	Title: Information Technology Policy	Number: AD-09
	Authority: Senior Management Team	Section: Corporate Services
	Date Approved: November 9, 2022	
	Historical Changes ()	

Purpose:

The intent of this policy is to protect the City, its employees, and partners from illegal or damaging actions by individuals, either knowingly or unknowingly.

The purpose of this policy is to establish guidelines, security awareness and define acceptable use of information technology and electronic communications at the City. Inappropriate use exposes the City and users to risks, including cyber attacks, compromise of network systems and services, and potential legal issues.

Effective security is a team effort involving the participation and support of every City employee and user who deals with information technology and electronic communications. It is the responsibility of every system user to know these guidelines and to conduct their activities accordingly.

Scope:

This policy shall apply to all City elected or appointed officials, employees, consultants, temporary employees, and all other workers at the City, including all personnel affiliated with third parties and other non-employees utilizing electronic communications for the City. This policy applies to all equipment owned or leased by the City and any third-party devices connecting to City networks.

Definitions:

City City of Langley

Cloud services The delivery of computing services including, servers, storage, networking and software over the internet.

Electronic communication Includes but not limited to any communication or electronic file that is created, sent, forwarded, replied to, transmitted, recorded, broadcast, distributed, stored, held, copied, blind-copied, downloaded, displayed, viewed, read, faxed, electronically mailed, emailed or printed by one or several electronic communication devices or electronic communication services.

Electronic communication devices Any combination of telephones, cell phones, hand-held units, radios, telecommunications equipment, transmission devices, electronic video and audio equipment, encoding or decoding equipment, computers, laptops, tablets, mobile and notebook computers, data

processing or storage systems, computer systems, servers, data networking equipment, wireless access devices, password managing devices, input/output and connecting devices, video conferencing devices, applications, tools and related computer records, programs, software and documentation that supports electronic communication services.

Electronic communication record Is a record created either intentionally or unintentionally through use of electronic communication device.

Electronic communication services Any messaging, collaboration, publishing, conferencing, broadcast or distribution system or network, including the Internet and cloud storage that depends on electronic communication devices to create, send, forward, reply to, transmit, record, store, hold, copy, download, display, view, browse, conference, read, fax, email or print electronic records for purposes of communication across electronic communication devices.

Encrypted Information that is concealed and protected in such a way that only authorized parties can read it.

Extranet An intranet that is partially accessible to authorized persons outside of a company or organization.

Internet An electronic communications network that connects computer networks and organizational computer facilities around the world.

Intranet A computer network with restricted access, as within a company, that uses software and protocols developed for the Internet.

Multi factor authentication An authentication method that requires the user to provide two or more verification factors to gain access to a resource such as an application, online account, or a VPN.

PCI compliance The Payment Card Industry requirements designed to ensure that all companies that process, store or transmit credit card information maintain a secure environment.

Pirated To use or reproduce without authorization or legal right.

Port scanning The use of a software application designed to probe a server or host for open ports.

SPAM Unauthorized and/or unsolicited electronic mass mailings.

User interface The space where interactions between humans and machines occur.

VPN Virtual private network is an arrangement whereby a secure, apparently private network is achieved using encryption over a public network, typically the internet.

Policy:

General Use and Ownership

- 1) City issued information technology equipment, devices, and electronic communications are the property of the City and are provided for business purposes to enhance productivity and improve customer service. As with any other business tool, the City requires that information

technology equipment and electronic communications be used in a responsible, ethical and lawful manner.

- 2) Electronic communications shall involve City business activities or contain information related to the accomplishment of City business.
- 3) When communicating, users shall identify themselves honestly, accurately, and completely when sending or responding to electronic communications.
- 4) While the City endeavours to provide a reasonable level of privacy, users should be aware that the data (records, information) they create and store on corporate systems is subject to the Freedom of Information and Protection of Privacy Act (the Act) and, accordingly, the City has the right to request access to data contained on any corporate system used by a user in order to meet the requirements of the Act.
- 5) Any activity on a City-issued electronic communication device can inadvertently result in creation and/or storage of personal information on City information technology infrastructure. Accordingly, users should limit use of corporate systems for personal use in order to minimize the amount of private personal information collected by the City. For example, downloading personal documents from the internet may create records that can be inadvertently accessed by other system users if they are not properly secured.
- 6) Information technology users are responsible for exercising good judgment regarding the reasonableness of personal use. Personal use should not interfere with City business and processes, and should not incur any financial charges.
- 7) Users must comply with all applicable laws and regulations and respect the legal protection provided by copyright and licenses for both programs and data.
- 8) Any information that is sensitive or vulnerable shall be encrypted and/or password protected before sending or forwarding it to a third party or external organization. If you need any assistance, please contact the IT division.
- 9) For security and network maintenance purposes, authorized individuals within the City may monitor equipment, systems, and network traffic at any time. This includes activities such as virus and malware monitoring, PCI compliance, suspicious network traffic, intrusion prevention, and detection.
- 10) The City reserves the right to audit networks and systems periodically to ensure compliance with this policy.

Security and Proprietary Information

- 1) Confidential information should not be available on Internet / Intranet / Extranet-related systems. Examples of confidential information include but are not limited to: closed or in-camera council documents, credit card information, banking information, personal or customer information, customer lists. Employees should take all necessary steps to prevent unauthorized access to this information.
- 2) City-authorized users must keep passwords secure and must not share accounts. Authorized users are responsible for the security of their passwords and accounts. System and user-level passwords should be changed every 90 days or as set by the policy. Multi factor authentication must be used where required and while accessing systems and the City network externally.
- 3) All computers, laptops, and workstations should be secured with a password with the screen

lock feature set at 15 minutes or less. Exceptions are added on a case-by-case basis by the City's Manager of Information Services after ensuring adequate security measures are in place.

- 4) City-authorized users should secure their computers by logging off or locking their devices when they are unattended.
- 5) Information contained on portable devices is especially vulnerable to loss or theft. City authorized users should exercise special care when removing laptops, tablets, smartphones, and other mobile storage devices from City facilities and must have security enabled to protect the device from unauthorized use.
- 6) Posting by employees from a City email address to newsgroups, social media, etc., should not contain personal opinions. Policy guidelines for social media remain consistent with those guidelines for traditional media. Whereas social media opens the accessibility of the medium to all staff, which may not occur in a conventional media setting, additional guidelines apply:
 - Official postings and responses representing the City must be coordinated through the City's Administration and Communication teams.
 - City information posted to these sites and services must follow all existing City policies for information.
 - When staff encounter topics on social media sites that may require a reply from the organization, communication teams should be notified to coordinate a response.
- 7) All devices used by City authorized users that are connected to the City Internet / Intranet / Extranet shall be running current malware and endpoint protection software if available.
- 8) City-authorized users must use extreme caution when opening email attachments or clicking on links. These emails may pose a cyber threat to the City.

Prohibited and Unacceptable Use

Activities that disrupt or threaten to disrupt the efficient operation of City business or administration are prohibited. City authorized users may be exempted from these restrictions during their legitimate job responsibilities (e.g., IT staff may need to disable the network access of a device if that device is disrupting services).

Under no circumstances is a City authorized user permitted to engage in any activity that is illegal under local, provincial, federal or international law while utilizing City owned resources.

The lists below are by no means exhaustive but attempt to provide a framework for activities that fall into the category of prohibited and unacceptable use.

A. System and Network Activities

The following activities are strictly prohibited, with no exceptions

- 1) Violations of the rights of any person or company protected by licensing, copyright, trade secret, patent or other intellectual property, or similar laws or regulations.
- 2) The Manager of Information Services must be consulted before purchasing or installing any new software.

