

Code of Conduct

Policy Owner: Director of Human Resources

Effective: March 2015
Next Review: February 2024
Last Revision: March 2022

Applies To

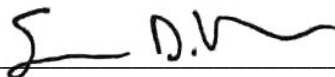
LGCA board members, senior managers, managers, supervisors and staff. For simplicity, the term “employee” is used in this document to include everyone to whom this policy applies.

While the LGCA does not intend that this policy apply to employees’ personal lives, there are times when personal situations overlap with professional responsibilities. This policy applies in any situation where an employee is, or may be perceived as, representing the LGCA. In addition, this policy applies whether these situations occur in a physical or digital context (e.g., email, texting, video conferences, social media).

Authorization

The LGCA is authorized to develop and implement human resources management policies in its capacity as employer, including policies that set expectations for employees regarding professional conduct.

Authorized by board chair:



Authorized by executive director:



Purpose

The Liquor, Gaming and Cannabis Control Act mandates the LGCA to regulate Manitoba’s liquor, gaming, cannabis and horseracing industries in the public interest. To achieve this, employees are expected to promote and enforce a framework for safety in a manner that reflects the LGCA’s values. This policy outlines the standards of professional behaviour expected of all employees, creating a framework for accountability to guide employees on acceptable and unacceptable behaviour.

This policy does not seek to encompass all possible situations that employees may encounter. Employees are expected to be reasonable and use good judgment to act in accordance with this policy.

This document is available in alternate formats, upon request.



Definitions

“impairment”

A reduced or weakened state impacting mental or physical capacity, as demonstrated by immediate signs and symptoms or through a pattern of concerning behaviour.

“LGCA’s values”

The LGCA board defined organizational values as part of the 2022-2026 strategic plan. These values provide the foundation of this policy:

- **Balance:** We act independently to weigh the perspective of all stakeholders in our regulatory decisions.
- **Excellence:** We practice continuous improvement to deliver on our regulatory mandate.
- **Engagement:** We communicate with and listen to licensees, stakeholders and the public.
- **Inclusiveness:** We are open-minded and respectful toward all the people with whom we work – inside and outside the LGCA.
- **Integrity:** We are ethical, professional and accountable to Manitobans in all our regulatory actions.

“sensitive information”

Personal, confidential or protected information including, but not limited to, information that is, or may be, excluded from access under The Freedom of Information and Protection of Privacy Act (FIPPA); personal information protected under FIPPA and personal health information protected under The Personal Health Information Act (PHIA); and any other confidential information that is protected by legislation or is confidential to the LGCA and/or its stakeholders, partners or clients.

Policy

How employees present themselves and interact with members of the public, clients, stakeholders and other employees has implications on how the LGCA is perceived. To ensure the LGCA and its employees work to realize the LGCA’s values in the performance of their duties, employees must:

1. Deliver high quality service by:
 - a) demonstrating civility by showing courtesy and respect when interacting with members of the public, clients, stakeholders and other employees;
 - b) providing all necessary and appropriate assistance to members of the public, clients, stakeholders and other employees;
 - c) being open to new ideas or approaches to service delivery; and
 - d) demonstrating commitment to ongoing training and professional development.
2. Maintain integrity by:
 - a) complying with relevant legislative requirements and all LGCA policies and procedures, and the spirit in which these were developed;
 - b) conducting business in a fair, balanced and impartial manner;
 - c) providing support and showing respect to the elected government regardless of which political party is in office;
 - d) avoiding any activity that could potentially compromise the performance of their duties;
 - e) attending to the performance of their duties in a fit condition free from impairment;
 - f) not consuming intoxicating substances while performing work duties, unless such consumption is medically authorized;
 - g) disclosing any criminal charges or other court and/or administrative processes that could potentially compromise the performance of their duties; and



- h) for those employees holding professional credentials, complying with all professional standards and rules of conduct when practicing their profession in the service of the LGCA.
3. Preserve confidentiality by:
 - a) maintaining the confidentiality of sensitive information and exercising discretion when sharing information for business purposes;
 - b) avoiding the disclosure of confidential, restricted, proprietary or any information pertaining to the business and affairs of the LGCA, its clients or partners obtained as the result of holding a position with the LGCA to any unauthorized person, or releasing such information before its authorized release; and
 - c) complying with requirements set out in The Freedom of Information and Protection of Privacy Act (FIPPA) and The Personal Health Information Act (PHIA).
 4. Maintain the integrity of LGCA assets and records by:
 - a) not using LGCA assets or records for personal gain, nor for any fraudulent or criminal activities;
 - b) safeguarding LGCA assets (e.g., information technology, fleet vehicles or other property of the LGCA) that come under their care, custody or control;
 - c) ensuring LGCA credit cards, cash, cheques and other negotiables are protected and used properly; and
 - d) ensuring honest and accurate recording and safeguarding of information, including compliance with FIPPA and PHIA.
 5. Avoid real or perceived conflicts of interest by:
 - a) not engaging in any situation while representing the LGCA where there is a private or personal interest that would affect, potentially affect, or be perceived to affect, the objectivity of their actions or decisions.

