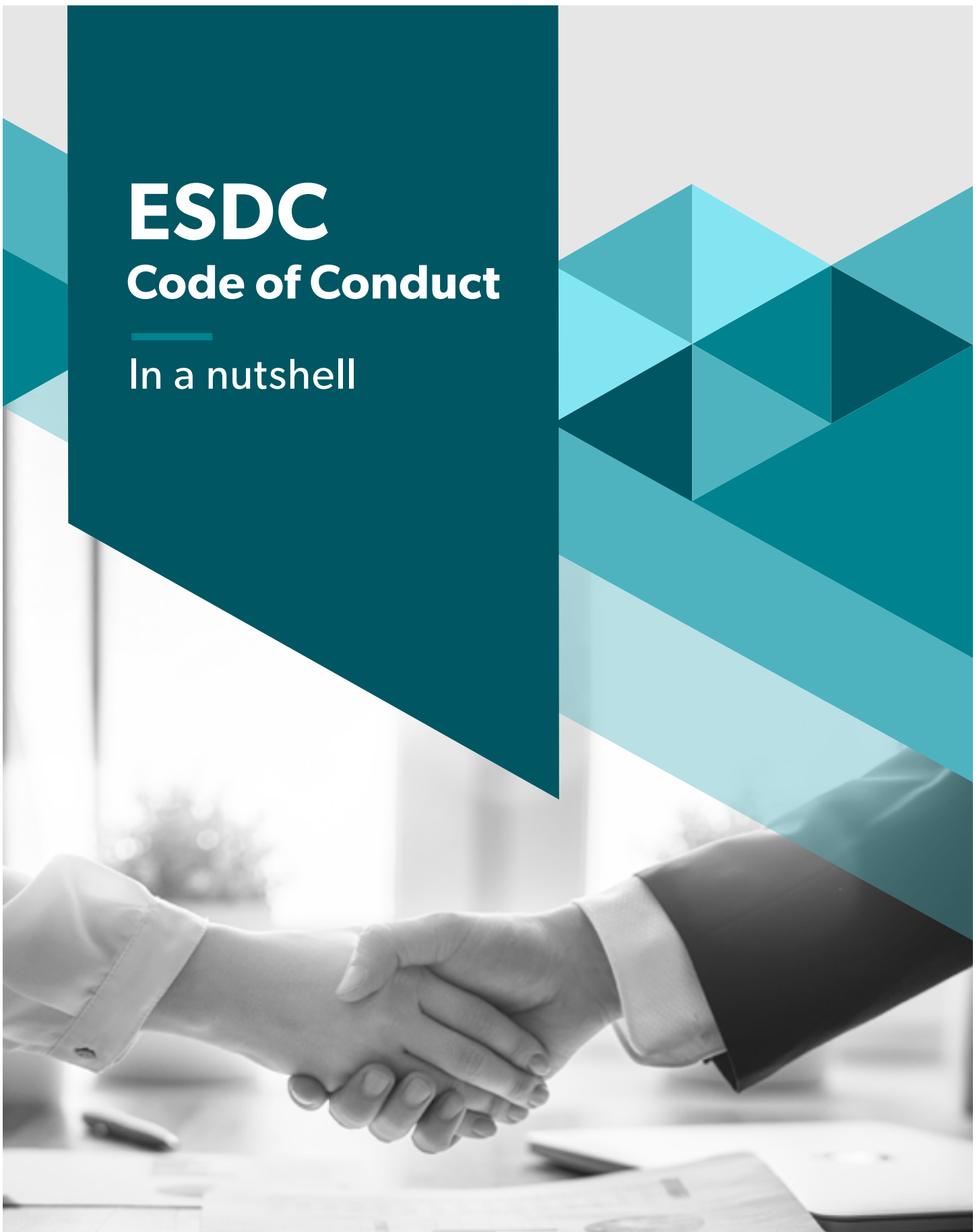


ESDC Code of Conduct

In a nutshell



Employment and
Social Development Canada

Emploi et
Développement social Canada

Canada

Message from ESDC Deputy Ministers

We are happy to present you the shortened version of the ESDC Code of Conduct. The full version of the ESDC Code can be found on iService: http://iservice.prv/eng/is/ve/code_of_conduct/code_of_conduct.shtml. This Code follows four rounds of consultations with ESDC employees across Canada that yielded over 630 suggestions, comments, and ideas.

As public servants, we are privileged to serve Canadians. With this privilege comes responsibility, as described in the Code. We invite you to carefully read the Code as it outlines and explains the behaviours that are expected in the workplace, provides context around ethical issues that we may face in our duties as public servants, and clarifies the consequences of breaching the Code.

For any questions, do not hesitate to contact the Office of Values and Ethics.