- 3) Accessing Office 365 and other cloud services from an unsecured personal device that could compromise network security.
- 4) Sensitive information and/or confidential emails should not be forwarded to personal emails, stored on personal devices or accounts hosted by third-party service providers.
- 5) Users shall not use internet access on a City issued device to view, download, save, receive, or send material related to or including:
 - Offensive content of any kind, including pornographic material
 - Promoting discrimination on the basis of race, gender, national origin, age, marital status, sexual orientation, religion, or disability
 - Threatening, violent, or illegal content
 - Gambling, dating, games, gun, or explosives
- 6) Introduction of malicious programs into the network or server (e.g., viruses, malware or ransomware, etc.).
- 7) Revealing your account password to City staff and others or allowing the use of your account by City staff and other third-party contractors or consultants. This includes family and other household members when working from home.
- 8) Making fraudulent offers of products, items, or services originating from any account.
- 9) Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access.
- 10) Port Scanning, network security scanning or any form of network monitoring unless expressly authorized by the Manager of Information Services.
- 11) Circumventing user authentication or security of any computer, network, or account.
- 12) Interfering with or denying service to any system or network user (for example, denial of service attack).
- 13) Providing information about, or lists of, City employees to parties outside the City. The appropriate management should be consulted prior to the export or copying of any material that is in question.

B. Email and Electronic Communication Activities

- 1) Electronic communication that disrupts or threatens to disrupt the efficient operation of City business and/or administration are prohibited. Electronic communications prohibited in this section include but are not limited to:
 - Electronic communications that publicize a personal dispute other than according to an approved grievance or complaint procedure.
 - Electronic communications that constitute or counsel insubordination.
 - Electronic communications that may harm close working relationships.
 - Electronic communications that are not related to City business that may disrupt or take users away from their regular duties and responsibilities.

- Electronic communications that harm the integrity of the electronic communication devices and services.
 - No person shall access or utilize another person's electronic communication devices and services unless given permission to do so.
 - Unless authorized, make a statement using electronic communications that implies a position or binds the City.
- 2) Electronic communications that violate laws, violate individual rights, or create potential liability for the City are prohibited. These prohibited electronic communications include but are not limited to:
 - Electronic communications which are pornographic, obscene or offensive.
 - Electronic communications in conflict with the City's Sexual Harassment Policy or any other policy prohibiting discrimination including harassment on the basis of race, colour, religion, sex, national origin, ancestry, age, physical disability, mental disability, medical condition, veteran status, marital status, sexual orientation or any other status protected by local, provincial or federal laws.
 - The use of racial, religious, or ethnic slurs.
 - Electronic communication intended to harass or annoy.
 - Threats that implicate a violation of personal safety.
 - 3) Electronic communications shall not be used to solicit or recruit others for non-job-related commercial ventures, religious or political causes, outside organizations, or other non-job related activities, with the exception of City sponsored or supported services or events.
 - 4) Electronic communications shall not be used for the sale or promotion of non-City ventures, goods, services, or events, with the exception of City sponsored or supported services or events.
 - 5) Electronic communication devices and services shall not be used to access personal messaging services or personal email accounts or any other Internet-based electronic communication and services unless otherwise approved by the City's Manager of Information Services.
 - 6) Electronic communication devices and services shall not be used to participate in newsgroups, chat rooms or other discussion forums unless they are specifically for City business or are specifically authorized to do so by the City's Manager of Information Services. When doing so, you shall always identify yourself and act both in the best interests of the City and in compliance with all applicable laws.
 - 7) Electronic communication devices and services shall not be used to receive Internet-based radio or non-work-related video broadcasts and streaming services without the permission of the City's Manager of Information Services.
 - 8) Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email SPAM).

C. Management of Electronic Communication Records

- 1) Electronic communication records may be subject to review by City management and disclosure to the public in accordance with the Freedom of Information and Protection of Privacy Act.
- 2) Electronic communication records may be subpoenaed or requested under the Freedom of Information and Protection of Privacy Act and / or may be used as evidence in court or as part of an investigation.
- 3) As the City is responsible to protect and retain corporate electronic communication records in its custody and control, City management has the authority to access City business-related electronic communication records at any time for any City business-related reason.
- 4) Electronic communication records which are intended to be retained in the ordinary course of the City's business are recognized as official records that need protection and retention in accordance with the City's retention policy and schedule.
- 5) The City will maintain backups of all electronic communications determined to be official records as designated by the City's backup and retention schedule.

D. Electronic Communication Devices and Services

- 1) You shall not install or operate any new electronic communication devices on the City network without the permission of the City's Manager of Information Services.
- 2) You shall not access City's electronic communication services without the permission of the City's Manager of Information Services. This includes VPN and remote access using non-City supplied electronic communication devices. Users with electronic mail accounts with the City are authorized to access their electronic mail using the City's system or the Office 365 portal from a secure and authenticated device using multi factor authentication.
- 3) Installing unauthorized wireless access equipment to the City's network is strictly forbidden.
- 4) You are responsible to ensure that nobody else uses your electronic communication accounts. Passwords should therefore be kept strictly confidential. You may be responsible for any actions performed by someone using your electronic communication accounts if you provide access or share your password. You shall also never use another user's electronic communication accounts.
- 5) You shall not attempt to circumvent any security measures used in conjunction with electronic communication devices and services.
- 6) You shall not use electronic communication devices and services to deliberately propagate any virus, malware, and ransomware or to achieve unauthorized access to any electronic communication devices, services or other confidential and proprietary material.
- 7) When you use electronic communication devices and services, certain information identifying both yourself and the City can be recorded without your knowledge. You should therefore act on the basis that the City's name and reputation will be associated with every action taken when accessing electronic communication devices and services.
- 8) Electronic communication devices and services shall not be used knowingly to violate the laws and regulations of Canada or any other nation, or the laws and regulations of any state, City, province, or other local jurisdiction in any way.
- 9) External users, third-party contractors, and consultants are prohibited from connecting any

non-city owned electronic devices to a network port or secured network connection in City facilities. The City representative must ensure that the City's network and perimeter security is maintained by informing external users about these requirements. Wi-Fi Services are provided in City facilities to meet internet connection requirements.

E. Cloud Services

- 1) You shall not install or subscribe to cloud service initiatives for the City without the permission of the City's Manager of Information Services.
- 2) You shall not attempt to circumvent any security measures used in conjunction with cloud services offered by the City.

F. Malicious Software and Spam

- 1) Software should not be downloaded or installed on City issued devices and/or City networks without the permission of the City's Manager of Information Services. Even seemingly harmless programs, such as Internet search bars and weather update services, can install malicious software, including viruses, malware and ransomware without your knowledge.
- 2) Do not install software or files from home or electronic media such as CDs, DVDs, or external USB drives. Do not plug in USB drives or portable media from the public, third-party contractors, or consultants to a City-issued device without the permission of the City's Manager of Information Services. Upon approval, a malware scan must be completed on all external portable media devices.
- 3) The City has protection against malicious software on its electronic communication devices and services. It is recommended that users install a complete suite of protective software on their personal electronic communication devices if used for accessing City's webmail, office 365 services, and other cloud services. It is also recommended that protective software be installed and kept up-to-date on any non-City owned electronic communication devices and services used by staff or third-party contractors to conduct City business such as consulting, training or presentation in a City facility.
- 4) Users must immediately report suspicious electronic communication activities or the detection of viruses or other harmful files to the City's Manager of Information Services.
- 5) Do not respond to unsolicited commercial electronic mail ("spam") or click on "unsubscribe from the list" or any other links. Users are required to report spam using any of the reporting tools to City's IT staff or permanently delete all spam electronic communications.

