

**FOSTERING A SUPPORTED & EMPOWERED STAFF:
EMPLOYEE CODE OF CONDUCT**

COMMITTEE:	Strategic Leadership Team	PASSED:	23 July 2015
TOPIC:	Recruitment and Employment	AMENDED:	23 June 2016
		REVIEW PERIOD:	As required.

MANAGEMENT GUIDELINES

The purpose of the Library's Employee Code of Conduct is to help employees work together harmoniously according to the standards established by the North Vancouver District Public Library. The Code aims to clarify the Library's expectations of employees, and reaffirms the Library Board's commitment to fostering a supported and empowered staff.

Managers and supervisors shall help employees to perform at their best, and shall not condone behaviour in the workplace that is unacceptable and likely to undermine work relationships, productivity or Library reputation. Employees who work at the Library agree to the following Code:

Employee Code of Conduct

All North Vancouver District Public Library employees agree to:

- a. Take responsibility to learn and follow all workplace policies and procedures necessary for safe, positive and effective service.
- b. Speak and behave in a manner that is respectful, professional and courteous towards all persons whether a superior, subordinates, peers, volunteers or Library patrons.
- c. Take responsibility for personal behaviour and personal/common work areas: keep work areas, public desks and public spaces tidy and clear of clutter, recognizing that first impressions can have a lasting impact on public perceptions of service.
- d. At all times take responsibility for contributing to a positive, friendly environment that fosters collaboration.
- e. Dress appropriately, in a manner that is consistent with the responsibilities of their position, so as to project a favourable image of the Library.
- f. Be dependable and responsible by arriving for work and meetings on time, completing assigned work on schedule, communicating proactively, being considerate of co-workers' time and showing respect for Library property and resources.
- g. Respond appropriately when given constructive feedback and exhibit efforts to improve performance.

- h. Refrain from behaviors which can result in discipline up to and including dismissal, which include (but are not limited to):
- Alcohol and drug use in the workplace
 - Dishonesty
 - Excessive tardiness
 - Failure to follow prescribed safety practices concerning protective equipment, correct cash handling procedures
 - Failure to notify of an absence
 - Insubordination
 - Misuse of confidential information
 - Rude, offensive or abusive language in the workplace
 - Theft
- i. Abide by this Employee Code of Conduct and the following related policies and guidelines:
- ALCOHOL AND DRUGS (MG-OHS-01.1)
 - CONFLICT OF INTEREST (B-HR-14)
 - PROTECTION OF PRIVACY AND CONFIDENTIALITY (B-OP-11)
 - POSITIVE WORKPLACE: ANTI-BULLYING AND HARASSMENT (B-OHS-03)
 - PERSONAL EMPLOYEE INFORMATION (MG-HR-01.7)
 - REPORTING OF FRAUDULENT OR DISHONEST ACTS OR RELATED ACTIVITIES (B-FIN-09)

Library employees agree that successful employment with North Vancouver District Public Library is contingent upon following the Employee Code of Conduct and Library policies and guidelines. Library employees in breach of this Code may be subject to coaching, performance management and discipline up to and including dismissal.

All Library employees have access to all Human Resources and Occupational Health and Safety policies, guidelines and codes of conduct and they will be notified of all new or updated policies, guidelines and codes of conduct as they are implemented. The full policy suite is available on the Library's website and Intranet. In addition, new employees will be provided with an orientation to all pertinent Human Resources and Occupational Health and Safety policies, guidelines and codes of conduct when they are hired.