



Royal Roads  
UNIVERSITY

# ROYAL ROADS UNIVERSITY STANDARDS OF CONDUCT AND SERVICE POLICY

For employees and contractors  
October 2019

This policy is maintained by Royal Roads University Human Resources to provide information on the university's standards of conduct and service as they relate to existing policies. It is not intended to replace existing policies. If there is any conflict between existing policies and this policy, the Royal Roads University policies will apply.

The Standards of Conduct and Service Policy is intended to provide information for our employees and contractors as well as for the general public.

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## 1. PURPOSE OF STANDARDS OF CONDUCT AND SERVICE POLICY

The purpose of this Standards of Conduct and Service Policy is to set out the principles and standards of conduct for all university employees (full-time, part-time, temporary or casual) and all contractors (associate faculty, contractors, consultants and partners) engaged to work with and on behalf of Royal Roads University.

The content and context for the standards contained within this policy are embedded within the full set of Royal Roads University policies and procedures which can be found on our [website](#). For ease of reference, we have included links in this document to related policies (Appendix D).

As a publicly funded institution, it is imperative that all university employees and contractors conduct themselves in an ethical manner, upholding high standards of conduct and care in all aspects of their employment with Royal Roads University. Therefore, every employee of and contractor providing services to Royal Roads is responsible for ensuring that their conduct demonstrates respect, integrity and fairness towards our students, each other, and the communities we serve.

The requirement to understand and to comply with this Standards of Conduct and Service Policy is a condition of employment and/or contracted service. Employees who fail to comply with these standards may be subject to disciplinary action up to and including dismissal. Specific procedures for discipline are contained in the various policies and procedures referenced within this policy or within the applicable collective agreements. Contractors who fail to comply with these standards and their obligations as per their service contract may be terminated upon written notice by the university.

Our Standards of Conduct and Service Policy is also intended to help Royal Roads University employees and contractors put our university values into action every day by providing guidance on the competencies (i.e., behaviours, actions and decisions) that support our values of Caring, Accountable and Creative (Appendix A).

- CARING—we are passionate about student success, our organizational success and each other
- ACCOUNTABLE—we are comfortable taking responsibility and working in an organization that takes accountability seriously
- CREATIVE—we like to try new ways of doing things and are open to new ideas

## 2. APPLICATION OF STANDARDS OF CONDUCT AND SERVICE POLICY

Our Standards of Conduct and Service Policy provides concrete guidance in applying our university values to our day-to-day working lives.

The standards apply to every Royal Roads employee (full-time, part-time, temporary or casual) in their day-to-day dealings with, and delivery of service to, students, fellow employees, customers, donors, government agencies, and other stakeholders, as well as colleague institutions and the communities with which we do business.

We also expect contractors (in the course of providing services to Royal Roads) to comply with this policy to the extent feasible in their dealings with, and on behalf of, the university. Contractors also include associate faculty, consultants and partners engaged to work with, and on behalf of, Royal Roads University.

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All new employees and contractors must review and agree to the terms of the Standards of Conduct and Service Policy prior to commencing employment or a contracted engagement with Royal Roads University as per Appendix B and Appendix C.

Employees with doubts or questions concerning any aspect of this policy are encouraged to discuss the matter with their direct supervisor. Contractors should raise questions or concerns through their primary university contact. Those in leadership roles should direct their inquiries to their direct supervisor or to the appropriate member of their leadership team.

Employees and contractors who are concerned about potential breaches of the Standards of Conduct and Service Policy are encouraged to raise their concerns. Please speak with your direct supervisor, dean, university contact, senior manager in the university or a member of the Human Resources team.

Without limiting the general purpose of this policy and the general expectations of employees and contractors as set out in sections 1 and 2 above, sections 3 through 7 below set out specific areas for which employee and contractor conduct is subject to this policy.

## **EXCEPTIONS**

This Standards of Conduct and Service Policy cannot reasonably cover every circumstance that may arise in the university. If a conflict of interest or allegation of a breach of conduct arises that is not covered by this policy, the university reserves the right to act reasonably and in accordance with the overall spirit and intent of this policy to ensure the highest standards of ethical conduct.

The Standards of Conduct and Service Policy does not override the collective agreements between Royal Roads University and the Royal Roads University Faculty Association or between Royal Roads University and Canadian Union of Public Employees Local 3886.

