

## Code of Conduct

At Momentum, we partner with people living on low incomes and community partners to bring about real change for individuals, families and communities. We also know that how we get these results is as important as the change itself. This Code of Conduct supports all Momentum stakeholders – staff members, participants, Board members, contractors, and volunteers to understand the expectations for how we do our work at Momentum.

Whatever the role you hold with Momentum, using this Code of Conduct will ensure your actions and decisions fit with our values of Integrity, Compassion & Social Justice, Equality & Respect, and Sustainability.

### Our values:

- **Integrity:** Our actions are consistent with our values and beliefs. Integrity is the cornerstone of our organization's foundation. We take great care in what we do and how we do it at a personal, program and organizational level and are willingly held accountable for our actions before our stakeholders.
- **Compassion & Social Justice:** We are committed to building a society where everyone is valued. We care deeply for the well-being of our participants and each other and are committed to building an inclusive society.
- **Equality & Respect:** We treat others as equals and with respect. We embrace the diversity of our community and we respect the beliefs, feelings and choices of our participants and stakeholders.
- **Sustainability:** We are committed to restructuring the way we live and work within environmental, social and economic systems, nurturing simplicity, interdependence and a high quality of life for all.

Thank you for upholding our values and helping us to realize our vision of every person having a sustainable livelihood and contributing to their community.

Jeff Loomis, Executive Director

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## Introduction

All Momentum staff members, contractors, Board members, volunteers and participants are expected to know and follow this Code of Conduct. Failure to do so may result in disciplinary action, including termination of your employment or role with Momentum.

## Integrity

*Our actions are consistent with our values and beliefs. Integrity is the cornerstone of our organization's foundation. We take great care in what we do and how we do it at a personal, program and organizational level and are willingly held accountable for our actions before our stakeholders.*

## Making Good Decisions

When making a decision, ask yourself the following:

- Does it comply with our Code of Conduct?
- Does it reflect our values?
- Does it respect the rights of others?
- Is it honest and ethical?
- Is it legal?

If you are unsure about any of the answers, speak with your Manager or main contact at Momentum.

## Speaking Up & Reporting

Momentum encourages all staff members, contractors, Board members, volunteers and participants to ask questions and raise issues without fear of retaliation. Momentum is committed to treating reports seriously and investigating them thoroughly.

If you have questions about the Code of Conduct, speak with your Manager or main contact at Momentum.

For suspected illegal, fraudulent, or abusive actions please use the [Whistleblower reporting procedures](#) on Momentum's website.

For other issues or incidents, staff are to use the process outlined in the Problem Resolution personnel policy; Contractors, Board members, volunteers, and participants are to use the [Feedback and Complaints procedures](#) available on Momentum's website.

## No Retaliation

An individual who reports or speaks up will not be discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against as a result of communicating a genuine issue or incident. Anyone found to be in violation of this policy (i.e.

continued harassment of the individual) will be subject to discipline up to and including termination of employment or role.

### **Avoiding Conflicts of Interest**

All Momentum staff members, contractors, Board members, and volunteers must take measures to prevent real, potential or apparent conflicts of interest in accordance with the principles of conduct outlined in the Code of Conduct.

An actual or potential conflict of interest occurs when an individual is in a position to influence a decision that may result in a personal gain for themselves or for a relative, spouse, partner, or close friend.

In situations where a conflict of interest exists, or where there may be an appearance of a conflict of interest, staff members need to notify their Manager; Board members need to notify the Chair of the Board; and all other contractors or volunteers need to notify their contact at Momentum. If a staff member, contractor, Board member or volunteer is found to be in a conflict of interest and has not formally notified Momentum, then corrective action will be taken which may include dismissal.

### **Speaking on Behalf of Momentum**

Only those identified by the Executive Director are authorized to represent Momentum to media. All media requests for information or interviews are to be referred to the senior staff member responsible for marketing and communications.

### **Maintaining Confidentiality**

Disclosing confidential information including participant, program, financial, or human resources information either directly or indirectly, without prior written consent from Momentum is prohibited. Using confidential information for any other purposes not directly related to Momentum's business or operations is not allowed. Staff and Board members, please refer to your Confidentiality Agreement.

