



## **TTMAC Code of Ethics / Conduct Policy**

Terrazzo, Tile and Marble Association of Canada (TTMAC) Directors, Consultants, Sub-Contractors, Employees or anyone acting on behalf of the TTMAC ( herein called the Representative) are required to comply with the Code of Ethics as established and amended from time to time by the Board of Directors.

In the fulfillment of this critical role, the TTMAC's core values include public service, excellence, creativity and teamwork. In keeping with these core values, many people with diverse talents and perspectives work together to deliver industry services of the highest possible standards.

### **Statement of Individual Values**

*Integrity, Fairness, Respect, Compliance with Laws, Avoiding/Managing Conflicts of Interest*

All representatives of TTMAC are expected to adhere to the highest ethical standards in the performance of their duties to foster an environment of integrity, respect and trust and to preserve and enhance the TTMAC's reputation. The values of integrity, honesty, fairness and respect are essential to create and maintain a workplace that is characterized by civility, professionalism, tolerance, dignity, and freedom from discrimination or harassment. Compliance with both the letter and the spirit of the law, the exercise of good judgment in avoiding or dealing with conflicts of interest, the protection of privacy, and maintaining confidentiality are further elements that are critical to achieving the TTMAC's goals in this regard.

This Code of Conduct is intended to offer a broad range of guidance about the standards of integrity and business conduct, but no code can address every situation that individuals may encounter. For this reason, this Code does not relieve representatives of the responsibility and accountability to exercise good judgment and, in circumstances where they are unsure as to the proper course of action, to seek guidance from others.

### **Compliance with Laws**

Representatives need to be aware of and comply with both the letter and the spirit of the laws and regulations that affect how they do their jobs. The reputation of the TTMAC depends upon its representatives' commitment and ability to fulfill this responsibility. The TTMAC is fully committed to complying with all legal requirements applicable to the TTMAC's business

### **Compliance with TTMAC Policies**

Representatives must be familiar with the corporate policy framework that guides and governs their behavior in the performance of their day-to-day activities and conduct themselves in a manner consistent with those policies and this Code of Conduct.

The corporate policy framework at TTMAC sets out the requirements and guidelines for representatives in a number of subject areas covering topics dealing with Human Resources, Finance, Information Technology, and Programming, to name a few.

Representatives are expected to review and consult these policies as required in order to ensure their compliance with policy provisions.

Failure by a representative to comply with the provisions of any TTMAC Policy may result in disciplinary action against the representative, up to and including, immediate dismissal.

### **Respect in the Workplace**

TTMAC is committed to promoting a workplace that reflects the values of respect, dignity, professionalism, tolerance, equity and diversity

This means that:

- Every representative must behave in a respectful and professional manner in all dealings related to their position, whether dealing with other representatives, members, consultants, or members of the public. Behavior that is disrespectful, offensive, intimidating or humiliating, intentional or otherwise, will not be tolerated. Behavior of this nature not only demeans others, but also threatens TTMAC's ability to build a workplace where everyone can feel safe, comfortable and able to produce their best work.
- Discrimination and harassment will not be tolerated in any form against or from any group or individual – fellow members, employees, suppliers, job applicants or members of the public – including discrimination on the basis of race, color, religion, national or ethnic origin, age, gender, sexual orientation, marital status, physical or mental disability, or a criminal offence for which a pardon has been granted.

Representatives and Members of the Association are required to promote and support an inclusive work environment, one in which individuals are accorded equity in employment processes, procedures and practices.

### **Privacy**

TTMAC is committed to controlling the collection, use, and disclosure of personal information in accordance with all requirements set out in the *Personal Information Protection and Electronic Documents Act*. Employees, who collect, maintain and/or use personal information, are responsible for complying in all respects with the corporate policy and procedures governing the collection, use and disclosure of this information.

### **Protection and Use of TTMAC Property**

Representatives should not use TTMAC property or assets for anything other than legitimate TTMAC business purposes. Representatives are expected to take good care of TTMAC property and not expose it to loss, damage, misuse or theft.

### **Protection and Use of Information Technology Assets**

Representatives have an obligation to protect and use TTMAC's IT Assets responsibly, in conformity with applicable federal and provincial laws, for the purpose of their work, and to take reasonable steps to safeguard these assets from damage, loss or theft.

Representatives are provided with access to TTMAC's IT Assets for business use and for the purpose of performing job-related activities. Although some limited personal use will be tolerated, it is subject to TTMAC Policy and must not interfere with or detract from representatives' assigned tasks.

### **Dealing with Conflicts of Interest**

Representatives are expected to adhere to the highest ethical standards with respect to conflicts of interest, outside activities, the acceptance of gifts and hospitality, and in all dealings related to their position with the Association. Representatives must ensure, to the extent possible, that their personal interests do not come into conflict with those of the Association. If a conflict does arise, it must be resolved in favor of the best interests of the Association.

This means that:

- Representatives are required to perform their duties and arrange their private affairs in a manner that will prevent actual, apparent or potential conflicts of interest from arising.
- Representatives are expected to act in a manner that will bear the closest public scrutiny in all dealings related to the Association or their responsibilities as employees.

- Representatives should not knowingly take advantage of, or benefit from, information that is obtained in the course of their official duties and that is not generally available to the public.
- Representatives should not accept gifts, hospitality or other benefits that may have an actual, apparent or potential influence on their objectivity in carrying out their official duties or that may place them under an obligation to the donor.

### **Protection of the Environment**

TTMAC is committed both to the protection of the environment and to the principle of sustainable development – meeting the needs of the present without compromising the ability of future generations to meet their needs. Representatives are required to conduct their functions and activities in an environmentally responsible manner and in accordance with the principles set out in the Environmental Policy.

### **Health and Safety in the Workplace**

TTMAC is committed to the health, safety and well-being of its representatives. Officers and managers must take reasonable precautions to provide and maintain a healthy and safe workplace. Representatives must contribute to the safety of their work environment by complying with all safety directives and objectives of management and by taking all reasonable and necessary precautions to ensure their own safety and health and that of other persons affected by their work.

### **Official Languages**

All representatives must support the Association's commitment to meeting its obligations under the *Official Languages Act*.

Representatives must respect the right of other employees to work in the official language of their choice in all fully and partially bilingual locations. Representatives must also ensure that members of the public are able to communicate with the Association in both official languages in all designated significant demand offices.

Representatives must support the development and maintenance of the required bilingual capability in the Association through appropriate recruiting and selection processes.

### **Reporting of Wrongdoings**

In the event that a representative becomes aware of a serious breach of this Code of Conduct, or any other wrongdoing or illegal activity in the workplace, he/she has, by virtue of the duty of loyalty owed by representatives to their Association, a responsibility to report that wrongdoing. Furthermore, a representative who, in good faith, reports any serious breach or other wrong doing is protected from reprisals for so doing. Representative reporting of wrongdoings are to be directed to the TTMAC Executive.

Board of Directors

Terrazzo, Tile and Marble Association of Canada