

## NEIGHBOURHOOD LEGAL SERVICES - OPERATIONAL POLICIES

### Section 1: Work Environment

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#### 1.8. CODE OF ETHICS POLICY

<b>Policy Category:</b>	Work Environment	<b>Policy Number:</b>	WE - 8
<b>Policy Name:</b>	Code of Ethics		
<b>Approved On:</b>	June 16, 2021	<b>Review Date:</b>	June 16, 2024

#### PURPOSE

Neighborhood Legal Services is committed to conducting all clinic affairs openly and ethically. We accomplish this by promoting and valuing a workplace built on the strength of trust, accountability, honesty and professional integrity in all our practices. It is the responsibility of every employee to build and maintain this code of ethics by supporting and actively participating in the process.

#### SCOPE

This Code of Ethical Conduct applies to all stakeholders of Neighborhood Legal Services: volunteers, board members, staff, service users, contractors, consultants and students. We also expect our community partners to know and honour this Code. In order to create a positive work environment, all members of NLS will hold one another accountable for upholding this Code, which will be posted on NLS' website.

#### POLICY

At Neighborhood Legal Services, we strive to protect all of our employees, vendors, clients, and the company itself from any illegal or damaging actions committed by individuals either knowingly or unknowingly.

The company will not tolerate any wrongdoing or impropriety, and will immediately take appropriate disciplinary action to correct the problem.

Neighborhood Legal Services will not be party to the intent or appearance of unethical or compromising practices in its business relationships.

Violence, harassment, or discrimination will not be tolerated.

Improper use of information obtained in the course of duties (as outlined in the confidentiality agreement) will not be tolerated.

Employees shall not use corporate assets or business relationships for personal use or gain.

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If an employee violates this policy, Neighborhood Legal Services will employ disciplinary measures that reflect the severity of the offence up to and including termination of employment. Some violations may indelibly harm our business. In this case, we may pursue punitive measures, including legal action.

#### EXPECTATIONS

All managers at Neighborhood Legal Services will:

- Set a prime example, demonstrating honesty and integrity in their actions and behaviours at all times;
- Maintain an open-door policy that allows for free discussion of suggestions and concerns from employees;
- Report any conflicts of interest, as defined in the company conflict of interest policy, regarding their position at Neighborhood Legal Services; and
- Report any suspected violations of company policy.

All employees at Neighborhood Legal Services will:

- Demonstrate a workplace built on trust, accountability, and openness both individually and collectively;
- Disclose any conflicts of interest, as defined in the company conflict of interest policy, regarding their position at Neighborhood Legal Services; and
- Report any suspected violations of company policy.
- Retaliation against employees who use reporting mechanisms to raise genuine concerns will not be tolerated.