



SPRINGBOARD OPERATIONAL POLICIES & PROCEDURES

Section	Employee Relations	Effective Date:	December, 2010
Policy:	HRP 5.04 Code of Conduct	Last Revision Date:	July 2025
Replaces:	3.03 Code of Ethics		

Employees will immediately report to their direct Supervisor about the incurring of criminal charges. The Supervisor will confidentially share the information with the appropriate level of management and the Human Resources Manager.

4.03 **Our Responsibility to Fellow Employees**

Springboard is committed to providing a safe and equitable workplace by preventing unlawful discrimination, harassment, and bullying. Any behaviour that could be construed as harassment or discrimination on any ground protected by human or civil rights law will not be condoned. Similarly, violence of any kind in the workplace, at a Springboard event, or in the presence of or directed towards any employee, client, supplier, community partner, funder, or donor will not be tolerated.

4.04 **Employment Practices**

Springboard is committed to ensuring that equal opportunity exists for all employees in all aspects of employment. Merit will be the principle on which all employment and promotional opportunities will be based.

4.05 **Job Performance & General Conduct**

Employees will carry out their job responsibilities to the best of their ability. This includes, among other things: accepting supervisory direction, teamwork, participating in the performance evaluation process, training, ensuring the safety and security of employees, clients, and others in the workplace, and maintaining the required quality and quantity of work.

Employees will conduct themselves professionally in the fulfillment of their duties and in all dealings with their fellow employees, clients, funders, community partners, visitors, and the public at large.

4.06 **Attendance**

Springboard is committed to promoting and maintaining high standards of attendance, and employees are expected to be at work on time each scheduled day. When illness or emergencies necessitate absence or lateness, employees are expected to notify their supervisor at the earliest opportunity in advance of their regular hours of work.

4.07 **Drugs & Alcohol**

The use, possession, distribution, offering or sale of recreational drugs or alcohol while on agency business or on agency premises, including agency vehicles, is forbidden. For clarity, recreational drugs mean drugs which may or may not be legal in Canada (including cannabis and cannabis-related products), taken without a prescription from a certified medical doctor. CEO approval is required if alcoholic beverages are to be served at an agency-sponsored function.



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For their own safety, and for the safety of others in the workplace, Springboard employees who report to work impaired by alcohol, recreational drugs or prescribed drugs will not be permitted to work.

4.08 **Appropriation of Agency Assets**

Employees have a responsibility to protect Springboard's tangible and intangible assets entrusted to them from loss, damage, misuse, or theft. Springboard assets such as funds, products, electronic devices and services, including, but not limited to, computers, computer-related equipment, products and services, may only be used for agency business purposes. The agency's name, property (including intellectual) and brand must not be used for personal advantage.

4.09 **Proper Maintenance of Records**

Springboard requires honest and accurate recording and reporting of all administrative, program and client information. Springboard's books, records and logs should accurately reflect all transactions. Undisclosed and unrecorded information, including revenues, expenses, assets or liabilities, is prohibited.

Employees may not alter, conceal or falsify any document or record. Each Springboard department will adopt the approved record retention practices consistent with Springboard's documented policies and applicable legal and regulatory requirements.

4.10 **Our Responsibility with Respect to Privacy, Information Disclosure, and Intellectual Property.**

Employees are required to comply with Springboard's privacy policies with respect to confidential client and employee information.

Employees are required to protect Springboard's confidential and proprietary information from unauthorized disclosure and use. This applies to information about clients and fellow employees as well as confidential and proprietary information about the agency's own affairs. Proprietary information includes any information that is not generally known to the public and is helpful to Springboard or would be helpful to competitors. Employees may not use confidential information or trade secrets gained by virtue of their employment with Springboard for personal gain or for any purpose other than specific job-related duties.

Employees will safeguard all proprietary information by marking it, accordingly, keeping it secure, and limiting access to those who have a need to know such information in order to do their jobs.

When an employee leaves Springboard for any reason, confidential and proprietary information



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remains with and is the exclusive property of the agency and is not to be used or disclosed in any way by the departing employee following the termination of his or her employment with the agency.