Graham Flack

Deputy Minister of Employment and Social Development and Chairperson of the Canada Employment Insurance Commission

Lori MacDonald

Senior Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada

Chantal Maheu

Deputy Minister of Labour

Benoît Robidoux

Associate Deputy Minister of Employment and Social Development

Introduction

The Employment and Social Development Canada Code of Conduct (ESDC Code of Conduct) was created as a requirement of the *Public Servants Disclosure Protection Act*, and clarifies the role and expectations of public servants within the framework of Canadian parliamentary democracy as laid out in the *Constitution Act*.

The Code applies to all ESDC employees. As an employee, you are expected to use common sense and proper judgment informed by the guidance provided in this document. If you find yourself in a situation where you are unsure of how to act, you should seek advice from your immediate supervisor or from the Office of Values and Ethics (contact information available at the end of this document).

A condition of working at ESDC is that all employees, regardless of level or position, must agree to follow the letter and the spirit of the Code.

- This condition is explicitly stated in every letter of offer issued by the Department.
- There are consequences to a breach or violation of the values or expected behaviours.

Supervisors as Role Models

According to the Values and Ethics Code for the Public Sector and the ESDC Code of Conduct, supervisors are public servants who are in a position of influence, authority, or leadership that gives them a particular responsibility to exemplify the values of the public sector.

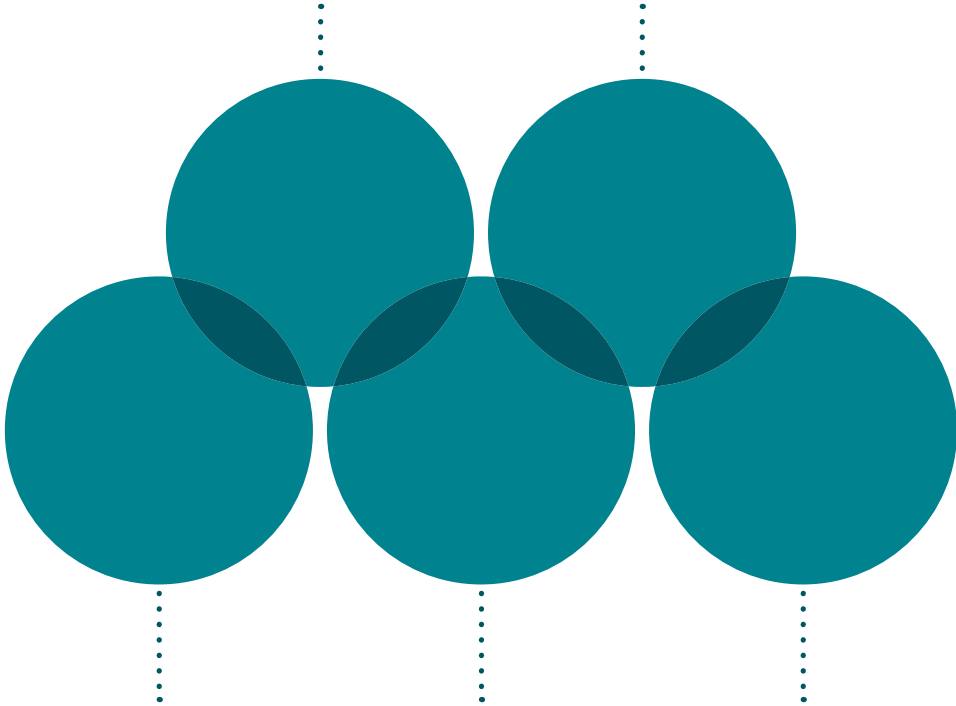
If you are a supervisor (including executives, managers, team leaders, and anyone in a position of influence), you are expected to:

- Set an example by your own behaviour;
- Be knowledgeable and competent;
- Be fair and respectful in your interactions with employees, clients, and colleagues;
- Be open and available to discuss concerns, and ensure that all employees under your supervision are familiar with the Codes, and understand the Department's Internal Procedures to Receive and Manage Disclosures of Alleged Wrongdoing.

By fostering a values-based culture in the workplace, you create a healthy environment for all, and a culture where employees feel comfortable coming forward to discuss concerns and issues, and to disclose possible wrongdoing and conflicts of interest.

Values and Expected Behaviours

The values are a compass to guide public servants in everything they do. They cannot be considered in isolation from each other as they often overlap.





Respect for Democracy

Help the duly elected government, under law, to serve the public interest:

- Refrain from publicly criticizing your employer, the Government of Canada.
- Refrain from any public statements and actions that affect — or are perceived to affect — your ability to do your job in an objective and a non-partisan manner.

