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# Human Resource Policy (DRAFT)

<b>Title: Whistle Blower Protection Policy</b>		<b>Number:</b>
<b>Reference: Workforce Supports</b>	<b>Adopted by Board of Directors</b> <b>Date:</b>  <b>Effective:</b>	<b>Supersedes:</b>
<b>Prepared by: CEO/General Manager</b>		

## Policy Intent

The Corporation and its Governing Board are committed to the provision of open, accountable and transparent services. The Corporation is a company rooted in values and we strive to foster a work environment that brings forward our core values of agility, caring and innovation. We are dedicated to the highest standards of ethics and quality and we commit ourselves every day to doing the right thing for our Corporation, our customers and our community.

It is in the customer's interests to maintain and enhance customer confidence in the Corporation and its employees by providing for the disclosure of wrongdoing with respect to the Corporation's operations.

The purpose of this policy is to provide protection from reprisal to those employees who, in good faith, report wrongdoing.

## 1. Policy Statement

This policy provides a means whereby a Complainant may report issues and/or concerns in connection with an actual or perceived violation.

In responding to a complaint, the Corporation will act fairly with respect to any individual named in the complaint, the seriousness of the issue raised, the credibility of the allegations in the complaint and the prospects of an effective investigation.

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## 2. Policy Definitions

### **Corporation employees**

For the purposes of this policy, Corporation employees include all staff, management and elected officials.

### **Wrongdoing**

Wrongdoing includes instances of fraud and waste and refers collectively to any illegal or inappropriate conduct including:

- A violation of a Corporation policy or Board direction
- Breaches of laws or by-laws; including fraud
- The misuse of Corporation funds or assets
- A gross mismanagement of Corporation resources

### **Whistle Blower**

A Whistle Blower is an employee who, in good faith, reports wrongdoing to the appropriate authority in an attempt to have the activity brought to an end.

### **Reprisal**

Reprisal is any harassment, intimidation, dismissal, suspension, demotion, discipline or threat of dismissal, suspension, demotion or discipline of an employee as a direct result of the employee in good faith disclosing a perceived wrongdoing.

## 3. Protection of Complainants

This policy and related procedures offer protection from reprisal to Whistle Blowers with respect to matters that are, or could give rise to, violations, provided the complaint is made:

- In a manner that is consistent with the Corporation's values
- In the reasonable belief of the Whistle Blower that the conduct or matter covered by the complaint constitutes, or has the potential to constitute a violation; and
- Pursuant to the procedures contained in Section 5 below.

No complaint that satisfies these conditions will result in any reprisal or threat of reprisal against the Whistle Blower. Any act of retaliation will itself be treated by the Corporation as a violation of Corporation policy and could result in disciplinary action up to and including dismissal. This protection extends to anyone providing information in relation to an investigation; including an internal investigation.

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### 4. Confidentiality

The Corporation will treat all complaints by Whistle Blowers as confidential and privileged to the fullest extent permitted by law. A Whistle Blower is encouraged to put his/her name to any complaint s/he makes but it may also be made anonymously as provided in Section 5 below.

### 5. How to Make a Complaint?

Any complaint under this policy must be submitted to the Chief Innovation and People Officer either in-person, via email or over the telephone.

Any complaint should provide sufficient, precise and relevant information pertaining, among others, to dates, places, persons/witnesses, numbers, etc. so that a reasonable investigation can be conducted. If the Whistle Blower wishes to discuss any such matter with the Chief Innovation and People Officer, s/he should indicate in the submission or message and include a telephone number at which s/he may be contacted if the Chief Innovation and People Officer deems it appropriate. When possible, the Chief Innovation and People Officer will acknowledge receipt of the complaint to the sender.

### 6. Investigation

Upon receiving a complaint, the Chief Innovation and People Officer will immediately open a file, which shall be maintained in a secure location to protect the confidentiality of the Whistle Blower. The Chief Innovation and People Officer will then determine whether the complaint pertains to a subject covered under this policy.

If the Chief Innovation and People Officer determines that the complaint is covered by this policy, s/he will then initiate an investigation. In conducting the investigation, the Chief Innovation and People Officer may enlist inside or outside legal, accounting, human resources, or other advisors, as appropriate. The Chief Innovation and People Officer shall have access, during an investigation, to all books and records of the Corporation. Corporation Directors, officers, employees and agents are expected to fully co-operate in the investigation. In conducting any investigation, the Chief Innovation and People Officer will use reasonable efforts to protect the confidentiality of the Whistle Blower.

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Investigations will be conducted as quickly as possible, taking into account the nature and complexity of the complaint and the issues raised therein. To the extent possible, the following timeline will be followed to ensure timely investigation on complaints:

- Receipt of complaints will be acknowledged within 7 days of receipt
- To the extent possible, investigations will be completed within 120 days of receipt of complaint
- Status updates will be provided to the Whistle Blower every 30 days
- *(The acknowledgment of receipt and providing status updates to the Whistle Blower is dependent upon having an available channel of communication with the Whistle Blower.)*

The Chief Innovation and People Officer will retain as part of the records and all complaints, reports or concerns and related documentation for a period of no less than seven (7) years from the moment the claim is resolved and the file closed.

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