## **3. CONFLICT OF INTEREST**

### **DEFINITION**

Conflict of interest is a breach of an obligation to the university that has the effect or intention of advancing one's own interest or the interests of others in a way detrimental to the interests or potentially harmful to the integrity or fundamental mission of the university.

### **DISCLOSURE**

In the event of an actual, potential or perceived conflict of interest, it is the responsibility of an employee to disclose this conflict to their hiring manager or dean and the responsibility of a contractor to disclose the conflict to their primary university contact. In the case of the president, such disclosure must be made to the Board chairperson.

Such disclosure should occur immediately to ensure that direction is provided to the employee or contractor so that a conflict of interest can be avoided or that actions are taken to remove a conflict of interest. Such disclosure must be in writing.

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## **EMPLOYEE EXPECTATIONS**

While the university recognizes that employees have a right to be involved in personal relationships and community and business activities, all employees of Royal Roads shall conduct themselves in a manner that will avoid conflict-of-interest situations.

While employed by the university, employees shall:

- Not engage in other business or activity that prevents them from meeting their contractual agreement with the university or from performing their duties and responsibilities;
- During ordinary working hours devote their full time, energy and ability to employment of the university, and shall not during any such time engage in any other business or activity;
- Not engage or become connected in any business undertaking for gain without prior written approval, specifying the terms and conditions of such undertaking, from the appropriate vice-president or their delegate;
- Identify any research or intellectual property that is in progress that the employee brings with them to the university; and
- Avoid any situation in which any actual, potential or perceived conflict of interest may arise, and to report to their direct supervisor or dean any such actual, potential, or perceived conflict of interest of which they may become aware.

## **CONTRACTOR EXPECTATIONS**

While the university recognizes that contractors have a right to be involved in personal relationships and community and business activities, all contractors of Royal Roads University shall conduct themselves in a manner that will avoid conflict-of-interest situations.

As a contractor with the university, contractors are expected to:

- Act with integrity, independence, and good faith, and to maintain high ethical standards;
- Comply with the university's Standards of Conduct and Service Policy;
- Not use for personal benefit or advantage any information acquired in the conduct of their service as a contractor;
- Identify any research or intellectual property that is in progress that the contractor brings with them to the university;
- Agree that any research or intellectual property, including but not limited to software, audio visual materials and/or instructional materials, that is developed as part of their contract with the university will be the right of the university to benefit from, reimbursing the contractor as it sees fit, and will remain the property of the university if the contractor or university terminates the contract; and
- Avoid any situation in which any actual, potential or perceived conflict of interest may arise, and to report to their university contact any such actual, potential or perceived conflict of interest of which they may become aware.

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## Related Policies and Procedures

- [Academic Integrity and Misconduct Policy for RRU Faculty Members & Staff and Procedures](#)
- [Associate Faculty Contract for Services Policy](#)
  - *Associate Faculty Contract for Services, Part 2: Teaching (intellectual property)*
- [Collective Agreement between Royal Roads University and the RRU Faculty Association](#)
- [Conflict of Interest Policy](#)
- [Conflict of Interest in Research Policy and Procedures](#)
- [Employment of Employee Relatives Policy](#)
- [Intellectual Property Policy](#)
- [Policy Precluding the Direct Sale of Course Material](#)
- [Research Ethics Policy](#)

## EMPLOYMENT RESTRICTIONS—MANAGEMENT AND CONTRACTORS

As a condition of accepting employment with Royal Roads University, each employment contract contains provisions addressing non-competition, non-solicitation and injunctive relief provisions. Employees are encouraged to review the offer of employment and direct any questions they may have, prior to signing the contract, to the Human Resources department.

The service contract for associate faculty contains a provision addressing non-solicitation. Associate faculty may direct questions to their primary university contact.

## ACCEPTANCE OF GIFTS, ENTERTAINMENT, BENEFITS AND FAVOURS

### EMPLOYEE EXPECTATIONS

#### Gifts

The giving and receiving of gifts (goods or services) may occur within the university's operations, particularly when dealing with external and international partners. However, the acceptance of gifts for personal use from people or companies who do business or who may potentially do business with Royal Roads University, could impede the objectivity of employees or contractors. This creates a conflicting obligation to that person or company contrary to the obligation of employees or contractors to the university.