G. Unauthorized Monitoring of Electronic Communications

- 1) It is a violation of City policy for any user, including systems administrators, supervisors, or programmers to use electronic communication devices and services for satisfying idle curiosity about the affairs of others, for obtaining access to electronic communications of others with no substantial business purpose or legal authority. Abuse of authority by accessing electronic communications for such purposes is prohibited.

Enforcement

Any employees, elected or appointed officials, contractors, consultants, temporary employees, and all other workers at the City, including all personnel affiliated with third parties found to have violated this policy, may be subject to disciplinary action.

All users will be provided a copy of this regulation upon granting access to the City's electronic communication devices and services. Each user shall be required to complete an acknowledgment in substantially the form attached hereto as Attachment "A" and Attachment "B" which will be maintained by the Manager of Human Resources.

- 1) Failure on the part of any employee to comply with the provisions of this policy shall subject the user to disciplinary action up to and including dismissal. Further, failure to comply with any provision of this policy may result in suspension or revocation of the privilege of using or accessing electronic communication devices and services.
- 2) Failure on the part of any City elected or appointed official to comply with the provisions of this policy will constitute grounds for the City Council to suspend or deny official access to electronic communication devices and services and may be subject to the provisions under other bylaws and policies pertaining to Council members.
- 3) Failure on the part of any contractor, consultant, or other non-employees utilizing electronic communications to comply with the provisions of this policy will constitute grounds for termination of their contract with the City.

References:

Policy Number:	AD-09
Policy Owner:	Corporate Services
Endorsed by:	Senior Management Team
Final Approval by:	Senior Management Team
Date Approved:	November 9, 2022
Revision Date:	
Amendments:	
Related Policies:	
Related Publications:	

Contact Person:

Contact Person: Mathew Jose
Position: Manager of Information Services
Phone: 604-514-2811
Email: mjose@langleycity.ca

ATTACHMENT "A"

**CITY OF LANGLEY USER ACKNOWLEDGEMENT
OF INFORMATION TECHNOLOGY POLICY**

I hereby acknowledge that I have read and understood the City's Information Technology Policy in its entirety and will comply with requirements as set therein.

I understand that the City's electronic communication devices and services are for City business use only and while the City endeavours to provide a reasonable level of privacy, users should be aware that the data (records, information) they create and store on corporate systems is subject to the Freedom of Information and Protection of Privacy Act (the Act) and, accordingly, the City has the right to request access to data contained on any corporate system used by a user in order to meet the requirements of the Act. The City has the right to request access to city devices at any time to review compliance with this Policy. Finally, I understand that violation of this Policy may result in disciplinary action or termination of contract.

I acknowledge that upon the end of my employment, ceasing holding an elected office or end of contract with the City of Langley, I will return the City issued device(s) to the City for examination and removal of City records and data. Upon completion, City provided devices will follow established reclamation or disposal procedures.

Name: _____

Signature: _____

Date: _____

ATTACHMENT "B"

CITY OF LANGLEY USER ACKNOWLEDGEMENT OF MICROSOFT 365 SERVICES, DATA COLLECTION AND DEVICE MANAGEMENT POLICY

The City of Langley provides select staff and members of the Council with mobile phones, data devices, laptops, and tablet devices for work purposes that will have access to corporate email and files. Other staff may elect to leverage personal devices for work purposes. These devices will be managed by a cloud service hosted by Microsoft Corporation, a multinational technology company with headquarters in Redmond, Washington, United States, that provides services for the security needs of corporate data and includes functionality required to secure that corporate data.

The data collected is essential to centralized device management and is required to provide the functionality offered by the solution. Data is collected from end-user devices that are managed by the solution as well as third-party solutions that may be integrated with the solution.

Data collected and stored by this service includes:

- User information
 - Owner name/User Display Name
 - User Principal Name (Email Address)
 - Third-party User Identities (i.e., AppleID)
- Hardware inventory information
 - Device Name
 - Device Manufacturer
 - Operating System
 - Serial Number
 - IMEI Number
 - IP Address
 - Wi-Fi Mac Address
 - ICCID
 - Phone Number
- Access control information
 - Static authenticators
 - Privacy keys for certificates
- Application inventory, including:
 - Application Name
 - Application Version
 - Application ID
 - Size
 - Installation Location
- Customer 3rd party tenant IDs, like the Apple ID
- Usage/Census/Error Reporting Data

Data associated with this service is stored at rest in the United States of America and is encrypted for security purposes. Access to that data is limited to City staff and Microsoft technical support personnel who are guided by terms of service restricting access to that data. It is not accessible to third parties and will not be shared by Microsoft with third parties.

Any personal information collected by the City of Langley in connection with Microsoft programs will be collected for Office Productivity and Collaboration purposes under the authority of s.26(c) of the Freedom of Information and Protection of Privacy Act (FOIPPA). Personal information may also be accessed, exchanged, or collected to facilitate interactions between staff for the purposes of Office Productivity and Collaboration under the authority of s.27 of FOIPPA. If you have any questions about this collection, please contact:

Kelly Kenney, Corporate Officer
604.514.4591

20399 Douglas Crescent
Langley, BC V3A 4B3

Consent:

I understand that information may be collected from my corporate device and may be used and disclosed for the purposes outlined above. This consent will be considered valid from the date at which it is signed until I no longer require the use of City-supplied devices and software. I acknowledge that upon my end of employment or term with the City of Langley, I will return the City issued device(s) to the City for examination and removal of City records and data.

I also hereby acknowledge that I have read this consent form and understand that information will be collected from my device and may stored outside of Canada.

Name: _____


Signature: _____

Date: _____

This form must be signed, dated, and returned to Corporate Services before a corporate device may be issued to a user of the City of Langley. If a user has already been enrolled in receiving these services with a device such as a phone, tablet, or laptop with data access, it must be returned if consent is not provided.

Legislation that governs the use of confidential and personal information

1. ***The Freedom of Information and Protection of Privacy Act (FoIPPA):*** FoIPPA is mandatory legislation that governs all aspects of managing personal information, including its collection, use, and disclosure.
2. ***Freedom of Information and Protection of Privacy Regulation:*** The FoIPPA Regulation supports the application of FoIPPA with regard to purposes for collecting personal information, disclosure of personal information, and consent to collect personal information on someone else's behalf.
3. ***Personal Information Protection Act:*** PIPA is the privacy legislation that most privacy companies, organizations etc., must comply with to manage personal information.
4. ***The Personal Information Protection and Electronic Documents Act (PIPEDA):*** This is federal privacy legislation that federally regulated companies must comply with to manage their personal information.

	Title: Customer Service Policy	Number: GE-11
	Authority (if applicable):	Section: General
	Date Adopted:	Motion:
	Historical Changes	

Policy:

The City of Langley places the highest value on exceptional Customer Service. In keeping with this statement, we commit to providing the very best in training and resources to empower our staff to provide the very best customer service.

The training of staff by Customer Service Specialists should provide a wide array of situational scenarios, up-to-date business practices, and strategies that provide staff with hands-on experience. We acknowledge the ideals below will formulate the basis of our Customer Service. They include:

Courtesy:

- Prompt acknowledgment of customer’s presence.
- Greet with a smile, in person and on the telephone.
- Wear name tag and give a friendly greeting.
- Give your customer your full attention.
- Try to establish friendly eye contact.
- Maintain the attitude that “No problem is too big or too small”.
- Be sensitive to individual differences ie: to culture, language, abilities/disabilities, etc.
- Be prepared to go the extra mile.
- Be neat and tidy in appearance.