Give objective and unbiased advice:

- Give decision-makers the best unbiased information.
- Use sound reasoning and judgment.
- Be lawful, fair, equitable, non-partisan, and impartial.

Remain non-partisan:

- Loyal implement the decisions of decision-makers.
- Before taking up candidacy or non-candidacy political activities, consult with the Public Service Commission (PSC) or the ESDC Designated Political Activities Representative.

Respect for Democracy examples

1

Don't make public statements and/or take actions that affect — or are perceived to affect — your ability to do your job in an objective and a non-partisan manner.



2

Don't let your personal biases take over: be accurate, thorough, and honest, and provide complete information and advice.

3

Don't speak to the media on behalf of the Department, unless you are authorized to do so.

More...



Real cases: http://iservice.prv/eng/is/ve/real_cases_wrongdoing.shtml

Tips: http://iservice.prv/eng/is/ve/code_of_conduct/respect_for_democracy.shtml



Respect for People

Regardless of your level or position, you are responsible and accountable for your behavior in the workplace:

- Act with civility: develop an understanding of the diversity of perspectives and experiences within the workplace, and be mindful of the impact of your behaviour on others.
- Recognize, accept, and learn to value each person's uniqueness: adjust your behaviour to visibly demonstrate respect and mindfulness of others.
- Harassment (including sexual harassment), discrimination, and violence in the workplace are not acceptable and will not be tolerated: take action to ensure that your workplace is a safe environment. Know your resources, speak up and speak out.

Respect for People examples

1

Respect others: work to continuously improve your understanding and adjust your behaviour to visibly demonstrate respect to others.



2

Don't ignore bad behaviour: regardless of your level or position, you have a role to play in shaping your environment.

3

Act when you see, experience or manage incivility, harassment, discrimination or violence.

More...



Real cases: http://iservice.prv/eng/is/ve/real_cases_wrongdoing.shtml

Tips: http://iservice.prv/eng/is/ve/code_of_conduct/respect_for_people.shtml



Integrity

Work in a way that meets both the letter and the spirit of the law.

How you achieve a goal is as important as the goal itself:

- Be objective: make decisions in the best interest of the Department's mandate.
- Do not use your position inappropriately: be fair with, and don't give an advantage to — or take advantage of — your clients or your colleagues (no matter their roles or levels).

Take all possible steps to prevent any real, apparent, or potential conflicts of interest between your official responsibilities and your private affairs, and resolve them in the public interest. Use the [Conflict of Interest Declaration Self-Assessment Tool \(COID Tool\)](#) in order to determine if you are engaging in activities that could give rise to a real, apparent, or potential conflict of interest. Submit a **Conflict of Interest Disclosure form:**

- within 60 days of initial or subsequent appointments, transfers or deployments;
- every time there is a significant change in your personal affairs or official duties;
- when it is impossible to decline gifts, hospitality or other benefits (note that generally, you must not accept gifts, hospitality or other benefits);
- before leaving your employment with the public service.

Note: EX and EX minus 1 employees must complete and submit a Conflict of Interest Disclosure form each year.

Make a disclosure of wrongdoing when it occurs in our workplace.

Wrongdoing is:

- a violation of any federal or provincial law or regulation;
- a misuse of public funds or assets;
- gross mismanagement;
- a serious breach of the ESDC Code of Conduct or the Values and Ethics Code for the Public Sector;
- an act or omission that creates a substantial and specific danger to the life, health, and safety of persons or the environment; and
- knowingly directing or counselling a person to commit a wrongdoing.

There are consequences:

- Discipline can be imposed if your actions — both at and away from work — impact your ability to work with your colleagues, employer or clients.
- Fraudulent activities, serious offences, and breaches of the Code or other laws, policies, and directives can lead to disciplinary measures, up to and including termination of employment.

Integrity examples

1

Be objective and impartial in the exercise of your duties, and in your decision making. Do not grant preferential treatment or advantages to family, friends or any other person or entity.



2

Don't ask for — or accept — money or any other valuable item or information (a bribe) in exchange for an action or a decision in favour of the person(s) offering the bribe.

3

Do not form intimate relationships with any individual who reports to you in the workplace.

More...