An employee of Royal Roads University shall not accept a gift of money under any circumstance.

The following parameters apply in situations of giving or receiving gifts of goods or services:

- Any employee who receives a gift of goods or services with a significant value (more than \$100) shall deliver the goods to the Office of the President and the goods shall become the property of the university.
- The reporting of such a gift of goods or services should occur at the earliest possible opportunity upon receipt of the gift.
- An employee who accepts a gift of significant value while travelling outside of Canada should, upon returning to Canada, pay the applicable duty. The university will reimburse the employee for such duty.
- The goods accumulated by the university under this policy will be disposed of, from time to time, as determined by the university in its discretion.
- Tokens of appreciation of insignificant value (less than \$100) may be accepted at the discretion of the individual. However, any employee who receives gifts during any fiscal year (April 1 to March 31) with an

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aggregate value of over \$100 from any one source must report each gift along with its estimated value to the Office of the President.

### **Entertainment/Favours**

The following parameters apply in situations of offers of entertainment/favours:

- Any employee who receives an offer of entertainment or a favour from people of companies that do business with the university must recognize that the acceptance of such an offer may be a conflict of interest or a perceived conflict of interest if the offer were accepted.
- Insignificant offers with a value of less than \$100 are at the discretion of the employee.
- Any concerns with accepting such an offer should be discussed in advance with the employee's direct supervisor.

### **CONTRACTOR EXPECTATIONS**

In cases where a contractor holds a service contract and is clearly performing work in service to the university, the contractor shall be held to the same standard as an employee for both gifts and entertainment/favours.

## **4. OUTSIDE INTERESTS AND IMPARTIALITY**

The university recognizes that employees and contractors have the right to be associated with political parties and associated activities. However, employees and contractors who engage in political campaigns must do so in their individual capacity and without support or representation from the university. They must not bring partisan politics into the workplace.

The university has established a policy in regard to these expectations. It is the responsibility of an employee and contractor to understand this policy and seek clarification if there is a question regarding their political activities.

### **Related Policy**

- [Support to Partisan Political Activities Policy](#)

## **5. WORKPLACE CONDUCT**

### **EMPLOYMENT MATTERS**

In the event that a relative of a current Royal Roads University employee is offered employment or a contract for services with the university, the following standard of conduct and service is required:

- Should an offer of employment or contract be extended to a relative of a current university employee or contractor, it is the responsibility of both the current university employee and the family member (potential new employee or contractor) to fully disclose their relationship with one another to the president/vice-president and to the hiring manager before the offer of employment or contract is accepted.
- Should no actual or potential conflict of interest exist between the positions to be held by the family members, reasons should be documented in writing. This written submission will be included in the department personnel file for the affected employee(s) and/or contractor(s).



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- This written submission as well as a proposal prepared by the manager involved in the potential hiring and supervision of the employment relationship will form the basis of a review to be conducted by the president/vice-president.
  - If there is a conflict of interest, the university will look at ways to reduce or mitigate the conflict first (e.g., removing supervisory conflict, transferring an employee).
  - Approval of the employment relationship may or may not be granted. Fair and equitable application of this policy is expected of all parties involved in the review process.

### **Related Policy**

- [Employment of Employee Relatives Policy](#)

## **RESPECTFUL WORKPLACE**

The university strives for a respectful, fair and productive work environment for all its employees and contractors and for all those that work directly with our employees and contractors on campus. Thus, Royal Roads University is committed to providing a work environment free of bullying and harassment and discrimination. These behaviours will not be accepted or tolerated. As such:

- All employees will be treated in a fair and respectful manner.
- All employees in the pursuit of their duties shall treat fellow employees, students and members of the community with respect, dignity and consideration.
- All employees shall ensure that their verbal and written communication with other employees and students is respectful and supportive of a productive and safe work environment.
- All employees shall assist and cooperate with other employees to ensure that work is performed in a safe, productive and efficient fashion.
- All employees shall respect the right of all employees and students to work and learn in an environment free from harassment and discrimination.
- Employees shall not participate in activities that could constitute a form of direct or indirect harassment or discrimination. Some examples (not comprehensive) of behavior issues that have been found to be harassment or discrimination are:
  - Verbal threats, intimidation or abuse
  - Unwelcome remarks or jokes about subjects like race, religion, disability or age
  - The display of sexist, racist or other offensive pictures or posters
  - Consistent subjection of an individual to practical jokes or ridicule
  - Unwelcome or inappropriate physical contact
  - Inappropriate use of power or control

The university has also established a separate [Bullying, Harassment and Discrimination Policy](#) and related investigation procedures and reporting mechanism to address any allegations of bullying, harassment or discrimination.