Timely Response:

- Responses should be done in person whenever possible.
- Keep in contact with customer and give them updates.
- Keep list of telephone references such as Township of Langley or City of Surrey for quick assistance.
- Utilize the Tempest System to update customers on particular files.
- Phone messages should be responded to in order of priority within 24 hours or as directed within your department.
- Voicemail greetings should be updated daily.
- Check email daily and update with Auto Reply when away on vacation or otherwise and include an alternate person to look after needs.
- Responses to written correspondence should be done within two business days using a template letter or and “initial response card” or if applicable call the writer to let them know the letter was received and what actions have been taken.

Clear and Accurate:

- Staff to ensure that they clearly understand the customer's request or complaint.
- Staff to confirm that the customer understands the information being presented; this may include written or verbally presented materials.
- Be aware of limitations that your customer may have.
- Staff to ensure they are relaying the most up-to-date information.
- Acknowledge when you don't know the answer to a question, then proceed to find out who the appropriate contact person is and the information required. Relay that information to the customer as soon as possible.


Follow Up:

- We will follow up with our customers ensuring that it is a priority in our daily duties.
- We will follow up within two business days, and advise what steps we are taking regarding their concerns or questions.
- If the item cannot be resolved, we will advise the customer giving an explanation as to the reasons.
- If the issue involves another jurisdiction and is a matter of Health and/or Safety, we will forward your concerns to that jurisdiction immediately providing the customer's name and phone number.

Accountability:

- We will individually take the responsibility to ensure that your issues are dealt with in a timely fashion.
- Staff are representing the City; what you say and how you act is a reflection of The City of Langley and your colleagues.
- Invite customers to make comments on the Customer Evaluation Card.

We believe that "Full-Circle Service" embodies these ideals. From the first to last encounter with our organization, our customers should expect and receive a complete experience. While not all outcomes may be the desired one, the process should positively exceed their expectation.

	Title: Respectful Workplace Policy	Policy No: HR - 01
	Category: Administrative Policy	Classification: Human Resources

1. Purpose

To assist the City of Langley in promoting and maintaining a respectful work environment in which everyone is treated with respect and dignity and is free from discrimination and harassment.

To outline the roles and responsibilities of the City and everyone in fostering a Respectful Workplace.

To provide procedures for resolving complaints of harassment and discrimination.

2. Scope

This Policy covers and prohibits:

- Discrimination, including sexual harassment, based on the prohibited grounds of discrimination under the British Columbia *Human Rights Code*
- Personal Harassment including bullying

The Policy applies to all employees, volunteers and contractors in relation to their work with the City. It applies to all City worksites. It also applies at employment-related functions and to off-duty conduct, whether or not occurring at City worksites, where there is an impact on the work environment.

The Policy applies to elected officials (members of Council) other than in relation to their interactions with one another or with members of the public. These matters are more suitably addressed by other applicable City policies, bylaws or by other direction of Council.

3. Policy Statement

The City of Langley is committed to promoting and maintaining a respectful work environment in which everyone is treated with dignity and respect.

The City will not tolerate Discrimination or Personal Harassment in the workplace and incidents in violation of the Policy are a matter requiring remedial action and which may be subject to disciplinary action up to and including dismissal for cause. The City considers an allegation of discrimination or harassment as an extremely serious matter.

Complaints under this policy will be addressed in a fair and timely manner.

4. Responsibilities

The City has the primary responsibility for maintaining a respectful workplace. This includes promoting awareness and understanding of the Policy and providing training.

Management and elected officials are responsible for proactively maintaining a workplace free from discrimination and personal harassment, including by communicating and administering the Policy, providing and attending training on the Policy and supporting the Policy.

Managers and supervisors are responsible for communicating the Policy, modeling inclusive and respectful behavior, dealing with all incidents or allegations in a manner consistent with this Policy and in consultation with Human Resources as necessary, and complying with all laws that may apply to prohibited conduct under this Policy. Managers and supervisors should be observant in the workplace and listen carefully to concerns that are raised and take the appropriate steps to address the situation. When a manager or supervisor becomes aware of a concern under the Policy, they will consult with the Manager of Human Resources.

Everyone at the City is responsible for contributing to a respectful workplace by refraining from disrespectful, discriminatory, and harassing behaviour, including retaliation and reprisal. Getting along in the workplace is everyone's responsibility. We may not like or agree with everyone with whom we interact in the workplace but we need to work together in a professional and respectful manner. We are all accountable to make our best efforts to contribute to and support a respectful workplace. This includes expectations to understand and comply with this Policy including by not engaging in Discrimination or Personal Harassment and to:

- be courteous, polite, respectful, and considerate towards others
- work cooperatively with others in the best interests of the City
- report concerns about conduct that may be contrary to the Policy, including when it is directed towards others
- cooperate fully with any applicable policies and procedures including the reporting requirements under this Policy

Employees are encouraged to discuss any behaviour that they believe may be harassing in nature with their supervisor, manager, Manager of Human Resources, or Union representative.

5. Definitions

Respectful Workplace is a work environment in which everyone is treated with dignity and respect and where diversity and inclusion are valued. A respectful workplace enhances job satisfaction, teamwork, and productivity, and thus is in the best interest of everyone at the City.

This Policy prohibits Discrimination, Personal Harassment and Retaliation as defined below.

Discrimination relates to rights under the British Columbia *Human Rights Code*. For the purposes of the Policy it occurs when:

a) a Complainant has a personal characteristic (or is perceived to have a characteristic) protected by the *Human Rights Code*:

- Indigenous identity
- race
- colour
- ancestry
- place of origin
- political belief
- family status
- physical or mental disability
- sex
- sexual orientation
- gender identity or expression
- age

- religion
- marital status
- criminal conviction unrelated to employment

b) the Respondent's conduct had a negative effect on the Complainant regarding employment with the City; and

c) the personal characteristic is a factor in the negative effect.

The conduct does not have to be directed at a specific individual or be intentional to be considered Discrimination.

Examples of Discrimination include:

- unwelcome or offensive comments, jokes, innuendo, taunting, or teasing based upon or related to a personal characteristic protected under the *Human Rights Code*
- racial or ethnic slurs, including racially derogatory nicknames
- homophobic comments or conduct
- imposing job requirements that are not bona fide occupational requirements and which cannot be met due to disability
- sexual harassment

Sexual Harassment is a form of Discrimination that involves any conduct or comment of a sexual nature or related to sex, sexual orientation, gender identity or gender expression that is known or reasonably ought to have been known to be unwelcome, and which detrimentally affects the work environment or leads to adverse job related consequences for the target of the conduct including by causing offense or humiliation, or by placing a condition of a sexual nature on employment opportunities. Sexual Harassment can occur between individuals of the same or different genders, individuals of the same or different sexual orientations, and includes harassment on the basis that an individual is transgender.

Examples of Sexual Harassment may include:

- unwelcome remarks, advances, questions, jokes, innuendo, gestures, or taunting about a person's body, sex, sexual orientation, sexual attractiveness or unattractiveness, including sexual invitations, requesting sexual favours, or making sexual advances with actual or implied work related consequences
- unwanted physical contact such as touching, patting, pinching, grabbing, brushing up against, hugging, or kissing and any touching with a sexual connotation, including intimidation, threats, or actual physical assault of a sexual nature
- display of sexual or pornographic materials, including email and digital materials, offensive or sexually explicit images, pictures, posters, pin-ups, graffiti, or cartoons
- conduct related to formerly consensual relationships or where there is a work related power imbalance between persons in an otherwise consensual relationship.