### **Accurate Records & Reports**

All documents, databases, voice messages, mobile device messages, computer documents, files and photos are considered records. Everyone has the responsibility to maintain accurate records and reports, including: collecting, transferring, and entering these records in a secure and appropriate manner; maintaining these records and protecting their integrity for as long as required; maintaining official record keeping systems to retain and file records required for operations, legal, financial, research or archival purposes; and disposing of your records according to the retention and disposition schedule.

## **Protecting Privacy**

Momentum respects the right of our participants and other stakeholders to privacy. Private information from participants is asked for only when required for programs or services. Momentum does not disclose any private, personal information of participants, staff members, contractors, Board members or volunteers except where required by law. Any breaches of private information are to be reported to your Manager or Momentum contact immediately.

Please refer to the [Privacy Policy](#) on Momentum's website for more information.

## **Political Contributions & Involvement**

Momentum encourages personal participation in the political process in a manner consistent with all relevant laws that govern charitable organizations, and in ways that do not interfere with your role at Momentum. As a charity, Momentum is prohibited from making political contributions or supporting candidates running for political office. You cannot use Momentum's name, reputation, equipment or assets, including your time at work, to further political campaigns, activities or interests. Momentum does not reimburse expenses of personal political activity. Staff cannot access Momentum's paid Volunteering benefit for partisan activities.

Staff members who require time off to run for political office should consult Personnel Policy 309 Leaves of Absence.

## **Financial Integrity and Responsibility**

Financial integrity and fiscal responsibility are core to how Momentum operates including money being appropriately spent, complete and accurate financial records, and internal controls being followed. Please check with your Manager or Momentum contact if you have any questions about Momentum's financial policies or procedures.

## **Acceptance of Gifts**

Staff and Board members shall not accept fees, gifts or other benefits that are connected directly or indirectly with the performance of their duties, including purchasing decisions, from any individual, organization or corporation, other than: the normal exchange of gifts between friends; the normal exchange of hospitality between persons doing business together; tokens exchanged as part of protocol; or the normal presentation of gifts to persons participating in public functions.

## **Proper Use of Momentum Assets**

All Momentum assets are to be used efficiently for legitimate purposes, and for Momentum operations only. Assets include, but are not limited to, facilities, equipment, computers and information systems, phones, staff work time, confidential and personal information, program information, funder and donor information, and finances.

## **Information Technology**

Everyone has a role to play in safeguarding Momentum's computer equipment and data. Staff are to use Momentum's computer systems and equipment for organization use in accordance with its Information Technology policies and procedures. When using Momentum systems, always be alert to security threats like external links in emails that prompt you to enter your password (phishing). Report any suspicious emails, antivirus alerts, or other signs of fraudulent or malicious activity to the Information Technology team promptly. Never share your Momentum username or password. Ensure you have the proper training and understand your role's responsibility when interacting with Momentum systems and data. Ensure you do not access, download, create or forward email, documents or images that may cause offence or distress to other persons. Ensure you do not install or use hardware or software on any Momentum system that has not been specifically approved by the Information Technology team. Always save important data in designated locations for reasons of data security and data recovery.

## **Use of Social Media**

Momentum recognizes the use of social media for personal and professional purpose and holds individuals accountable for any information they publish online. Any information posted about Momentum must be accurate, professional and the privacy of participants, staff and other stakeholders must be maintained.

Staff members are responsible for complying with Personnel Policy 610 Social Media when communicating on social media.

## ***Compassion & Social Justice***

*We are committed to building a society where everyone is valued. We care deeply for the well-being of our participants and each other and are committed to building an inclusive society.*

## **Participants Come First**

Momentum staff, contractors and volunteers that work with participants must maintain the best interests of the participant as a priority, demonstrate cultural awareness and sensitivity, and protect their privacy and confidentiality. It is the responsibility of staff members, contractors, Board members, and volunteers to ensure the dignity, individuality and rights of participants and vulnerable members of society are protected.