While contractors are not named in the Employee Standard of Conduct Policy or the Bullying, Harassment and Discrimination Policy, the university's intent is that contractors are included in principle in terms of the rights and responsibilities identified in these policies.

### **Related Policies**

- [Bullying, Harassment and Discrimination Policy](#)
  - [Bullying and Harassment and Discrimination Investigation Procedures](#)
  - [Bullying, Harassment and Complaint Reporting Form](#)

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## HEALTH AND SAFETY

There is nothing more important than the health and safety of our employees, students and the contractors with whom we do business. Through an active Joint Occupational Health and Safety Committee, training, and supervisory due diligence, the university strives to ensure a safe and healthy workplace.

This includes the respectful treatment of all employees, contractors and students in providing a safe campus in which to work and study, as well as ensuring safe working and learning conditions for our campus community. As such, all employees and contractors may expect and have the responsibility to contribute to a safe workplace and campus.

## FIT FOR DUTY

All employees and contractors are expected to make every effort to attend work fit for duty and capable of safely and acceptably performing their assigned duties. As such, all employees and contractors shall ensure that in reporting to work, they are fit to carry out their duties in a respectful, safe and productive way.

This includes being unimpaired, physically and mentally able, and free from the effects of the use or after effects of alcohol, prescription drugs, and over-the-counter medications or drugs of concern. Drugs of concern are legal or illicit drugs, medications, solvents, inhalants, or any other substance that may change or adversely affect the way a person thinks, feels, acts, or otherwise has the potential to impair an individual's ability to perform their job safely and productively.

In addition, it is expected that employees and contractors will:

- Disclose to the university if they have a current or emerging substance-use issue;
- Seek advice and follow appropriate treatment if they have a current or emerging substance-use problem, and follow recommended monitoring programs after attending treatment;
- Consult with medical professionals regarding whether medication (prescribed or over the counter) cause impairment and/or will have any potential negative impact on job performance and notify the university where there is risk of the same;
- Cooperate in identifying and carrying out work modifications or accommodations related to legitimate safety and performance concerns; and
- Cooperate with an investigation into a violation of this policy.

The university shall ensure employees and contractors are supported and accommodated as necessary to be able to safely and productively perform their work.

Employees are invited to see their Human Resources consultant for information on accommodation, sick leave and return-to-work procedures

More information is provided as part of our onboarding and employee orientation program.

### Related Policies

- [Campus Smoking Policy](#)

### Related Legislation

- [Cannabis Control and Licensing Act \(prohibits smoking marijuana in the workplace\)](#)

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- *WorkSafeBC Occupational Health & Safety Regulations (Regulation 4.20: must not be impaired by alcohol, drug or other substance; Regulation 4.81: prohibits smoking or vaping in the workplace)*

## **SAFETY FROM VIOLENCE IN THE WORKPLACE**

Violence and sexual violence in the workplace are unacceptable. Employees and contractors must report any incident of violence or threat of violence immediately to their direct supervisor or to Human Resources or, for contractors, to their university contact. An employee or contractor who becomes aware of a threat must report that threat if there is reasonable cause to believe that the threat poses a risk of harm. Any incident or threat of violence in the workplace must be addressed immediately.

The university is committed to having all health and safety legislation understood and adhered to by employees and contractors. Every employee and contractor is expected to conduct themselves in accordance with all relevant health and safety legislation.

### **Related Policies**

- [Occupational Health and Safety](#)
- [Sexual Violence and Misconduct Policy](#)
  - [Sexual Violence and Misconduct Response Protocols and Procedures](#)
  - [Sexual Violence or Misconduct Protocol and Procedures for University Community Member Survivors Who are not Students](#)

## **SMOKE-FREE ENVIRONMENT**

Royal Roads University is committed to a healthy environment for all members of the community. As per medical evidence, we accept that exposure to second-hand smoke is hazardous to health. To fulfill our commitment to health and safety and in accordance to CRD's Clean Air Bylaw, the university restricts smoking of all forms within and on university property.