Personal Harassment includes bullying and is any inappropriate comment or conduct toward an individual that the person responsible for the comment or conduct knew or reasonably ought to have known would cause that individual to be humiliated or intimidated but excludes any reasonable action taken by the City or a manager or supervisor relating management and direction of persons to whom this Policy applies or to the workplace.

Examples of Personal Harassment may include:

- bullying
- verbal or written aggressions, insults, abuse, or threats
- derogatory, demeaning, degrading, or intimidating comments or name calling
- physical assault (actual or threatened)
- digital content, including on social media, that includes inappropriate content
- excluding, or isolating someone in circumstances where inclusion is appropriate or otherwise shunning or ostracizing someone
- spreading of malicious rumours or gossip
- harmful hazing or initiation practices
- practical jokes which cause embarrassment, endanger safety, or negatively affect work performance
- the exercise of management authority in a manner that is abusive or threatening
- unwarranted and excessive supervision or criticism of an individual
- vandalizing personal belongings
- attempting to sabotage a person's ability to do their job properly or preventing meaningful contributions to work including by withholding necessary information, changing guidelines and expectations, setting impossible goals or standards
- blocking opportunities for development
- exercising discretion in an abusive or impartial manner in order to disadvantage an employee

What is not Personal Harassment?

Personal Harassment does not include the exercise of appropriate managerial or supervisory direction, including performance management and the imposition of discipline. Day-to-day managerial functions, such as assignment and reasonable changes of work duties and responsibilities, performance appraisals, work performance discussions, and disciplinary measures taken by the City for any valid reason are not considered Personal Harassment unless carried out in an abusive or threatening manner.

Not all workplace conflict or challenges will rise to the level of Personal Harassment. Unless otherwise meeting the definitions outlined in this Policy, the following conduct will not constitute Personal Harassment:

- regular social interaction that is not humiliating or intimidating
- interpersonal or other conflicts including where there are differences of values, beliefs, opinions or workstyles
- respectfully holding or expressing opinions that do not contravene this Policy
- respectfully and constructively attempting to resolve workplace issues with co-workers

Disrespectful conduct or inappropriate behaviour that does not rise to the level of Discrimination or Personal Harassment is still contrary to expectations in a respectful workplace and may still give rise to remedial action by the City. This could include conduct that is unwelcome or objectionable or that a person may reasonably perceive to be demeaning, belittling, or offensive. Although the conduct may not rise to the level of Personal Harassment or Discrimination, disrespectful conduct or inappropriate behavior may need to be addressed and may also be subject to remedial measures as set out in this Policy.

Retaliation: Any adverse action taken against a person to whom this Policy applies for having:

- (a) invoked this Policy in good faith on anyone's behalf or on their own behalf
- (b) participated or cooperated in any process or investigation under this Policy
- (c) been associated with a person who has invoked this Policy or participated in any process or investigation under this Policy

Other Definitions:

Complainant: a person who has experienced and brought forward a concern or complaint under this Policy.

Respondent: a person that a concern or complaint raised under this Policy is about.

Bystander or Witness: a person who has observed the behavior that is the subject of the concern or complaint raised under this Policy,

6. Resolution Options

An individual to whom this Policy applies and who believes that they have experienced or observed conduct that may be in breach of this Policy including Discrimination, Personal Harassment or Retaliation is encouraged to take the following steps:

- If comfortable doing so, let the person responsible for the conduct know that their behaviour is unwelcome, and ask that person to stop the behaviour.
- If the situation is not resolved or if a direct conversation is too uncomfortable, the individual may contact their supervisor or manager who will assist in resolving the matter.
 - In the alternative, the individual may choose to go directly to the Manager of Human Resources.

The Manager of Human Resources or designate will meet with the individual to discuss the situation, provide information about the Policy, and discuss options for resolution, which may include an informal or formal resolution process. Pursuing informal resolution does not prevent an employee from filing a formal complaint in the future or continuing with a complaint through the formal resolution process.

Responsibility for resolution processes

Normally, the Manager of Human Resources will be responsible for management of processes under this Policy, working with others as appropriate. Exceptions to this include the following:

- If the Manager of Human Resources is involved in the matter as Complainant, Respondent, or Bystander, the Chief Administrative Officer or designate will fulfill the role of the Manager of Human Resources as it relates to this Policy.
- If the Chief Administrative Officer or a member of Council is the Complainant or the Respondent in the matter, the Manager of Human Resources or designate will coordinate processes under this Policy but will take direction from Council which will be responsible for decisions regarding the outcome of a matter.

a. Informal Resolution

Depending on the nature and severity of the alleged conduct and subject to the consent of the Complainant and the Respondent, the Manager of Human Resources may pursue informal resolution to resolve the concern or complaint.

If a decision is made to proceed with an informal resolution, the steps taken as determined by the Manager of Human Resources will depend on the circumstances and may include mediation. Mediation is a voluntary process whereby the Complainant and the Respondent meet with an external mediator, recommended by the Manager of Human Resources, to assist them in addressing the matter between them and to determine if the complaint can be resolved in a mutually satisfactory manner. Any resolution would have to be satisfactory to both parties.

At any point in the resolution process, even if formal resolution has commenced, the Complainant and Respondent may attempt to resolve the complaint through informal resolution including mediation, provided that all parties consent to such a process. Mediation may not always be appropriate, especially in circumstances of an egregious breach of the Policy or repeated breaches.

If a mutually acceptable resolution is reached, the matter is considered to be resolved informally. The Union may also be involved in informal complaint resolution.

If any of the Complainant, Respondent or the City feel that informal resolution would not be an appropriate or effective option, or the informal resolution process is not successful, then the matter may proceed to formal resolution.

b. Formal Resolution (Investigation)

An investigation may be commenced by the City through the Manager of Human Resources when informal resolution has failed or not been attempted and a formal complaint is made or in any circumstances where an investigation is found to be appropriate including due to the magnitude or complexity of the matter. The City may also commence an investigation in the absence of a formal complaint in any appropriate circumstances, having regard to the legal obligations of the City.

The exact nature, process and scope of the investigation will depend on the particulars of the allegation(s) or concerns and available evidence. During the course of the investigation, the Manager of Human Resources may take whatever interim steps they deem appropriate.

Complaints should be submitted as soon as possible and within 6 months from the date the alleged incident(s) occurred. This time limit and any applicable procedures may be modified at the discretion of the Manager of Human Resources in appropriate circumstances.

The Complainant must submit the following to the Manager of Human Resources:

- A written complaint that includes as much detail as possible about the circumstances including dates, times, persons involved, witnesses, and the specific conduct of concern
- Available relevant documents or other evidence that may support the allegations (for example: emails, texts, handwritten notes, photographs)

Employees are encouraged to consult the Manager of Human Resources if they need assistance with formalizing their complaint.

Upon receiving a complaint, the Manager of Human Resources may decide not to proceed with an investigation if they are able to determine that:

- a. the allegations do not provide a sufficient foundation to support a breach of the Policy and there is no reasonable basis to justify the complaint proceeding;
- b. the issue is more appropriately dealt with under another policy or procedure; or,
- c. the complaint is frivolous, vexatious, malicious or brought in bad faith.

If the allegations in a formal complaint would not constitute a violation of this Policy or the complaint cannot be substantiated; no investigation will be conducted and the Complainant will be informed of this decision in writing by the Manager Human Resources (or designate).

Formal complaints cannot be raised anonymously and the identity of the Complainant and nature of the complaint shall be made known to the Respondent.

