



NATIONAL CAPITAL COMMISSION
COMMISSION DE LA CAPITALE NATIONALE

Code of Conduct

Canada



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Message from the CEO

For 120 years, the National Capital Commission (NCC) has worked to ensure that the Capital is a source of pride and inspiration for generations of Canadians. At the same time, we have established a strong corporate culture based on key values: respect, integrity, commitment and accountability. It is absolutely vital that our actions align with these values.

This code of conduct is a valuable tool for ensuring that these values remain at the heart of everything we do — how we conduct ourselves in our interactions with each other and in our dealings with the public and our partners, the priorities we set, and the decisions we make.

I encourage you to read the code and let it guide you as you go about your work. Each one of us contributes to shaping the culture of the NCC, which we want to be a diverse and open workplace that values knowledge, fosters confidence, and supports colleagues who ask questions and raise concerns in the face of issues and challenges.

All of us are also ambassadors for our organization and for the Capital. By adhering to this code of conduct, we will continue to preserve a reputation that has been built over the decades. Our goal is to serve our community, our capital and our country in the principled and professional manner that Canadians expect and deserve.

Tobi Nussbaum

Mandate

The National Capital Commission (NCC) provides unique value to Canada's National Capital Region by fulfilling three specific roles:

- long-term planning of federal property
- chief steward of public places of national significance
- creative partner committed to excellence in development and conservation

Values

The NCC Code of Conduct incorporates the values and expected behaviours as outlined in the Values and Ethics Code for the Public Sector, including respect for democracy. These values act as a compass, and guide us in everything we do. They often overlap, and therefore should not be viewed in isolation from each other.

For NCC staff, this code is an important source of advice when choosing an avenue. Each and every one of us must take the necessary steps to integrate the values espoused in all the decisions, actions, policies, processes and systems of the organization. At the NCC, every person can expect treatment that adheres to these values.



Respect: consideration for others

We interact respectfully in our communications at all levels of the organization. We recognize and encourage diversity in our individual and collective achievements and contributions.



Integrity: reflected in our actions

We carry out our mandate with integrity, fairness, diligence and transparency, in the public interest and at all times. We observe a rigorous ethic that maintains and fosters everyone's trust in the organization.



Commitment: dedicated to excellence

We do our work with professionalism, rigour and efficiency. We are committed to the planning, conservation and development of a vibrant, inspiring and sustainable capital.



Accountability: taking pride in our work

We honour our commitments, take responsibility for our actions and learn from them. We take pride in using and caring for public resources responsibly.

Objective

The NCC Code of Conduct (the “Code”) is intended to guide ethical decision making and staff behaviour in carrying out assigned responsibilities.

Of course, the Code cannot foresee all the delicate situations that may arise, but it is nevertheless a good reference. It is not a substitute for good judgment.

Application

The Code applies to all NCC staff, including students, interns, workers from other organizations (on secondment or exchange) and volunteers.

It does not replace any collective agreement, condition of employment, legislation or regulation. In the event of a discrepancy between official documents and the Code, the former prevails.

New staff

The Code must be made available to any potential staff member, along with the offer letter. Upon hiring, this person must attest to having read and understood the Code. It is a condition of employment.

Expected behaviours

As NCC staff and federal public servants, we must conduct ourselves in accordance with public sector values in all our interactions with clients, executives, colleagues and staff of other organizations, and adopt the following behaviours.



Respect: consideration for others

- We treat everyone with respect and fairness.
- We promote diversity and inclusion by recognizing, respecting and valuing our differences.
- We foster the establishment and maintenance of a safe and healthy workplace, free from harassment and discrimination.
- We work together in a spirit of openness that fosters collaboration and respectful communication.
- We are responsible for ensuring our safety and that of our colleagues by incorporating rigorous physical and psychological health and safety practices into our activities in the workplace.



Integrity: reflected in our actions

- We conduct ourselves with integrity in a manner that preserves the trust of our employer and the Canadian public.
- We never use our official role to inappropriately gain advantage for ourselves or others, or to harm someone.
- We take all possible steps to prevent and resolve any real, apparent or potential conflict of interest between our official and personal responsibilities.
- We perform our duties with diligence and competence.
- We conduct ourselves professionally in the office, in the field and on social media, knowing that our words and actions make up the NCC's reputation.