Smoking of tobacco, cannabis and other harmful substances (including vaping and e-cigarettes) is prohibited within all university buildings, vehicles, and enclosed public places and workplaces. As per our Campus Smoking Policy, smoking is also prohibited in all outdoor areas on the university's campuses, except in the designated smoking and designated cannabis smoking areas. Smoking is prohibited in accordance with applicable legislation and local bylaws.

All university employees, students, visitors and contractors are expected to abide by the Campus Smoking Policy, provincial legislation and local bylaws.

### **Related Policies**

- [Campus Smoking Policy](#)

### **Related Legislation and Regulations**

- [CRD Clean Air Bylaw](#)
- [BC Legislation re: Tobacco and Vapour Products Control Act](#)
- [Cannabis Control and Licensing Act](#) (*prohibits smoking marijuana in the workplace*)
- [WorkSafeBC Occupational Health & Safety Regulations](#) (*Regulation 4.20: must not be impaired by alcohol, drug or other substance; Regulation 4.81 prohibits smoking or vaping in the workplace*)

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## 6. CONFIDENTIALITY AND PROTECTION OF INFORMATION AND DATA

### RECORDS MANAGEMENT

All records created or received by the university are considered government records and must be managed in accordance with the *Freedom of Information and Protection of Privacy Act* and with the *BC Document Disposal Act* regardless of their form or medium. The university retains and disposes of records in accordance with the approved retention and disposition schedules.

It is critically important for each employee and contractor to understand and maintain confidentiality of university records including both employee records and student records.

Any question with regard to the storage and/or retention of records may be directed to the university's Freedom of Information and Protection of Privacy (FOIPOP) officer.

#### Related Policies

- [Records Management Policy](#)
- [Associate Faculty Contract for Services Policy](#)
  - [Associate Faculty Contract for Services, Part 2: Teaching](#)
  - [Associate Faculty Contract for Services, Part 2: Non-Teaching](#)
  - [Associate Faculty Contract for Services, Part 2: Supervision](#)

#### Related Legislation

- [BC Freedom of Information and Protection of Privacy Act](#)
- [BC Document Disposal Act](#)

### FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

Royal Roads University ensures compliance with the *Freedom of Information and Protection of Privacy Act*. Any questions or information inquiries with regard to freedom of information and protection of privacy (FOIPOP) may be directed to the university's FOIPOP officer.

#### Related Policy

- [Freedom of Information and Privacy Policy](#)

#### Related Legislation

- [BC Freedom of Information and Protection of Privacy Act](#)

### INTELLECTUAL PROPERTY

A comprehensive framework of policy and procedures with regard to intellectual property is established in both Board policy and within the Collective Agreement between Royal Roads University and the RRU Faculty Association. The overall purpose of an intellectual property policy is to:

- Provide a supportive climate and incentives for intellectual and creative development, innovation and entrepreneurship by members of the university community, including students;
- Acknowledge that Royal Roads has an obligation, within a framework of respect for copyright and patent principles, to disseminate the products of scholarly activity to benefit the creators, the institution and the public;
- Provide a framework for effective development and utilization of discoveries for the economic benefit of British Columbia and Canada which would be in the interests of the public and Royal Roads University;
- Provide the potential for gaining funds and other resources to be used to promote and aid research and creative activities, employee and student entrepreneurship, and technology transfer at Royal Roads University;
- Ensure Royal Roads meets its obligations to funding sponsors and to assist university members in fulfilling the terms of grants or contracts with respect to intellectual property;
- Provide safeguards for the equitable protection and disposition of proprietary rights, and recognize and uphold the principles of scholarly integrity and academic freedom in the commercialization of intellectual property for the protection of Royal Roads and its community; and
- Establish a set of procedures to address ownership, disclosure, publication, commercialization, and disposition and sharing of revenues associated with Royal Roads' intellectual property, and when such sharing is in dispute, provide an effective dispute resolution mechanism.

Employees are expected to:

- Identify research or intellectual property that is in progress that the employee brings with them to the university; and
- Agree that research or intellectual property, including but not limited to software, audio visual materials and/or instructional materials, that is developed while in the employ of the university will be the right of the university to benefit from, reimbursing the employee as it sees fit, and will remain the property of the university if the employee leaves its employ, excepting full-time faculty who own their intellectual property unless they decide to commercialize it.

