



## **EMPLOYEE CODE OF CONDUCT POLICY**

Story Institute

PTIB# 4423

DLI#O266418531812

Effective Date: Jan 6, 2018

Revision Date: Jan 6, 2018

### **Responsibility**

All employees, contractors, and students

### **Policy**

Story Institute is committed to ensuring its learning environment promotes the respectful and fair treatment of all members of our team and community. As an employee, you are responsible to behave appropriately at work. We outline our expectations here. We can't cover every single case of conduct, but we trust you to always use your best judgement. Reach out to your immediate supervisor if you face any issues or have any questions.

Story Institute is committed to providing a culture free from discrimination and harassment with equal opportunity for and fair treatment for all, by all. This commitment is based, in part, on the need to ensure that the Institution complies with anti-discrimination laws, but also is an extension of the Institution's organizational values and its commitment to providing a respectful, happy, authentic and student-centric learning environment.

The Institution will take all reasonable steps to identify and eliminate unequal opportunities, unfair treatment, harassment, bullying and discrimination from its practices to create an inclusive culture that fosters acceptance and respect of all.

This policy on Employee Code of Conduct (free of harassment and discrimination) applies to all activities in which higher education students, instructors, guests, and administrative personnel may participate while at the Institute.

### **Dress code**

Our company's official dress code is Business Casual/ Smart Casual. We encourage all of our team members to dress professionally and in attire in which they feel professional, respected, creative, and empowered. If you frequently meet with clients or prospects, please conform to a more formal dress code. We expect you to be clean when coming to work and avoid wearing clothes that are unprofessional (e.g. workout clothes.)



As long as you conform with our guidelines above, we don't have specific expectations about what types of clothes or accessories you should wear.

We also respect and permit grooming styles, clothing and accessories that are dictated by religious beliefs, ethnicity or disability.

## **Cyber security and digital devices**

This section deals with all things digital at work. We want to set some guidelines for using computers, phones, our internet connection and social media to ensure security and protect our assets.

### **Internet usage**

Our corporate internet connection is primarily for business, but you can occasionally use our connection for personal purposes as long as they don't interfere with your job responsibilities. Also, we expect you to temporarily halt personal activities that slow down our internet connection (e.g. uploading photos) if you're asked to.

You must not use our internet connection to:

- Download or upload obscene, offensive or illegal material.
- Send confidential information to unauthorized recipients.
- Invade another person's privacy and gain access to sensitive information.
- Download or upload pirated movies, music, material or software.
- Visit potentially dangerous websites that can compromise our network and computers' safety.
- Perform unauthorized or illegal actions, like hacking, fraud or buying/selling illegal goods.

### **Cell phone**

We allow use of cell phones at work. But, we also want to ensure that your devices won't distract you from your work or disrupt our workplace. We ask you to follow a few simple rules:

- Use your cell phone in a manner that benefits your work (business calls, productivity apps, calendars.)
- Keep personal calls brief and use an empty meeting room or common area so as not to disturb your colleagues.
- Avoid playing games on your phone or texting excessively.
- Don't use your phone for any reason while driving a company vehicle.



- Don't use your phone to record confidential information.
- Don't download or upload inappropriate, illegal or obscene material using our corporate internet connection.

Also, you must not use your phone in areas where cell phone use is explicitly prohibited (e.g. laboratories.)

## Corporate email

Email is essential to our work. You should use your company email primarily for work, but we allow some uses of your company email for personal reasons.

- **Work-related use.** You can use your corporate email for work-related purposes without limitations. For example, you can sign up for newsletters and online services that will help you in your job or professional growth.
- **Personal use.** You can use your email for personal reasons as long as you keep it safe, and avoid spamming and disclosing confidential information. For example, you can send emails to friends and family and download ebooks, guides and other safe content for your personal use.

## Our general expectations

No matter how you use your corporate email, we expect you to avoid:

- Signing up for illegal, unreliable, disreputable or suspect websites and services.
- Sending unauthorized marketing content or emails.
- Registering for a competitor's services, unless authorized.
- Sending insulting or discriminatory messages and content.
- Spamming other people's emails, including your coworkers.

In general, use strong passwords and be vigilant in catching emails that carry malware or phishing attempts.

## Social Media

We want to provide practical advice to prevent careless use of social media in our workplace. We address two types of social media uses: using personal social media at work and representing our company through social media.