Commitment: dedicated to excellence

- We provide services that are fair, timely and efficient, while respecting Canada's official languages.
- We continually improve the quality of the policies, programs and services we provide.
- We value a work environment that fosters teamwork, knowledge acquisition and innovation.



Accountability: taking pride in our work

- We consider the current and long-term impacts of our actions on people, the workplace and the environment.
- We use financial, human and material resources efficiently.
- We promote the sharing of knowledge and the sharing of information.

Rules of conduct

Health and safety

The NCC recognizes that ensuring physical and psychological health and safety in the workplace is a top priority, a shared responsibility at all levels of the organization, and an activity where everyone's participation is essential.

Anyone who has reason to believe that a work situation is unsafe or has concerns in this regard, or believes that an accident, injury, or health and

safety hazard is likely to arise out of, be related to or occur in their job, must immediately notify their manager. A prevention best practice that is encouraged is to report close-call incidents.

All reports are seriously reviewed and investigated, and monitored by internal experts, in consultation with members of occupational health and safety committees or their representatives, to implement appropriate corrective actions. For more information about health and safety at the NCC, read the [Occupational Health and Safety Policy](#) and accompanying procedures and guidelines.

Impaired faculties

The NCC is committed to providing and maintaining a healthy and safe work environment for all. Staff must be able to do their job and do it safely. No person shall report to work under the influence of alcohol, legal or illegal drugs, or other intoxicating substances. It is everyone's responsibility to ensure that the use of prescription medication or any personal condition, such as fatigue, mood disorders or any psychological problem, does not impair their ability to work safely and competently.

If in doubt about the obligations in this regard, contact your manager or the NCC's [Office of Health and Well-Being](#). Managers who are responsible for certain operations requiring the use of tools, vehicles and other materials or equipment that pose a health and safety risk are encouraged to closely monitor these operations to ensure the safety of the workplace.

Smoking and vaping of any substance, including cannabis, is prohibited in the workplace, including in an NCC vehicle. For more information on impaired faculties at work, please visit the [Canadian Centre for Occupational Health and Safety](#) web page.

Positive environment

At the NCC, we like to interact with people from other backgrounds and with a variety of experience and skills. This contributes to a diverse work environment. There must be sensitivity to differences and demonstration of understanding, acceptance and respect for others. The NCC is committed to providing and fostering a positive work environment that is free from harassment, discrimination, violence and abuse of power. It educates its staff and makes training and mechanisms available to prevent situations of harassment, and it quickly resolves any alleged incidents. In the event of a proven situation of harassment in the workplace, it provides for prompt and appropriate action. For more information, read the [Prevention of Harassment in the Workplace](#) policy and the [Prevention of Violence in the Workplace](#) policy.



Work relations

Staff are encouraged to socialize and establish working relationships in the workplace, provided that these relationships do not interfere with the efficient functioning of individuals or the workplace. Anyone entering into a personal relationship must remain aware of their professional responsibilities, and ensure that the relationship does not create ethical problems, conflicts of interest, favouritism, bias, influence or authority, whether real or perceived. For more information, contact your manager, another manager, the [Ethics Office](#), or the [Office of Health and Well-Being](#).

Conflict of interest

A conflict of interest is a conflict between one's private interests and one's official duties. Be aware that a conflict of interest can be real, perceived or potential. In any case, conflicts of interest are to be avoided. Staff must report to the NCC any conflict of interest that may arise, or exist, by declaring the assets and liabilities that they are legally required to report, as well as their activities and employment outside the NCC, including post-employment activities and engagement in political activities. This report is made using a form (confidential report) to be submitted to Human Resources.

Finally, staff must avoid any favouritism, undue advantage or privileged access, and remember that there are limits to accepting donations, benefits and hospitality. In addition, as soon as a person realizes that they may be in a perceived, potential or real conflict of interest, they must inform their manager, and immediately withdraw from any process related to this situation. If this happens in a decision-making process, whether for procurement or staffing, for example, the person involved must stop participating in the process, because their objectivity could be compromised.