There are differences in how the intellectual property policy applies to full-time faculty, staff and associate faculty. Please refer to the following related policies for further details. Full-time core faculty are encouraged to review the Collective Agreement between Royal Roads University and the RRU Faculty Association for terms and conditions pertaining to intellectual property.

### **Related Policies**

- [Intellectual Property Policy](#)
- [Collective Agreement between Royal Roads University & the RRU Faculty Association \(Article 39\)](#)
- [Associate Faculty Contract for Services Policy](#)
- [Associate Faculty Contract for Services](#)

## **CONFIDENTIALITY WHILE EMPLOYED WITH ROYAL ROADS UNIVERSITY**

All confidential information heard, created or accumulated by contractors and employees of Royal Roads must be used or reviewed on a strict need-to-know basis in the performance of contract or job functions. It must not be disclosed to anyone other than persons authorized to receive it, both during a contract or employment period and beyond it. Recorded information in all formats is covered by this policy.

Confidential information includes, but is not limited to, business plans, data and analytics, draft reports, research results and legal opinions.

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Confidential information also includes the personal information of identifiable individuals. Personal information is covered by the provincial *Freedom of Information and Protection of Privacy Act* in addition to this policy. Examples are: student enrolment information; contact information of students, prospective students, contractors, employees, alumni, donors, visitors and other members of the public; photographs of all individuals; educational history of students; birth dates of any individuals; personal opinions as expressed in student essays and discussions; and work history of contractors and employees.

Personal information must be collected, recorded, corrected, accessed, altered, used, disclosed, retained and removed only in accordance with the Act and university guidelines, and must be maintained in a secure manner.

Contractors and employees who are uncertain whether information is confidential, must check with their direct supervisor and any other appropriate authorities before using and disclosing it. A suspected violation of the Act or this policy must be reported to appropriate university officials, including the registrar if student data is involved.

Provisions for associate faculty to safeguard confidential information are included in the service contract.

### **Related Policies**

- [Confidentiality Policy](#)
- [Collective Agreement between Royal Roads University & the RRU Faculty Association \(Article 14\)](#)
- [Associate Faculty Contract for Services Policy](#)
  - [Associate Faculty Contract for Services, Part 2: Teaching](#)
  - [Associate Faculty Contract for Services, Part 2: Non-Teaching](#)
  - [Associate Faculty Contract for Services, Part 2: Supervision](#)

## **INFORMATION SECURITY**

Royal Roads University is critically dependent on its information, information systems and infrastructure. The appropriate use of technology at the university is a strategic advantage. Loss, unavailability, unreliability and inappropriate disclosure of information constitute serious risk.

Royal Roads will take appropriate measures, with the cooperation of all computer network users, to ensure the integrity of the university's networks and to mitigate the risks and losses associated with security threats to our networks and resources, in accordance with administrative policies, standards and procedures established by the university for the purpose of protecting information.

### **Related Policies**

- [IT Services Acceptable Use Policy](#)
- [IT Services Information Security Policy Framework](#)
- [Network Access and Email Use Policy](#)

## **POST-EMPLOYMENT CONFIDENTIALITY**

Royal Roads employees and contractors are responsible for the appropriate use of confidential information while employed or contracted by the university and after leaving the employ or service of the university. Each contract of employment and of service contains a standard provision in regard to the confidentiality of information both during and after employment or service with the university. Employees and contractors are encouraged to review

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the offer of employment or contract offer and direct any questions they may have, prior to signing the contract, to the Human Resources department or their university contact.

## **7. RESPONSIBILITIES: COMMITMENT AND COMPLIANCE**

Every employee and contractor of Royal Roads University must always fully comply with both the letter and the spirit of all laws applicable to employment and the provision of services. As a publicly funded university with a primary mission to serve its students, employees and contractors must avoid any situation that could be perceived as improper or indicate a casual attitude to compliance. Employees and contractors must never commit or condone an illegal act or counsel another employee, student, contractor or consultant to do so. As a public institution, the actions of our employees and contractors are subject to public scrutiny and the reasonable expectation of the public that we will manage the university assets to the highest ethical standard.