### Using personal social media at work



You are permitted to access your personal accounts at work. But, we expect you to act responsibly, according to our policies and ensure that you stay productive. Specifically, we ask you to:

- Discipline yourself. Avoid getting sidetracked by your social platforms.
- Ensure others know that your personal account or statements don't represent our company. For example, use a disclaimer such as "opinions are my own."
- Avoid sharing intellectual property (e.g trademarks) or confidential information. Ask your manager or PR first before you share company news that's not officially announced.
- Avoid any defamatory, offensive or derogatory content. You may violate our company's anti-harassment policy if you direct such content towards colleagues, clients or partners.

## **Representing our company through social media**

If you handle our social media accounts or speak on our company's behalf, we expect you to protect our company's image and reputation. Specifically, you should:

- Be respectful, polite and patient.
- Avoid speaking on matters outside your field of expertise when possible.
- Follow our confidentiality and data protection policies and observe laws governing copyrights, trademarks, plagiarism and fair use.
- Coordinate with our [PR/Marketing department] when you're about to share any major-impact content.
- Avoid deleting or ignoring comments for no reason.
- Correct or remove any misleading or false content as quickly as possible.

## **Conflict of interest**

When you are experiencing a conflict of interest, your personal goals are no longer aligned with your responsibilities towards us. For example, owning stocks of one of our competitors is a conflict of interest.

In other cases, you may be faced with an ethical issue. For example, accepting a bribe may benefit you financially, but it is illegal and against our business code of ethics. If we become aware of such behaviour, you will lose your job and may face legal trouble.

For this reason, conflicts of interest are a serious issue for all of us. We expect you to be vigilant to spot circumstances that create conflicts of interest, either to yourself or for your direct reports. Follow our policies and always act in our company's best interests.



Whenever possible, do not let personal or financial interests get in the way of your job. If you are experiencing an ethical dilemma, talk to your supervisor and we will try to help you resolve it.

## **Employee relationships**

We want to ensure that relationships between employees are appropriate and harmonious. We outline our guidelines and we ask you to always behave professionally.

### **Fraternization**

Fraternization refers to dating or being friends with your colleagues. In this policy, “dating” equals consensual romantic relationships and sexual relations. Non-consensual relationships constitute sexual violence and we prohibit them explicitly.

### **Dating colleagues**

If you start dating a colleague, we expect you to maintain professionalism and keep personal discussions outside of our workplace. You are also obliged to respect your colleagues who date each other. We won't tolerate sexual jokes, malicious gossip and improper comments. If you witness this kind of behavior, please report it to your supervisor.

### **Dating students**

To avoid accusations of favoritism, abuse of authority and sexual harassment, staff and instructors must not date students.

### **Friendships at work**

Employees who work together may naturally form friendships either in or outside of the workplace. We encourage this relationship between peers, as it can help you communicate and collaborate. But, we expect you to focus on your work and keep personal disputes outside of our workplace.

## **Equal Opportunity**

Equal opportunity in student education is a principle of non-discrimination which emphasizes that opportunities in education should be freely and equally available to all students irrespective of their personal characteristics or attributes which are unrelated to their ability, performance, knowledge, skill or competence.



## **Discrimination**

Discrimination in student education occurs when a student is denied a benefit or the equal opportunity outlined above, or treated less favorably than another student, on the grounds of a personal characteristic or attributes (e.g. race, gender, religion, disability etc.).

Discrimination can be either direct or indirect. Direct discrimination occurs when unlawful distinctions are made between individuals and groups based on any of the discriminatory grounds. Indirect discrimination occurs when a seemingly harmless policy, rule or practice has a discriminatory effect on an individual or group.

The following discriminatory grounds: age; career status; family responsibilities; impairment/disability (past, present or future); industrial activity; lawful political belief or activity; lawful religious belief or activity; lawful sexual activity; marital status; parental status; physical features; pregnancy or potential pregnancy; race, color, nationality, ethnic or national origin; sex; personal association with a person identified by reference to one of the above attributes.

## **Sexual Discrimination**

Sexual discrimination is when a person is treated less favorable than that of a person of the opposite sex would be treated in a same or a similar circumstance. The following sexual discriminatory grounds apply under various legislative instruments: sexual orientation; gender identity; intersex status; lawful sexual activity; personal association with a person identified by reference to one of the above attributes.

The Institute does not tolerate any discrimination and individuals who believe they may be subject to unlawful discrimination should initially discuss their concerns with the perpetrator if appropriate and safe to do so, or discuss their concerns with their supervisor.

It must be highlighted that not all discrimination is unlawful, and in some instances, discrimination on certain educational grounds may be necessary and fair, such as entry age; language requirements; supplying special services or facilities for a person with an impairment that would impose an unjustifiable hardship on the Institute etc.