Ethical decision making

Staff should be able to recognize an ethical dilemma. An ethical dilemma is a situation in which a person is uncertain about what to do. Because there are at least two competing values in an ethical dilemma, it is difficult to decide what action to take.

Here is a decision-making model that will help resolve an ethical dilemma. Before making a decision, staff should ask themselves the following questions:

1. Do I have all the information required to make an informed decision?
2. Have I consulted with all the people involved?
3. Have I attempted to consider the possible consequences of this decision for all concerned, directly or indirectly?
4. From the point of view of all the parties involved, and under the circumstances, would the decision be considered fundamentally fair?
5. Is the decision consistent with the NCC's values, Code and policies? Is it legal?
6. Am I comfortable justifying my decision to others (colleagues, managers, the public)?

For more information, please refer to the [Ethics Office](#).

Reporting of misconduct

The NCC strives to ensure a positive work environment based on its values and with a strong culture of commitment to the public interest. Any staff member who believes that a person has committed, or intends to commit, wrongdoing in the workplace must disclose that information in good faith, by notifying their manager or another manager with whom they feel comfortable.

Staff may also seek advice, submit a written complaint or report an incident to the [Ethics Office](#) or to Human Resources. It should be noted that there is a toll-free telephone line, 1-866-651-9693, and an intermediary's website, [ClearView Connects](#), to report any concerns anonymously.

As required by the *Public Servants Disclosure Protection Act*, anyone who has information that could reveal a serious breach of the Code must inform their manager or another manager, a senior NCC disclosure officer (the director of Audit, Research, Evaluation and Ethics or director of internal audit), or the [Office of the Public Sector Integrity Commissioner](#).

Use of NCC property

Staff must make every effort to protect NCC property and other assets from damage, loss or misuse, especially those for which they are responsible and over which they have control. This may include, for example, electronic, computer or other equipment, materiel and resources, including information systems. Any damage, potential or actual loss, or misuse of NCC assets or property must be immediately communicated to a manager. NCC assets are to be used only in the performance of NCC duties, unless otherwise provided by NCC policies.

Use of intranet, email and networks

The NCC does not tolerate any inappropriate use of its electronic or telephone networks. This includes prohibiting the storage of sensitive material on computer networks, installing software not authorized by the NCC, visiting inappropriate websites, congesting the network and making unauthorized personal long-distance calls. Electronic networks, including Internet access, must be used only by authorized users in the performance of their duties. Staff are authorized to use the NCC's electronic networks for professional activities and career development activities, as well as for personal use only during their own free time, provided that such use is consistent with the [Acceptable Use of Devices and Networks](#) policy. If an illegal activity is suspected, it will be investigated and reported to law enforcement, if necessary.

The use of social media has definite benefits, but there are also risks. As professionals, we must bear in mind that social media are public forums, and our online comments and behaviour in these forums become a part of the public record. We must therefore use sound judgment to ensure that our personal and professional use of social media does not compromise the NCC's reputation, its protected information, or our working relationships with our colleagues, stakeholders and clients.

The NCC's image

The NCC's communications material must not be used for personal use, as this could lead to misunderstanding and possibly damage to the NCC's reputation. More specifically, caution should be exercised in the use of stationery (including forms, letterhead and envelopes), fax machines and any email address of the NCC. A limited use of such material (for example, a facsimile cover page) is permitted if it is clear that the communication originates from the sender on their own behalf.

Resolution

This section of the Code is intended to provide advice on issues that may arise in the workplace. It also serves to encourage staff to speak with their manager or another manager to resolve issues with the individual concerned.

At all levels, it is best to find a way to resolve workplace issues and conflicts through a collaborative approach. Such an approach promotes respectful and healthy relationships through the informal nature of the resolution process, such as face-to-face dialogue or mediation. It's a good idea to speak to a manager or the [Office of Health and Well-Being](#) about this.

