

CODE OF CONDUCT AND CONFIDENTIALITY AGREEMENT

I, _____, as a contract or permanent staff member of BEREAVEMENT AUTHORITY OF ONTARIO (“BAO”), declare that I have read, understood and agree to comply with the BAO’s Code of Conduct and Confidentiality Agreement and other applicable policies, and that in carrying out my duties I will:

1. Fulfil my responsibilities with honesty and integrity.
2. Exercise these responsibilities, at all times, with due diligence, judgment and skill in a reasonable and prudent manner.
3. Take measures to protect the confidentiality of information and/or documents entrusted to me:
 - Refrain from leaving documents in open view;
 - Ensure the physical protection of documents;
 - Refrain from discussing confidential information;
 - Use designated equipment for reproduction or transmission;
 - Take appropriate measures to dispose of such documents;
 - Return documents on the cessation of my duties; and
 - Mark such documents intended for circulation as “confidential”
4. Preserve the secrecy of information obtained in the course of exercising a power or carrying out a duty related to the administration of the *Funeral, Burial and Cremation Services Act, 2002* (FBCSA) as stated in Section 106 of the FBCSA and shall not communicate such information to any person except;
 - (a) as may be required in connection with a proceeding under this Act or in connection with the administration of the FBCSA or the regulations;
 - (b) to a ministry, department or agency of a government engaged in the administration of legislation similar to the FBCSA or legislation that protects consumers or to any other entity to which the administration of legislation similar to the FBCSA or legislation that protects consumers has been assigned;
 - (c) to a prescribed entity or organization if the purpose for the communication is consumer protection;

(d) to a law enforcement agency;

(e) to counsel of the person communicating the information; or

(g) with the consent of the person to whom the information relates.

5. Report any situation that does not comply with the FBCSA and immediately declare any personal conflict of interest that may come to my attention.
6. Treat others with respect, maintain high standards of professionalism and exercise restraint in outside activities.
7. Adhere to the Code of Conduct which outlines the fundamental principles that guide the behaviour of all BAO representatives, including Board members, employees and any other individuals engaged to carry out the BAO mandate:
 - (a) Honesty and Integrity** – honesty, integrity, fairness, objectivity, respect and the absence of discrimination and bias are fundamental to everything we do
 - (b) Accountability** – we strive to be responsible for all actions and to deliver on all commitments, considering efficiency and effectiveness and balancing the urgency of issues, availability of resources
 - (c) Communication and Confidentiality** – we will strive to supply accurate and complete information in a clear and understandable manner, respecting the confidentiality of all personal and financial information in accordance with applicable law and recognized leading practices.
 - (d) Conflict of Interest** – we will not permit our personal dealings to conflict with our BAO responsibilities and will wherever possible ensure that even the perception of conflict will not arise.
 - (e) Compliance** – we will abide by applicable laws and never knowingly do business outside those laws
 - (f) Corporation and Teamwork** – we will be courteous and respectful to every person and adapt to meet changing needs. We will work together, respecting individuals and the role each individual plays in carrying out our mandate.
 - (g) Environment** – we are committed to a healthy co-existence with our environment.

It is expected that every individual representing the BAO shall perform his/her duties in a manner that demonstrates the following principles, which are paramount to ensuring public confidence and trust in the BAO.

The following are examples of *inappropriate conduct*:

- Condescending and disrespectful conduct towards clients, fellow employees or management
- Absence from work without proper authorization
- Abuse of company property
- Insubordination towards management, refusal to comply with instructions, or failure to perform reasonable duties which are assigned
- Sexually, verbally, physically or mentally harassing any person associated with the BAO
- Threatening, intimidating, coercing, using abusive or vulgar language, or interfering with the performance of other employees
- Disclosing confidential information to unauthorized persons
- Falsifying records
- Falsifying employment resume, application, attendance or other records
- Unauthorized possession or use of company property, or property belonging to another employee
- Any conduct not in accordance with the law whether on or off BAO property or during or after work hours or assignments
- Any conduct, on or off duty, that would impugn the reputation of the BAO
- Social media postings that may be considered insensitive to the nature of the BAO mandate or that may be considered antagonistic in any way
- Fighting or other disorderly conduct
- Engaging in acts of dishonesty, fraud, theft or sabotage
- Malicious damage to or neglect of client or BAO equipment
- Performance which, in the BAO's opinion, does not meet the requirements of the position

- Violation of company safety rules
- Use of, or being under the influence of alcoholic beverages, inhalants, illegal drugs or other intoxicants at any time on BAO premises or while on BAO business

Failure to observe the code of conduct may result in disciplinary action up to and including termination.

Signature

Date