employees, supervisors and managers should read, understand, and comply with these codes of conduct.

OICs and supervisors are reminded to monitor conduct and put in place proactive measures to ensure that operations are in compliance.

All employees and trainees are reminded that they do not have to accept questionable behaviour from fellow employees. Every one has the right to ask that unacceptable behaviour stops immediately. Any concerns should be raised to people's respective supervisors.

Links and references:

http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/hw-hmt/hara1_e.asp#_Toc514556619

http://www.hrma-agrh.gc.ca/veo-bve/common/policies-politiques_e.asp

http://www.tbs-sct.gc.ca/pubs_pol/ciopubs/TB_CP/uen_e.asp