Unforeseen discrimination exemptions will be decided on a case by case basis by the Director.

## **Harassment**



Harassment is perceived or actual unwelcomed conduct that humiliates, offends, or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant to a situation. This includes words, as well as acts, pictures, and images that create a hostile or threatening atmosphere. Behaviors that can be considered harassment include: verbal abuse; offensive gestures; ignoring or segregating a person or group.

The effect of harassment is to make a person feel insulted, offended, intimidated and unable to perform a task effectively or, ultimately safely.

Harassment in this policy in any form (including sexual harassment and bullying) refers to student matters only (staff should refer to the Equal Employment and Anti-Discrimination Policy for details on the College's approach for employees).

## **Sexual Harassment**

See "Sexual Harassment Policy"

## **Bullying**

Bullying is a form of harassment and is when a person or group of people misuse power in a relationship to repeatedly and intentionally harm others. The outcome is the victim feels distressed, less powerful or helpless and there is a risk to their wellbeing.

Bullying can be overt (obvious) such as physical, verbal, or cyber harassment, or covert (hidden) such as social exclusion or intimidation. Examples of bullying behavior include: unfair and excessive criticism; excluding someone from a group (including online or in person); ignoring a person's point of view; constantly changing or setting unrealistic targets for a person; undervaluing the efforts of a person; intentionally and repeatedly hurting a person physically; stalking a person; taking advantage of any power over someone else.

Bullying is not mutual arguments, disagreements or dislikes.

The Institute does not tolerate any form of harassment and students who believe they are subject to harassment should initially discuss their concerns with the perpetrator if appropriate and safe to do so, or discuss their concerns with their supervisor.



Similarly, invoking unsatisfactory performance procedures or misconduct procedures, or applying student progress procedures, academic integrity procedures or assessment due dates do not in themselves constitute harassment or bullying of students.

## **Institute**

It is the Institute's responsibility to ensure that unlawful discrimination and harassment does not occur. If it does occur, the allegation will be investigated in a sympathetic, fair, confidential and in a timely manner.

If an employee informs the Institute of allegations of harassment or discrimination that involves persons who are not staff members or students of the Institute, the Institute will consider on the appropriateness of the Institute's intervening or assisting. The decision to intervene or assist will be made by the Senior Educational Administrator.

The Institute will take all reasonable steps ensure itself that it does not engage in discriminatory or harassing behavior towards employees, including not vilifying or victimizing an employee who has voiced a discrimination or harassment complaint.

All academic and non-academic staff are responsible for implementation of this policy.

## **Staff**

It is part of the role and a legal obligation of academic and non-academic staff to take reasonable steps to ensure that the educational environment at the Institute is free from discrimination and harassment. All staff at the Institute have a responsibility to take appropriate action if concerns about discrimination and harassment are brought to their attention or personally witnessed.

Staff must ensure they do not engage in discriminatory or harassing behavior including ensuring that no one is vilified or victimized unfairly by any staff member for making a discrimination or harassment complaint.





Any staff member found to be engaging in such behavior may be subject to consequential disciplinary action both by the Institute and through legal avenues (cost to be adhered by the staff in question).

## **Reporting and Acting on allegations of Discrimination or Harassment**

The Institute will ensure that:

- The above policy and procedure advise students of available support if required when making a complaint or grievance.
- The student is not vilified or victimized for making a complaint or grievance.
- The complaint or grievance process will be dealt with in a professional and sensitive manner and will adhere to the principles of privacy and confidentiality.
- Support is offered to the student if required, and the student is able to have a third party of their choosing present at all meetings.
- The matter is referred to the Institute's legal representatives if required at which time students will be advised that legal representation may be required if they have not already sought this.

The complainant is to maintain confidentiality of information when making a complaint.

If the complainant is dissatisfied with the internal process, they may refer the matter to a relevant external body, such as The BC Human Rights Tribunal.

If the complaint is substantiated that anyone has behaved in a discriminative or harassing manner, the Institute can initiate the consequential actions of such behavior including, but not limited to:

- Requested apology to those involved.
- A formal warning on perpetrator's file.
- Probationary enrolment for a period up to 12 months, subject to the perpetrator's ongoing good behavior.
- Exclude the perpetrator from the Institute permanently.

If the complaint is substantiated that a staff member has behaved in discriminative or harassing manner, the Institute can initiate action such as, but not limited to:

- Performance monitoring (which could include enforced peer review of teaching).
- Formal warning on perpetrator's staff file.



- Dismissal and/or termination of contract of the perpetrating staff member or contractor.