The Manager of Human Resources or designate will initiate the investigation process. The investigation will be completed in a timely manner and will be kept confidential to the extent possible while ensuring a fair investigation. The following will apply to an investigation under this Policy:

- If a decision is made to proceed with an investigation, the Manager of Human Resources will conduct the investigation or another investigator will be assigned. The investigator may be an internal or external person who will have experience in the conduct of harassment and/or human rights investigations.
- The investigator will conduct a thorough and fair investigation of the complaint. The investigator will make findings and conclusions based on available relevant evidence including as obtained through interviews with appropriate persons as determined by the investigator and which would normally include the Complainant, Respondent and relevant Witnesses as identified by the investigator and the collection and review of relevant documents or other evidence.
- The Respondent will have the opportunity to understand and respond to any allegations made that could result in a finding of misconduct and to have any response properly considered by the investigator.
- Where necessary to ensure the investigation is fair, the Complainant will also have the opportunity to respond to relevant evidence provided by the Respondent.
- City Employees have an obligation to participate in the investigative process. Refusal to do so may be grounds for disciplinary action.
- Unionized employees of the City who participate in an investigation may request a union representative.
- At any time during the investigation, the option to resolve the complaint informally may be pursued. This includes mediation which may be preferable and more effective than an

investigation in resolving a complaint in certain circumstances. An investigation may be suspended for a mediation to occur. If mediation is unsuccessful, the investigation will recommence.

- The investigator will maintain a written record of the investigation including complaint details, interviews, and any supporting evidence reviewed in the investigation.
- At the conclusion of the investigation, the investigator may prepare a confidential report or summary for the Manager of Human Resources in a form designated by the Manager of Human Resources.
- The Manager of Human Resources, in consultation with the appropriate City personnel, will determine the outcome and any action to be taken.
- The Complainant and the Respondent will be informed of the outcome of the investigation. Any appropriate remedial steps will be taken by the City in a timely manner.

The above procedures and any investigation carried out are intended to be flexible in order to respond to the specific circumstances at issue. The City reserves the right to engage in a different procedure as deemed appropriate in any given circumstances having regard to its statutory obligations regarding a respectful workplace.

7. Remedial Action

All conduct that is found to be in breach of this Policy will be addressed by attempting to remedy the harm caused and prevent further harm. This may include measures such as:

- Introduction of procedural safeguards;
- Behavioral guidelines;
- General or targeted training;
- Shifts in work assignment or organization of work;
- Corrective or disciplinary action as appropriate, up to and including termination of employment.

The following conduct may also give rise to remedial action including disciplinary action up to and including termination of employment:

- Failure to cooperate with the procedures under this Policy including a failure to be truthful and forthright in any investigation;
- Interference with an investigation under this Policy;
- Engaging in Retaliation;
- Disrespectful conduct or inappropriate behavior;
- Initiating a complaint under this policy that is knowingly false or otherwise using this Policy in a manner that is frivolous, vexatious, or in bad faith.

Any assessment of remedial action will be based upon all relevant factors.

A member of Council found to be in breach of this Policy shall be subject to the provisions of the Council Code of Conduct.

8. Confidentiality

Persons to whom this Policy applies are expected to:

- Respect and preserve the confidentiality of any complaint and process brought under this Policy;
- To cooperate fully with the information gathering process of any investigation undertaken by the City, as requested.

All written materials, including all notes taken during a formal or informal resolution process and any records or reports prepared or maintained by the investigator or the Manager of Human Resources will be treated as confidential for the purposes of applications under the *Freedom of Information and Protection of Privacy Act*. Furthermore, confidentiality will be maintained throughout any process under this Policy and information will be disclosed only to the extent necessary to carry out procedures provided for within this Policy, including the conduct of a fair investigation and the implementation of remedial measures including disciplinary action, and where disclosure is required under lawful authority. In all other circumstances, only the minimum necessary amount of information will be disclosed.

All documentation respecting complaints resolution or investigation will be kept by the Manager of Human Resources in a confidential file. Any letters respecting remedial action or discipline will be placed in the appropriate personnel or other administrative file.

9. Other Proceedings

This Policy does not preclude individuals from pursuing resolution of a complaint through other lawful avenues including the grievance procedure of a collective agreement if expressly provided for in the collective agreement or through the BC Human Rights Tribunal in relation to Discrimination.


If a Complainant chooses to proceed in an alternate forum, the Manager of Human Resources may decline to proceed under this Policy.

References

Policy Number:	HR-01
Policy Owner:	Administration
Endorsed by:	Senior Management Team
Final Approval:	Chief Administrative Officer
Date Approved:	November 1, 2013
Revision Date:	March 2021; September 2023
Amendments:	
Related Policies:	
Related Publications:	

Contact Person:

Contact Person: Beckett Zeller
Position: Manager of Human Resources
Phone: 604-514-2803 Email: bzeller@langleycity.ca

	Title: Use of Drugs and Alcohol	Number: PG-10
	<i>Authority (if applicable):</i>	<i>Section: Personnel – General</i>
	<i>Date Adopted: March 1, 1999</i>	<i>Motion:</i>
	<i>Historical Changes (Amended, Repealed, or Replaced):</i>	
	<i>Cross Reference:</i>	

Rationale:

1. The use of alcohol and drugs which cause impairment to an employee poses a hazard and a risk to the safety and welfare of the employee, their co-workers and the public. It is the responsibility of all employees to ensure that their job performance and personal conduct during the working hours are a credit to themselves and the City.
2. The Industrial Health and Safety regulations of the Workers Compensation Board prohibit anyone impaired by alcohol, drugs or other substances from remaining on the work site.
3. Workers' Compensation Board Regulation 8.30 states "No person shall enter or remain to be permitted to remain on the premises of any place of employment while his ability to work is so affected by alcohol, drug or other substance as to endanger his health or safety or that of any other person."

Policy:

1. No City employee will report for work or duty while impaired by alcohol or mood altering substances.
2. City employees judged by a superior to be incapable of performing their duties to a safe standard as a result of consumption or use of alcohol or mood altering substances will be relieved of their duties and will be subject to discipline under this policy.
3. No City employee will consume alcohol or mood altering substances, except medicine prescribed by a Physician, while at the worksite or while on duty, while on any paid or unpaid breaks during the work shift, or while riding or operating any City vehicle or equipment. No employee will carry alcohol or mood altering substances in a City vehicle.
4. Employees are responsible for ensuring that any drug or medication prescribed by a Physician will not impair the employee's ability to work so that such impairment will endanger the health or safety of the employee of others.
5. No City employee will consume alcohol or mood altering substances, except prescribed medicine, while wearing a City provided uniform.
6. No alcohol or mood altering substances (except prescribed medicine) is permitted within any City building or on any City property or worksite except, in the case of alcohol, with


the express permission of the City Manager who may authorize the consumption of alcohol on City premises for the purpose of special occasion functions.

7. Employees who are found to be in contravention of this policy will be subject to disciplinary action up to and including dismissal.
8. If the standby person determines that an employee who has been called out after normal working hours is impaired by alcohol or mood altering substances, he has the duty and obligation to relieve the called out employee of this duties and arrange for a safe ride home for the employee, at the expense of the employee, and that employee will not receive any remuneration for such call out. If necessary, the City may pay for a taxi ride home for the employee and such expense of the taxi will be deducted from the employee's next cheque.
9. The City recognizes alcohol and substance addiction as a treatable disease. It is committed to the health and safety of its employees through a procedure that will not tolerate substance abuse where such abuse affects individual employee job performance.
10. This procedure is designed to provide clearer expectations of supervisors and their employee and encourage employees with substance use problems to seek help to address their problems.
11. The City encourages employees who are experiencing problems with alcohol and/or drug abuse to seek assistance voluntarily for such problems through available treatment, counseling and/or rehabilitation programs. The confidentiality of all records for any employees who seek assistance through such programs will be maintained to the extent reasonably possible. Furthermore, the employee's decision to seek assistance voluntarily, before City intervention, will not be the basis for disciplinary action. However, if an employee violates the provisions of this policy or does not meet satisfactory standards of work performance as a result of substance use, appropriate disciplinary action will be taken up to and including termination.
12. Each employee has a personal responsibility to themselves, other employees and the City to help eliminate drug and alcohol misuse in the workplace. Alcohol or drug dependency is a treatable condition and early intervention greatly improves the probability of lasting recovery.

