

Attached is an updated version of Waterfront Toronto's Disclosure of Wrongdoing Guideline for discussion and approval by the Governance Committee. The guideline remains essentially the same with the exception of the introduction of an ombudsman role in order to ensure that there be an independent person to receive complaints of wrongdoing and the introduction of a mechanism to report incidents of wrongdoing to governments. These two elements address the City's main observations as noted in the City's Waterfront Strategic Review of June 2015. We have followed up with the City Secretariat on our intended approach and they concur that the guideline as updated meets any concern they may have had. As to who would fill the ombudsman role proposed, staff will be providing the Committee with its recommendation at the October meeting.



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HR Guideline: Disclosure of Wrongdoing	Guideline #: 20
Effective Date: October 27, 2009, as revised October 26, 2015.	Approved by: <hr/> John Campbell, President & CEO

General Information

Waterfront Toronto (WT) conducts its business operations with honesty, integrity, open communication and in a manner which preserves public confidence, trust and accountability.

This process has been established to ensure that there is a forum for WT employees, stakeholders and/or the public to voice concerns related to “wrongdoing”, which means:

- questionable financial, accounting and/or auditing matters;
- unethical business conduct including breaches of Codes of Conduct and Conflict of Interest;
- violations of federal or provincial laws;
- danger to health, safety or well-being of WT employees and/or the general public; and
- damage to property.

This guideline should be read in conjunction with the existing Codes of Conduct.

This guideline sets out the approach to be used:

1. In the treatment of verbal or written reports received by the Corporation regarding concerns of wrongdoing as defined above, whether submitted by directors, officers or employees of the Corporation or by stakeholders and/or the public.
2. To provide guidance to employees and the means to make reports in a confidential and anonymous manner.
3. To make clear the Corporation’s intention to discipline, up to and including termination of employment, any person determined to have engaged in retaliatory behaviour.

No employee who in good faith makes a report under this guideline shall suffer harassment, retaliation or adverse employment consequences. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

The Board of Directors of the Corporation has appointed an ombudsman (“Ombudsman”) to receive and investigate incidents of wrongdoing as defined in this Guideline.

All employees who are aware that wrongdoing has occurred will immediately notify their manager or the Ombudsman. Employees are obligated to act in good faith when reporting wrongdoing. Allegations that are not made in good faith or that are made with malicious intent may be viewed as a serious disciplinary offence.

Matters related to workplace discrimination and/or harassment will be dealt with through the Discrimination/Harassment-Free Workplace Human Resources Guideline #19.

An employee can approach Human Resources, on a confidential basis, at any time for guidance and assistance.

Application

This guideline is applicable to all employees of WT. It can also be utilized by stakeholders and/or a member of the public to make a report of alleged wrongdoing.

Procedure

1. If an employee, stakeholder and/or member of the public wishes to make a report of wrongdoing as defined in this guideline, he/she will provide a verbal or written report outlining his/her concern, confidentially, to his/her manager or to the Ombudsman. A manager who receives a report of wrongdoing, will immediately provide a copy of the report to the Ombudsman. Reports of wrongdoing may be made to the Ombudsman as follows:

[NTD: INSERT EMAIL ADDRESS AND PHONE NUMBER FOR OMBUDSMAN]

2. If the individual wishes to remain anonymous, the individual should clearly indicate this request for anonymity. All reports of wrongdoing will be treated as confidential by WT to the fullest extent possible given that a full and fair investigation may be required.
3. The Ombudsman will advise the CEO or the Chair (in the case of alleged wrongdoing by the CEO) of all allegations of wrongdoing that, on their face, appear to constitute wrongdoing as set out in this policy and the Ombudsman will then investigate or cause to be investigated by appropriate members of WT Staff that he/she may designate any such allegations and make a report with any recommendations to the CEO or the Chair (in the case of alleged wrongdoing by the CEO).

4. The CEO or Chair will consider the report and recommendations and determine the action to be taken and will implement such action and report back to the Ombudsman. If the action taken is different than that recommended by the Ombudsman, the CEO will provide reasons for such difference(s) to the Ombudsman.
5. The Ombudsman will then inform the individual how the concern(s) was/were dealt with. For example:
 - not accepted (e.g. outside the parameters of this guideline, more properly a human rights issue, etc.);
 - accepted but not investigated (e.g. insufficient information, etc.); or
 - investigation concluded with a description of any actions taken.
6. The CEO will report any incidence of wrongdoing and any action taken to the next meeting of the appropriate Committee of the Board of Directors or sooner, if circumstances warrant. The Committee will review reports of wrongdoing and action taken and may require the Ombudsman to appear before it in connection with such review.
7. The appropriate Committee will report incidents of wrongdoing and action taken to the Board of Directors.
8. The Board of Directors will advise government stakeholders on incidents of wrongdoing and action taken when appropriate.

Records Retention

Records pertaining to a report are the property of the Corporation and shall be retained confidentially and where applicable, in such a manner to protect the anonymity of the individual filing the report.