Real cases: http://iservice.prv/eng/is/ve/real_cases_wrongdoing.shtml

Tips: http://iservice.prv/eng/is/ve/code_of_conduct/integrity.shtml



Stewardship

You have a duty to care for and use our resources wisely, in the present, and for the future. These resources include:

- **Public money:** most of the work you do has a connection to the expenditure of public money, from operational funds and your salary, to the funds paid out through grants or benefits.
- **Government property:** the buildings, furniture, vehicles, and tools we use to perform our tasks.
- **Electronic networks:** the information obtained, stored, sent, or received using the Department's electronic networks is monitored, and records are created and stored. Its use is for work-related activities (official or professional use) or for approved limited personal use, which is described as follows:
 - › It is on personal time (breaks, lunch time, and the time before and after work);
 - › It is not for financial gain for yourself or someone else (except for the three officially supported fundraising activities: the Government of Canada Workplace Charitable Campaign/GCWCC, the Royal Canadian Legion Poppy Fund, and blood donor clinics/Héma Québec);
 - › It does not add to costs for the Department;
 - › It does not interfere with the conduct of government activities and operations.
- **Intellectual property:** respect copyright, and know that anything you create, design, develop, or produce while acting within the scope of your duties or employment becomes the full property of the Government of Canada.
- **Information and data:** some of our most valuable resources in this department. Acquire, preserve, and share them appropriately.

Stewardship Examples

1

Safeguard information: preserve the confidentiality of information, protect the right of access, and handle information securely.



2

Use public money wisely: you are entrusted with Canadians' money – spend it only on necessary items, and according to laws and policies.

3

Don't post or share inappropriate comments (such as negative, inflammatory, or accusatory statements or uses of inappropriate language) to an account associated with work. Also, don't post derogatory comments about coworkers on any social medial account.

More...



Real cases: http://iservice.prv/eng/is/ve/real_cases_wrongdoing.shtml

Tips: http://iservice.prv/eng/is/ve/code_of_conduct/stewardship.shtml



Excellence

As a professional public servant, you must be collaborative and effective:

- Give clients fair, timely, and efficient service in a way that demonstrates respect for Canada's official languages.
- Manage your work to achieve the best possible result for the social and economic well-being of all Canadians.
- Do not report to work impaired or consume intoxicants while on duty or while on the premises where ESDC conducts its business, except for medically certified reasons, and as long as it does not pose health and safety hazards.
- Nurture a workplace where employees and teamwork are valued, recognized, and rewarded and where all employees have equal access to training and career development opportunities.

Excellence Examples

1

Respect English and French as official languages and their equality of status. Know your obligations with respect to language rights of the public and employees.



2

Encourage innovation by fostering a culture of teamwork to enhance learning via coaching, mentoring, team learning, and dialogue.

3

Maintain a professional appearance appropriate for the job that you do.

More...



Real cases: http://iservice.prv/eng/is/ve/real_cases_wrongdoing.shtml

Tips: http://iservice.prv/eng/is/ve/code_of_conduct/excellence.shtml

Quick Reference Guide

Respect for Democracy

Public servants shall uphold the Canadian parliamentary democracy and its institutions by:

1. respecting the rule of law and carrying out their duties in accordance with legislation, policies and directives in a non-partisan and impartial manner;
2. loyally carrying out the lawful decisions of their leaders and supporting ministers in their accountability to Parliament and Canadians;
3. providing decision makers with all the information, analysis and advice they need, always striving to be open, candid and impartial.

Respect for People

Public servants shall respect human dignity and the value of every person by:

1. treating every person with respect and fairness;
2. valuing diversity and the benefit of combining the unique qualities and strengths inherent in a diverse workforce;
3. helping to create and maintain safe and healthy workplaces that are free from harassment, discrimination, and violence;
4. working together in a spirit of openness, honesty and transparency that encourages engagement, collaboration and respectful communication.

Integrity

Public servants shall serve the public interest by:

1. acting at all times with integrity and in a manner that will bear the closest public scrutiny, an obligation that may not be fully satisfied by simply acting within the law;
2. never using their official roles to inappropriately obtain an advantage for themselves or to advantage or disadvantage others;
3. taking all possible steps to prevent and resolve any real, apparent or potential conflicts of interest between their official responsibilities and their private affairs in favour of the public interest;
4. acting in such a way as to maintain their employer's trust.

Stewardship

Public servants shall use resources responsibly by:

1. effectively and efficiently using the public money, property and resources managed by them;
2. considering the present and long-term effects that their actions have on people and the environment;
3. acquiring, preserving and sharing knowledge and information as appropriate.

Excellence

Public servants shall demonstrate professional excellence by:

1. providing fair, timely, efficient and effective services that respect Canada's official languages;
2. continually improving the quality of policies, programs and services they provide;
3. fostering a work environment that promotes teamwork, learning and innovation.

Resources

Know your resources and the subject matter experts you can contact when you are faced with difficult situations at work, including situations such as ethical dilemmas, conflict in the workplace or harassment.

For a full list of resources available to you, consult the full version of the Code by visiting the Office of Values and Ethics' intranet site, or sending them an email.

More...



Intranet site: <http://iservice.prv/ove>

Email: NC-OVE-AC-BVE@hrsdc-rhdcc.gc.ca