I, _____ have read and understand this policy.
(Print Name)

Signature

Date

	Title: Vehicle/Equipment Use Policy	Number: FN-14
	Authority (if applicable):	Section: Finance
	Date Adopted: March 18, 2011 (CAO Approval under new policy framework)	Motion:
	Historical Changes	

Policy:

City of Langley vehicles/equipment will be used according to the following guidelines to ensure that the use of City vehicles by City employees is cost efficient, effective and that vehicles are operated in a legal and safe manner.

1. All persons utilizing a City vehicle/equipment must have a valid Driver’s License with the required endorsements and an acceptable level of training. A drivers abstract will be made available annually and any employee who has had their vehicle operator’s license suspended for any reason is required to report the suspension to his/her supervisor immediately.
2. Only those City employees authorized, or those authorized by the Chief Administrative Officer (CAO) or Deputy CAO, may operate City owned vehicles/equipment. Passengers who are not City employees are allowed to travel in City vehicles only if they are involved in City related activities.
3. City vehicles/equipment are to be used only by employees in the performance of their duties, for authorized training purposes and/or for City business and are not to be used for personal use.
4. Employees are not authorized to retain City vehicles/equipment overnight at their place of residence, except as specifically permitted below.
5. Where possible, City fleet vehicles will be utilized in the conduct of City business. This includes attendance at work related meetings and seminars which occur within and outside the City of Langley municipal boundaries.
6. Employees using a City vehicle, excluding Parks and Public Works maintenance vehicles, shall update the vehicle use log for each use. This information includes the Date/Time, Employee Name, Starting/Ending Odometer Reading, Reason for Use. (See attached)
7. It is the responsibility of all vehicle and equipment operators to complete Pre Trip inspection reports for, all vehicles with a licensed GVW exceeding 5000 kg., backhoes, grader and the bucket truck. In addition it is the responsibility of all vehicle & equipment operators to ensure that their vehicle/equipment has no

safety defects and is in good running order. All defects are to be reported to the Shop Tradesman 2 for repair. (This section does not apply to Fire Emergency Response Vehicles as they are covered by separate operational guidelines.)

8. Exceptions to Sections 3 and 4 include:
 - a. Fire Chief, Deputy Fire Chief and Assistant Fire Chief
 - i. When the employees under this section are acting in the capacity of “Duty Officer” they are authorized to take City vehicles home and to use them after regular business hours as they are required to facilitate immediate response to emergency situations. This authorization is granted with the understanding that such use will be confined to within 40 minutes travel time from the Fire Hall except in the case of an emergency or by inter-municipal agreement.
 - ii. When not acting in the capacity of “Duty Officer” City vehicles may be driven to and from work only, again to facilitate a secondary response to emergency situations.
 - iii. City staff should take the necessary precautions to ensure the vehicle and its’ contents are secure and protected when the vehicle is parked at the employee’s place of residence.
 - iv. Canada Revenue Agency requires that employees are taxed for the use of a vehicle to and from work and any additional personal use.
 - b. Employees designated as “stand by.”
 - i. The City recognizes that staff is required to be available with minimal notice while on stand by. Accordingly, the City will provide a utility vehicle to ensure prompt response. Persons covered by this section are authorized to take the provided utility vehicle to their place of residence and respond directly to emergency situations and other required callouts. This authorization is granted with the understanding that use will be confined to within 30 minutes travel time from the Operation Centre.
 - ii. City staff should take the necessary precautions to ensure the vehicle and its’ contents are secure and protected when the vehicle is parked at the employee’s place of residence.
 - iii. Canada Revenue Agency requires that employees are taxed for the use of a vehicle to and from work and any other personal use.

- c. Other staff members, upon receiving a callout, shall report to their normal places of work to obtain the vehicles/equipment necessary to respond to the callout. Upon completion, the vehicles and equipment shall be returned to the place of work.
 - d. Should a Director or designate be aware in advance that an employee will require a City vehicle/equipment after working hours or first thing the next morning for City business, he/she may authorize the employee to take the vehicle/equipment home. This applies to “one time incidents” only and is not intended to become routine procedure.
9. City vehicles/equipment are not to be used outside of the boundaries of the City of Langley unless authorized by a Director or designate.
 10. The vehicle/equipment should be kept secure and locked as necessary to prevent theft of the vehicle/equipment or its contents.
 11. The vehicle/equipment must be driven and parked in accordance with all current legislation and City bylaws and all driving violations (including impounding fees when speeding above 40 kph over the speed limit) will be the responsibility of the operator.
 12. All accidents must be reported immediately to the driver’s supervisor and a City of Langley Incident Report completed. It will be the driver’s Supervisor’s responsibility to ensure that an accident investigation is completed and remitted to the Occupational Health and Safety Committee. In the case of injury and/or damage to the property of others, the particulars of the other vehicles and drivers must be recorded immediately, together with the names and addresses of witnesses.
 13. Use of electronic communications devices while driving is prohibited by the Motor Vehicle Act. This includes, but is not limited to: holding, operating, talking, watching, sending, reading, making or taking electronic communications while driving. This prohibition does not apply to peace officers or fire rescue service personnel while carrying out their powers, duties or functions or for anyone using their electronic communications device to contact police, fire rescue service or ambulance service about an emergency. Electronic communications devices may be used while driving if equipped to allow hands-free use. Equipping an electronic communications device for hands-free use requires the approval of the Manager of Information Services.
 14. No driver shall operate a City vehicle while under the influence of any drug (including prescriptions), narcotic or alcohol that may have an effect on the safe operation of the vehicle. (See Policy PG-10)
 15. No smoking is permitted within City vehicles/equipment.

16. Disciplinary action may be taken against employees found not complying with this policy.

	Title: Travel and Expense Policy	Policy No: GE-10
	Category: Administrative Policy	Classification:

1. Purpose:

To provide guidance on the reimbursement of travel and other training expenses of *Organization Members*.

2. Scope:

The policy covers expenses incurred by City Council members, City employees and other *Organization Members* authorized by City Council such as a committee member, commission member, a paid on call firefighter or a volunteer.

3. Policy Statement:

The City supports the training and development of Council members and staff resources recognizing the benefits of life long learning, training and education. Organizational development is a key results area in the City's Strategic Plan.