Note: Refer to the Conflict of Interest policy for a detailed description of employee responsibilities pertaining to conflicts of interest.
 6. Maintain a professional appearance at all times by:
 - a) choosing clothing that is both practical and appropriate for their position and the events of the day;
 - b) choosing clothing that meets any safety or other requirements for their position, as defined by their direct supervisor; and
 - c) ensuring personal clothing and style choices present a professional image of the LGCA to members of the public, clients, stakeholders and other employees.
 7. Ensure a safe, professional and positive workplace by:
 - a) complying with The Workplace Safety and Health Act and related policies, procedures and training; and
 - b) creating a respectful workplace culture that is free of violence, harassment, gossip, intimidation, bias and unlawful discrimination of any kind.

Note: Refer to the Respectful Workplace policy for a detailed description of employee responsibilities pertaining to a safe and positive workplace.



Exceptions

Exceptions to this policy will be approved only in rare circumstances and for compelling reasons. People in approving positions may waive the provisions of this policy when they are satisfied that the interest and actions of the employee will not influence their ability to carry out their duties and responsibilities, or negatively influence the LGCA's independence and integrity.

Exceptions to this policy and related procedures must be approved in writing by the following positions:

Applicant	Approving Position
chair	minister responsible for The Liquor, Gaming and Cannabis Control Act
vice-chair and board members	chair
executive director	chair
senior managers, managers, supervisors and staff	executive director

Violations

All employees are personally responsible for their actions. Disciplinary action up to and including termination of appointment or employment may be taken if an employee:

- a) willfully violates this policy or the spirit or intent of this policy;
- b) asks another employee to violate this policy;
- c) deliberately fails to report a violation of this policy or withholds relevant information concerning a violation;
- d) fails to cooperate in an investigation of a known or suspected violation;
- e) makes a false accusation against another employee; or
- f) takes retribution against an employee who reports a violation of this policy.

Related Documents

- **Form:** Code of Conduct Statement of Understanding
- **Policy:** Affirmation of Office
- **Policy:** Conflict of Interest
- **Policy:** Expense Reimbursement
- **Policy:** Fraud Prevention and Reporting
- **Policy:** Information Technology
- **Policy:** Respectful Workplace
- **Policy:** Whistleblower
- Collective Agreement between the Manitoba Government and General Employees' Union Locals 425 and 426 and the Liquor and Gaming Authority of Manitoba
- The Freedom of Information and Protection of Privacy Act
- The Personal Health Information Act
- The Workplace Safety and Health Act

Contact

Contact the director of human resources with questions about this policy.



APPENDIX A: Procedures

Code of Conduct Statement of Understanding Form

Every employee is responsible for knowing, understanding and complying with the Code of Conduct policy and related procedures. Upon appointment or employment, employees must sign the Code of Conduct Statement of Understanding form acknowledging they have read and understand the policy.

Completed Code of Conduct Statement of Understanding forms must be returned to the Human Resources Department to be kept in the employee's personnel file.

Responding to Possible Contravention of the Code of Conduct

If an employee is faced with an ethical or legal issue that may contravene the policy, the employee must discuss the situation with their direct supervisor. If the employee is not comfortable consulting with their direct supervisor, they may contact the director of human resources or executive director.

If an employee witnesses another LGCA employee contravening the policy, they must report the violation to their direct supervisor. If an employee is not comfortable reporting a violation to their direct supervisor, they may contact the director of human resources or executive director.

Note: If an employee witnesses serious and significant wrongdoing as defined under The Public Interest Disclosure (Whistleblower Protection) Act, they are required to refer to the Whistleblower policy and follow the procedures for making a formal declaration.

Management Responsibilities

All LGCA employees in a management or supervisory role have a higher obligation in that they are responsible for their employees' awareness and compliance with this policy. This requires that direct supervisors:

- ensure all employees have access to the Code of Conduct policy and all other LGCA policies and procedures or other information as required;
- provide all employees with the information, instruction, training and supervision necessary to perform their jobs safely, professionally and effectively;
- create and maintain a work environment that encourages ethical behaviour, advancing a culture of integrity at the LGCA; and
- foster an environment of open communication in which problems are raised and discussed without fear of reprisal.

Addressing Violations

Direct supervisors must ensure that any violations or perceived violations of the Code of Conduct policy are addressed immediately once the issue comes to their attention, whether the violation is reported to them or observed directly.

When addressing an issue determined to be in contravention of the policy, the employee's direct supervisor should first attempt to correct the violation by discussing the issue directly with the employee. If the direct supervisor determines the violation poses a possible legal issue or may require disciplinary action up to and including termination of employment, the direct supervisor must inform the director of human resources and the senior manager to whom they report to determine a course of action.

If there is no change in behaviour after the direct supervisor has discussed the issue with the employee, the direct supervisor must inform the director of human resources and proceed with disciplinary action.

Direct supervisors must maintain confidentiality when addressing any possible violation of the Code of Conduct policy, ensuring the identities and actions of affected employees are protected and kept confidential to the fullest extent possible. This requirement extends to employees who report a violation of the policy.