It is the responsibility of each employee of Royal Roads University and contractors (in the course of providing services to the university) to read, understand and adhere to the university's Standards of Conduct and Service Policy.

### **WHISTLEBLOWING**

Royal Roads University is committed to maintaining the highest standards of ethical conduct. It is the responsibility of each employee and contractor to immediately report any alleged ethical misconduct or fraud.

Employees, students, volunteers and contractors are often in the best position to observe ethical misconduct or abuse of public trust because of their proximity to day-to-day university operations. The university relies on these individuals to report such activities so that it can take prompt corrective action.

The university will protect all individuals who take steps to expose wrongdoing by prohibiting harassment, threats, retaliation or discrimination against them.

#### **Related Policy**

- [Whistleblowing Policy](#)
  - [Whistleblowing Procedure](#)

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## Appendix A: Guiding Values and Competencies

Our Standards of Conduct and Service Policy is also intended to help Royal Roads University employees and contractors put our university values into action every day by providing guidance on the competencies (i.e., behaviours, actions and decisions) that support our values of Caring, Accountable and Creative.

**CARING**—creating an inclusive, supportive community for our students and staff.

- **Student/client focus:** maintaining student/client focus, understanding their needs, providing realistic commitments and taking responsibility for delivering on those commitments
- **Relationship management:** working to build effective contacts with internal and external individuals whose co-operation is important to present and/or future success
- **Honesty, respect and openness:** acting with openness, honesty and respect in all that we do
- **Coaching and feedback:** providing support, guidance and feedback to help others meet challenging objectives and performance goals
- **Teamwork:** working collaboratively with others to build supporting working relationships where people actively share information, support diversity, rely on each other's expertise and deliver on commitments as a means to achieve effective teamwork

**ACCOUNTABLE**—being comfortable with delegation and taking responsibility for our actions in a performance-based culture.

- **Results focus:** maintaining a focus on the important issues to achieve and improve results; ensuring a strategy to drive successful outcomes
- **Business awareness:** maintaining an awareness of and applying sound business principles and effective operational practices
- **Social, economic and environmental responsibility:** consciously making sustainable choices that foster a healthy social, economic and environmental future
- **Communication:** exchanging information and ideas with others to promote effective discussion and decision-making; promoting two-way communication
- **Quality:** striving for the highest standards in self and the organization

**CREATIVE**—committing to innovation in our learning and teaching model, and continually questioning how and why we do things.

- **Flexibility/facilitating change:** being receptive to change; positively adapting and effectively working within a changing environment; seizing opportunities and maintaining focus on the important issues
- **Future thinking/innovation (problem solving and creativity):** generating and implementing creative solutions to achieve Royal Roads' strategic goals; anticipating, conceptualizing and /or communicating future events trends and opportunities; supporting innovativeness and exploration
- **Developing self and others:** finding ways to keep skills current and maintain up-to-date knowledge of specific and broad-range topics; providing developmental opportunities to others
- **Leadership:** inspiring and energizing self and others to achieve personal and organizational success



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## Appendix B: Acknowledgement Form for Employees

Royal Roads University is proud of its reputation for applying the highest ethical standards in all its dealings.

As a Royal Roads employee (including members of the executive team, faculty and staff), you are the face of the university and are responsible for upholding its high standards of conduct and service.

The Standards of Conduct and Service Policy applies to all university employees.

Contractors, consultants and others hired by Royal Roads or who represent the university are also expected to adhere to the same high standards the university requires of its employees. If you are responsible for hiring a contractor or consultant, you must inform them of this expectation and provide them with a copy of this Standards of Conduct and Service Policy.

As an employee, you are responsible for being aware of and understanding your responsibilities under the Standards of Conduct and Service Policy. If you have any questions concerning any aspect of this policy, you are encouraged to discuss the matter with your manager.

As a hiring manager or a member of the executive team, you should direct your inquiries to the parties named in the policy, otherwise, to the associate vice president Human Resources, or vice president and chief financial officer.

Contravention of this policy is a serious matter and may result in disciplinary action, which may include dismissal.

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I acknowledge receiving the Royal Roads University Standards of Conduct and Service Policy (dated October 2019), and I acknowledge that I have read and understand it. I further acknowledge that I am aware that breaching the Standards of Conduct and Service Policy is a serious matter that may result in disciplinary action.