4. Council Member Expenditure Approvals:

- 4.1 The Mayor may incur *Allowable Expenses* up to \$7,000 (2018 rate) or as amended in the annual Financial Plan during each year of the four year term in the office for attendance at *Events*.
- 4.2 Each Council Member, except the Mayor, may incur *Allowable Expenses* up to \$5,000 (2018 rate) or as amended in the annual Financial Plan during each year of the four year term in the office for attendance at *Events*.
- 4.3 In any given year, a Council Member may attend without the prior approval of Council provided that the Council Member has sufficient funds within the Council Member's expense budget, prior to making *Event* arrangements, any of the following specific *Events*:
 - (a) The Federation of Canadian Municipalities (FCM) Conference;
 - (b) The Union of BC Municipalities (UBCM) Annual Convention;
 - (c) The Lower Mainland Local Government Association (LMLGA) Annual Meeting;
 - (d) The British Columbia Recreation and Parks Association Conference;
 - (e) Any other Event within the Province of British Columbia where the Council Member is officially representing the City of Langley;

If a Council Member does not have sufficient funds within the Council Member's Allowable Expense allocation, then attendance may be authorized, by the Mayor, prior to incurring any expense. The Mayor will then email the Director of Corporate Services approving that the over expenditures be funded from the Enterprise Fund, if other funding is not provided in the Financial Plan.

- 4.4 If a Council Member is appointed to a committee or organization by City Council or officially representing the City of Langley at a function as appointed by City Council, then any travel expenses incurred to fulfill the obligation of such an appointment or the cost to cover the purchase of the event ticket will not be charged to that Council Member's *Allowable Expenses*, but will be funded from the Enterprise Fund, if other funding is not provided in the Financial Plan.

Costs incurred will only apply to the member of Council and would exclude additional costs for spouses or other guests.

This policy does not apply to a meeting to which a Council Member receives payment for attending by another party. For example, a Council Member cannot make a claim under this policy for attending the meeting of a Metro Vancouver Committee where Metro Vancouver pays the Council Member to attend.

- 4.5 If a Council Member is elected or appointed to the Federation of Canadian Municipalities (FCM), the Union of British Columbia Municipalities (UBCM), the Lower Mainland Local Government Association (LMLGA) or any other organization deemed by City Council to further enhance or support the objectives of local government, then any travel expenses incurred by the Council Member, not reimbursed by other parties, may be paid by the City and not charged to the Council Member's *Allowable Expenses*, but will be funded from the Enterprise Fund, if other funding is not provided in the Financial Plan. The Council Member must seek the approval of the rest of Council prior to accepting the elected position or appointment to the Board or Committee of these organizations.
- 4.6 Travel costs within the City or Township of Langley are not eligible for reimbursement as they are covered by the Council member's 1/3 tax free remuneration allowance.

5. All Other Organization Members Approvals:

- 5.1 The Senior Management Team (SMT) are responsible for budgeting in each year sufficient funds to cover all expenses charged by *Organization Members* from whom he/she is responsible. The SMT will forward *Event* requests that they have approved to the CAO for his/her (or designate) approval provided the *Event* is within the Province of British Columbia.
- 5.2 City Council must approve attendance of an *Organization Member* at an *Event* outside of the Province of British Columbia.
- 5.3 The City will give staff members time off with pay to attend an *Event* which occurs during their regular working hours. The City will not pay wages to a staff member for portions of the *Event* which continues beyond or occurs outside of the staff member's regular working hours.

The City will not pay the wages of an *Organization Member* who is not a staff member or Council member.

- 5.4 If a staff member has claimed *Allowable Expenses* for an *Event* which is longer than two full days in duration and that staff member leaves the employment of the City within six months of completing the *Event*, then the staff member must repay to the City 50% of the *Allowable Expenses* claimed by that staff member in connection with that *Event*. The CAO has the discretion to waive this repayment requirement.

6. Allowable Expenses:

- 6.1 Subject to any conditions set out in this policy, the following items are *Allowable Expenses* which may be reimbursed by the City:
- (a) Transportation;
 - (b) Accommodation - actual costs based on double occupancy;
 - (c) Event registration and associated fees;
 - (d) Meals;
 - (e) Phone calls to City Hall for City related business.
- 6.2 The following items are not *Allowable Expenses*:
- (a) Any expenses for a spouse or guest accompanying the *Organization Member*;
 - (b) Phone call costs for non City related business;
 - (c) Alcohol;
 - (d) Fines or penalties such as speeding tickets or tickets for illegal parking.
- 6.3 The *Organization Member* must provide receipts for any *Allowable Expense*, whenever possible, in order to be reimbursed. Failure to provide a receipt may result in the *Allowable Expense* not being permitted to be claimed. The *Organization Member* should submit any claims for *Allowable Expenses* and a completed expense report as soon as possible after the completion of the *Event*. Staff members are encouraged to use City provided purchasing cards.

Transportation:

- 6.4 Transportation costs to an *Event* include the following:
- (a) The automobile vehicle mileage rate set annually by Canada Revenue Agency multiplied by the number of kilometers driven;
 - (b) Airline fares, ferry fares and any transportation to and from transportation terminals;
 - (c) Rental cars and costs of gasoline for the rental cars;
 - (d) Rapid transit fares, taxi fares, bridge tolls and parking fees;
 - (e) Any applicable taxes.

Actual transportation costs may be claimed if travel to the *Event* is a form of transportation other than an automotive vehicle which is reimbursed based on the number of kilometers driven. If travel to the *Event* is by an automotive vehicle owned by the *Organization Member*, the mileage may be claimed for the lessor of the travel distance from the *Organization Member's* residence or from City Hall to the destination. The total amount paid for mileage and parking should not exceed the actual airfare costs to the destination at economy rates and associated parking and shuttle costs.

If more than one *Organization Member* is sharing transportation in an automotive vehicle, than the mileage claim may be split equally among the *Organization Members* or claimed in total by only one *Organization Member* (typically the owner of the vehicle).

If the *Organization Member* uses a City owned automotive vehicle to travel to the *Event*, the *Organization Member* may not claim mileage as an *Allowable Expense*. Gasoline purchases should be made on the City provided purchasing card so that there is no reimbursement required to be claimed by the *Organization Member* personally.

Staff members should use the best method of transportation, keeping in mind the need to minimize the amount of time the staff members are away from the office during their regular working hours.

Per Diem Allowance:

6.5 The City has established a per diem allowance at the rate of \$75 per day (in the currency of the country of travel) for administrative ease to reimburse *Organization Members* for out of pocket costs when travelling out of town on City business. Where partial day absence (including travel time) is required, the per diem will be reduced based on the following amounts:

- (a) \$15 for breakfast
- (b) \$20 for lunch
- (c) \$30 for dinner
- (d) \$10 for evening incidentals (only when an overnight stay is required)

The per diem allowance is to cover meals and gratuities, phone calls, minor entertainment costs and other incidental costs.

6.6 A staff member may claim \$20 for a meal when the staff member is required to attend an evening meeting of Council, a Committee or a Commission if no meal is provided.

Advances:

6.7 When requested, the City will provide funds for the per diem allowance as a travel advance to an *Organization Member*. The Director of Corporate Services may approve at his/her discretion a travel advance for other *Allowable Expenses*.

The *Organization Member* who receives a travel advance must return any unused funds to the Finance Department within seven days of the completion of the *Event* with a completed expense report and accompanying receipts.

7. Definitions:

Allowable Expense means an expense as outlined in Section 6 for which an *Organization Member* who attended an *Event* may be reimbursed.

Event means a training opportunity relating to the business of local government which are generally educational or informative in nature and may include courses, meetings, seminars, workshops, Annual General Meetings, conferences or conventions.

Organization Member includes a City Council Member, a staff member and other persons who are authorized by the City in advance to go to an Event such as a committee member, commission member, a paid on call firefighter or a volunteer.

References

Policy Number:	GE-10
Policy Owner:	Administrative
Endorsed by:	Senior Management Team
Final Approval:	Council
Date Approved:	September 13, 2004 - 04/266
Revision Date:	July 24, 2017
Amendments:	06/055, 07/092, 08/029, 11/093, 15/187, 17/129
Related Policies:	n/a
Related Publications:	n/a

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