Employees are required to comply with agency intellectual property policies and required to sign all documents to enable Springboard to secure patents, trademarks, copyrights, designs, or other intellectual property rights and to transfer legal title therein.

to show undue favoritism to any party or causes them to receive a benefit of some kind. When in doubt it is best to disclose a potential conflict of interest to your Supervisor and Human Resources Manager or the CEO. Employees are required to provide immediate written notice to their supervisor and the Human Resources Manager of any employment or business interests outside of Springboard for an assessment of whether any conflict may exist.

4.11 **Communications Devices/Assets**

The agency's electronic devices and services, including, but not limited to, computers, computer-related equipment, products or services are the agency's property and should be used primarily for agency purposes. Incidental appropriate personal use is permitted provided it does not interfere with the normal course of agency business.

The agency's electronic devices, specifically computers, should not be used to download any third party or confidential employee information for any purposes other than agency business-related purposes. Computers should not be used to download any offensive or pornographic materials from the Internet. All downloadable material should be for agency business purposes and should comply with the agency's policies. Springboard's computers should also not be used to download copyrighted material from the Internet including music and software.

The agency owns all information contained on the agency's computer networks. Therefore, an employee should have no expectation of privacy or confidentiality on any personal information received or transmitted on the agency's computer networks.

4.12 **Political and Charitable Activity**

Employees should not engage in any political activity in the workplace unless authorized by the CEO. Employees raising funds outside of the fundraising program of Springboard or for other causes should exercise discretion and seek CEO approval to solicit donations from co-workers, clients, suppliers, community partners, or funders. Employees are not authorized to use e-mail group distribution lists for these purposes.



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4.14 **Reporting Concerns**

Taking action to prevent problems is part of the Springboard's culture. If you become aware of an existing or possible violation of the Code, you should promptly notify the appropriate person or manager. Your concerns, however, can also be expressed on a confidential or anonymous basis to the Workplace Advisor, Director, People & Culture, or the CEO. The concern can be submitted in a sealed envelope addressed to the appropriate individual. The envelope should be marked "Personal & Confidential".

Retaliation against any employee who honestly reports a concern to Springboard about an existing or possible violation of the Code will not be tolerated. It is unacceptable to file a report knowing it is false.

5 **DEFINITIONS**

5.01 **Employees** – means any individual employed by Springboard in any capacity, including students, volunteers, advisors, and Directors of the Board.

5.02 **Relative** – includes a spouse, common-law spouse or partner, parent, child, sibling, grandparent, grandchild, in-law, aunt, uncle, cousin, nephew, niece, or another close relative, as well as those of a spouse or partner.

5.03 **Workplace Advisor** – an independent third-party consultant that reports to the CEO on the handling of concerns and complaints under this policy.



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6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

6.01 **Workplace Advisor** – an independent third-party consultant that reports to the CEO on the handling of concerns and complaints under this policy.

The Code is underpinned by all active and approved agency policies, which can be accessed through Springboard's Policy Officer and on our employee network drive at: **P:\Policy and Procedure Documents**. Employees are required to know and comply with the policies applicable to their specific areas of work.

7 PROCEDURES

7.01 New employees are made aware of the Code of Conduct in (2) places:

1. In the offer letter package from the Human Resources Department.
2. During their Human Resources orientation, they are expected to review and submit a signed copy to the Human Resources Department.

7.02 All employees, volunteers, students, and Board members are required to sign the Code annually and in compliance with the timelines defined by the agency.

7.03 Any questions about the Code should be directed to the Human Resources Manager for follow-up with the CEO.



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HRP 5.04 Code of Conduct Sign-Off

ATTACHMENTS (None noted)

<p>I am a/n:</p> <p><input type="checkbox"/> Employee</p> <p>I</p> <hr/> <p>have read and reviewed Springboard's Code of Conduct and understand the aforementioned guidelines fully. I commit to compliance with the Code. I understand that a breach of the Code may lead to disciplinary action up to and including dismissal from Springboard and/or legal action.</p> <p>Signature:</p> <p>Date:</p>	<p>I am a/n:</p> <p><input type="checkbox"/> Student <input type="checkbox"/> Volunteer</p> <p>I</p> <hr/> <p>have read and reviewed Springboard's Code of Conduct and understand the aforementioned guidelines fully. I realize that failure to comply with these expectations will result in the termination of my relationship with Springboard.</p> <p>Signature:</p> <p>Date:</p>	
<p>Witness Printed name & Signature</p>		<p>Date:</p>