Signature:

Name (please print):

Title:

Signed on (YYYY, MM, DDD):

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## Appendix C: Acknowledgement Form for Contractors

Royal Roads University is proud of its reputation for applying the highest ethical standards in all of its dealings.

The Standards of Conduct and Service Policy applies to all Royal Roads employees.

Contractors, consultants and others who are hired by or who represent Royal Roads are also expected to adhere to the same high standards the university requires of its employees.

Contractors are responsible for being aware of, understanding their responsibilities under and adhering to the Standards of Conduct and Service Policy. If you have any questions concerning any aspect of this policy, you are encouraged to discuss the matter with your university contact.

In addition, contractors are required to ensure that their employees and subcontractors who perform work for the university are aware of, understand their responsibilities under and adhere to the Standards of Conduct and Service Policy. Contravention of the Standards of Conduct and Service Policy is a serious matter and may result in the termination of your contract or engagement with Royal Roads University.

Any employee or subcontractor of the contractor who attends the university work sites must acknowledge below that they have read, understand their responsibilities under and will adhere to the policy. No contractor, employee or subcontractor of the contractor, will be provided access to the university's work sites unless this acknowledgement is signed below and provided to the university prior to access being granted.

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I, on behalf of [name of contractor, if applicable], acknowledge receiving Royal Roads University's Standards of Conduct and Service Policy (dated October, 2019). I acknowledge that I have read and understand the Standards of Conduct and Service Policy, and that all references to "employees" include "contractors." I will ensure my employees and subcontractors who perform work under the Royal Roads University contract or engagement understand their responsibilities under the policy and will adhere to the standards.

I further acknowledge that I am aware that breaching the Standards of Conduct and Service Policy is a serious matter that may result in the termination of my/our contract with Royal Roads University.

Signature

Name (please print):

Company/Business Name:

Title/Role:

Signed on (YYYY, MM, DDD):

## Appendix D: Links to Related Policies and Regulations

<b>Policy<sup>1</sup></b>
<a href="#">Academic Integrity and Misconduct Policy for RRU Faculty Members and Staff</a>
<a href="#">Associate Faculty Contract for Services Policy</a>
<a href="#">Part 2: Teaching</a>
<a href="#">Part 2: Non-Teaching</a>
<a href="#">Part 2: Supervision</a>
<a href="#">Campus Smoking Policy</a>
<a href="#">Bullying, Harassment and Discrimination Policy</a>
<a href="#">Collective Agreement between Royal Roads University and CUPE Local 3886</a>
<a href="#">Collective Agreement between Royal Roads University and the RRU Faculty Association</a>
<a href="#">Confidentiality Policy</a>
<a href="#">Conflict of Interest Policy</a>
<a href="#">Conflict of Interest in Research Policy</a>
<a href="#">Employment of Employee Relatives Policy</a>
<a href="#">Freedom of Information and Privacy Policy</a>
<a href="#">Information Security Policy</a>
<a href="#">Intellectual Property Policy</a>
<a href="#">IT Services Acceptable Use Policy</a>
<a href="#">IT Services Information Security Policy Framework</a>
<a href="#">Network Access and Email Use Policy</a>
<a href="#">Workplace Wellness</a>
<a href="#">Policy Precluding the Direct Sale of Course Material</a>
<a href="#">Records Management Policy</a>
<a href="#">Research Ethics Policy</a>
<a href="#">Standards of Conduct and Service for Employees and Contractors Policy</a>
<a href="#">Sexual Violence and Misconduct Policy</a>
<a href="#">Support to Partisan Political Activities Policy</a>
<a href="#">Whistleblowing Policy</a>
<b>Legislation / Regulations</b>
<a href="#">BC Legislation re: Tobacco and Vapour Products Control Act</a>
<a href="#">Cannabis Control and Licensing Act</a>
<a href="#">CRD Clean Air Bylaw</a>
<a href="#">WorkSafeBC Occupational Health &amp; Safety Regulations</a>

<sup>1</sup> The complete listing of Royal Roads Policies can be retrieved from [RRU Policies](#)

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## CONTACT INFORMATION

Please direct your questions to:

Associate Vice-President, Human Resources  
Telephone: 250-391-2600, extension 4850