## **Appropriate and Professional Behaviour with Participants**

Momentum staff, contractors, Board members and volunteers must maintain appropriate professional boundaries with participants. Staff, contractors, Board members and volunteers must not use their relationships with participants for personal benefit, gain or gratification or take unfair advantage of any relationships with participants to further their personal, religious, political or business interests. To avoid the potential exploitation of vulnerable persons,

Momentum staff, contractors, Board members and volunteers abide by Momentum's Respectful Workplace policy and do not engage in romantic relationships, sexual activities or sexual contact with participants, even if such contact is sought by the participant, for at least one year after the end of the participant's programs at Momentum. The exception to this is if the staff, contractor, Board member or volunteer has a pre-existing relationship with the participant (e.g., a staff member's spouse participates in a Momentum money management workshop).

### **Improving Programs for Participants**

We are committed to continually improving our programs and organizational activities to best support participants to achieve a sustainable livelihood. Any time you feel our programs or organizational activities could be improved, please bring forward your ideas by reaching out to your peers, Manager, or Momentum contact. External Stakeholders also can use the [Feedback and Complaints form](#) on the Momentum website.

### **Changing Systems**

In addition to its work with participants to develop sustainable livelihoods, Momentum works for systems change to reduce poverty and advance community economic development (CED). Momentum recognizes that charitable organizations have an important role in advancing public discourse on issues related to their vision and mission. At Momentum, systems change work includes advocating for government policy and business practices that improve social and economic conditions, among other activities. All systems change work must be done within the limits of Momentum's charitable objects and applicable laws governing the work of charities.

### ***Equality & Respect***

*We treat others as equals and with respect. We embrace the diversity of our community and we respect the beliefs, feelings and choices of our participants and stakeholders.*

### **Commitment to Human Rights**

Momentum is committed to human rights and will not tolerate discrimination based on race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, source of income, marital status, family status, sexual orientation, or any other ground that is protected under applicable human rights legislation.

### **Respectful Workplace**

Momentum is committed to a work environment where everyone is safe and treated with respect. Staff members, contractors, Board members, volunteers and participants should be familiar with [Momentum's Respectful Workplace policy](#), and the reporting procedures identified in the policy.

## **Working Together**

At Momentum we work to create an environment where all participants, staff members, Board members, volunteers and other stakeholders can reach their fullest potential. We embrace diversity and inclusiveness, believe in the each other's potential, invest in relationship and partnership building, seek to understand differences in backgrounds and viewpoints, and listen and act respectfully. We value candid, open conversations, in an environment that promotes psychological safety.

Please also refer to the [Organizational Culture statement](#) on Momentum's website.

## **Sustainability**

*We are committed to restructuring the way we live and work within environmental, social and economic systems, nurturing simplicity, interdependence and a high quality of life for all.*

## **Health and Safety**

Momentum conducts its operations in accordance with applicable health and safety requirements and strives for continuous improvement in its health and safety policies and procedures. Staff members, contractors, Board members, volunteers and participants are expected to perform their work in compliance with applicable health and safety laws, regulations, policies and procedures and apply safe work practices at all times in all locations. Workplace injuries, illnesses or unsafe conditions, including "near-misses" are to be reported immediately using the Momentum Incident Report.

## **Drugs and Alcohol**

Momentum recognizes that individuals who use or are impaired by drugs or alcohol while performing work endanger not only themselves but their co-workers and others affected by the work. Reporting to work or conducting work-related business while under the influence of legal or illegal drugs or alcohol that may affect fitness for work is strictly prohibited.

## **Environmental Sustainability**

Momentum is committed to operating in an environmentally sustainable manner, from the provision of programs and services, to the operation of its offices and facilities, selection of suppliers and other purchasing decisions.

## **Sustainable Purchasing**

Momentum directs its purchasing to businesses and organizations aligned with our values. Individuals making purchasing decisions for Momentum are expected to follow Momentum's Sustainable Purchasing Policy. This policy seeks to direct Momentum's purchasing to suppliers that promote social equality by paying a living wage, following inclusive hiring practices, and

ensuring the wellbeing of employees; that produce goods or services in ways that reduce their environmental impact; and/or that keep money circulating in the local economy such as smaller locally-owned businesses or cooperatives.