If a staff member has information that could indicate a serious breach of the Code, that person must bring it to the attention of their manager, another manager, Human Resources or the [Ethics Office](#).

Absence of reprisal

The NCC encourages staff to raise any legitimate concerns. It does not tolerate any threat or reprisal against a person who reports an offence. In other words, the NCC undertakes not to dismiss, demote, suspend, threaten or harass any person who has reported, in good faith, irregular activities that are actual or perceived as such, nor to discriminate against them for those reasons.

Client service

Service excellence and showcasing the image of the NCC and the national capital are important to the organization. All persons who come into contact with the NCC are entitled to courteous and respectful service. Client service standards are communicated to staff and represent a mutual commitment between the parties.

Protection of information

The NCC respects personal information and confidentiality, and discloses information for which it is responsible in a timely, clear, accurate, fair, complete and diligent manner. It guarantees the privacy rights of its staff. It is bound to maintain confidentiality, including by not disclosing protected information without the prior consent of the individual concerned.

Environmental protection

The NCC encourages and supports any initiative to protect the environment. Of course, environmental stewardship is well established in the organization, and environmental protection is at the heart of the

desire to build a greener capital. That said, staff also need to take part in the various programs in place, as well as in the protection and enhancement efforts associated with their work. For example, small daily actions such as avoiding waste and reducing the use of supplies matter a great deal. By being careful, staff protect the environment while creating a positive image of the NCC.

Professional appearance

Maintaining a professional appearance is important to the NCC's image and credibility. Each staff member projects the reputation of the organization, regardless of their level of interaction with clients, visitors or colleagues.

The NCC trusts the good judgment of its staff to dress in a presentable and appropriate manner. Those who wear a uniform must follow the [NCC Uniform Policy](#).

As indicated in the [Guidelines on Scented Products](#), staff are asked to refrain from wearing scented products such as perfumes, hair sprays, lotions or other products containing fragrance. If in doubt about work attire, consult your manager.

Conclusion

Our relations with our colleagues, our daily work and our working environment are important. The purpose of this code of conduct is to help us do our best, and to take pride in what we do and the way in which we do it. Each and every one of us is responsible for adhering to this code and helping to make the NCC a workplace of choice.

Certification of the NCC Code of Conduct

Compliance with the National Capital Commission (NCC) Code of Conduct is a condition of employment at the NCC. As an employee of the Government of Canada, you must always respect it. Your actions and conduct must reflect the values of the NCC and the public service.

This code applies to all staff. The NCC is responsible for informing its employees of the rules and guiding principles governing them.

I, _____, agree to read and fully comply with the NCC Code of Conduct. I certify that I will maintain a high standard of ethics in the performance of my duties, in the discharge of my responsibilities and in my conduct at the NCC. I also certify that I am personally committed to adopting proactive ethical leadership practices based on these values.

Signature: _____ Date: _____

c. c.: Employee record

NCC Code of Conduct tips

Help is available to better understand the NCC Code of Conduct (the Code). The organization has put various processes and procedures in place, and advises its staff through the following resources.

NCC MANAGERS are available to answer questions. They are generally very familiar with the directives of the organization.

HUMAN RESOURCES is available to explain and interpret the Code, and to answer questions related to employment.

The **OFFICE OF HEALTH AND WELL-BEING** provides advice. It encourages staff to discuss and find ways to resolve workplace issues and conflicts through a collaborative approach. Such an approach fosters respectful and healthy relationships through an informal resolution process, such as face-to-face dialogue or mediation.

The **ETHICS OFFICE** provides advice on the best way to proceed with respect to ethical issues. A written complaint or report of an incident under the *Public Servants Disclosure Protection Act* can also be sent to the Ethics Office.

The **CLEARVIEW CONNECTS** intermediate agency offers a toll-free telephone line 1-866-651-9693 and a website where staff can anonymously communicate their concerns.

The **OFFICE OF THE PUBLIC SECTOR INTEGRITY COMMISSIONER** provides information, investigates wrongdoing in the federal public sector, and helps protect whistle-blowers and those involved in investigations from reprisal.

