

	Health and Safety – Administration	Origin Date: May 2013
Title: 2.13.1 H&S - Administration - Code of Conduct.doc		

PURPOSE:

This Code of Conduct identifies and establishes expectations for every employee to ensure we maintain the organization's good reputation as well as maintaining the respect of our co-workers, customers and the general public.

We are each expected to meet the requirements of this Code and to also use our own sense of good judgment in situations that may not be covered in this Code. If ever in doubt on how to handle a situation, contact your Manager or foreman for guidance.

OUR VALUES:

How we behave toward co-workers and those outside of Trade-Mark Industrial tells a great deal about the values of our company. It is important that we build and maintain relationships with co-workers based on trust, honesty and mutual respect and that we behave professionally and respectfully towards fellow employees, customers and the general public.

Working with employees throughout the organization we have clarified the things that we can do that will demonstrate our values.

•**Honest:** To be honest means that we clearly identify the problem, tell the truth, take responsibility for our actions and use resources (time, money, tools, and equipment) wisely.

•**Motivated:** To be motivated means that we have a positive attitude, demonstrate a willingness to learn, offer constructive suggestions, recognize accomplishments, and give and share credit where credit is due.

•**Respectful:** To be respectful means that we listen to others, have a right to have our ideas heard, recognize that we each have a valued role in the organization. share our knowledge and expertise, demonstrate professionalism, are courteous and considerate, and maintain confidentiality.

•**Reliable:** To be reliable means that we use our time efficiently, are dependable, make sure the job gets done, offer solutions to the problems that we identify, and perform quality work that meets expectations.

Professional Behaviour

It is important that our actions represent professional behavior during working hours, representing Trade-Mark and at any time that we are in a Trade-Mark vehicle.

Work Performance

As employees, we take accountability for our work and for our results. We are committed to giving our full effort in everything we do. We recognize that we must continue to seek new ways to be more effective and efficient. We expect our supervisors to set clear expectations and to provide appropriate support and timely feedback on how we have done. We expect a work environment in which suggestions for improvement are welcomed and implemented where appropriate.

Conflicts of Interest

We avoid any situation where our personal interest interferes in any way or even appears to interfere with the interests of Trade-Mark or of the making of decisions with honesty and integrity.

There are three broad guidelines for avoiding conflicts of interest:

- Any business decision is to be based on merit and made strictly in the best interests of the corporation;
- No personal benefits, whether direct or indirect are to be derived for ourselves, family members or friends as a result of reaching business decisions and
- We are to avoid any situation that may create a conflict of interest between our personal interests and those of Trade-Mark Industrial.

Revision Level: 01	Revision Date: August 28, 2013	Page 1 of 2
Approved by: Russ Straus, President		



Outside Activities

Employees have a right to personal freedom outside of working hours; however, employees should take care to ensure that activities outside of work do not conflict with corporate activities. Some examples include:

- That we do not engage in non-Trade-Mark work activities on company time.
- That we do not use Trade-Mark tools or equipment to complete work for others unless you have been specifically authorized to do so.
- That we do not promote any non-Trade-Mark product or service on company time.

Employees who perform volunteer activities are required to inform their Manager of such affiliation if the work involves time away from their position with Trade-Mark.

Treatment of Others

Civility: involves treating others with dignity and respect, and acting with regard to other’s feelings. We must ensure to treat customers, clients, suppliers, colleagues, and the general public with dignity and respect. We do not tolerate personal harassment, including behavior that demeans, threatens, or humiliates a person or group of people. We do not tolerate sexual or racial harassment or discrimination. We do not tolerate inappropriate comments with respect to race, religion, sexual orientation or gender, even if not directed at a particular employee.

Disrespect must not be confused with legitimate comment and/or advice from managers and supervisors on the work performance or work-related behavior of an individual or group. Feedback on work performance or work- related behavior differs from incivility or harassment in that feedback is intended to assist employees to improve work performance or the standard of their behavior. Civility requires that even the most critical feedback be delivered respectfully, privately and courteously.

Criminal and Other Charges

If you are convicted of a violation of Canadian laws, regulations or statutes and a conviction could affect your ability to carry out the duties of your position, you must inform your Manager immediately. Similarly, if you are charged with such a violation and the charge itself affects your ability to carry out the duties of your position (e.g. your drivers' license was suspended and you drive as part of your job) you must inform your Manager immediately.

PROGRESSIVE DISCIPLINE

In reviewing this Code of Conduct, you are reminded that the corporation reserves the right to vary, revoke or amend any of its terms as is required by the needs of the business. This code constitutes a term of your employment.

Trade-Mark is responsible for establishing reasonable rules and regulations governing the conduct of its employees and has the right to take disciplinary action if the rules are broken. Please see the Disciplinary Action policy in the H & S manual.

Revision Level: 01	Revision Date: August 28, 2013	Page 2 of 2
	Approved by: Russ Straus, President	