



Code of Conduct for all HR practice staff

Ward and Uptigrove HR staff commit to follow guiding principles of professional conduct as developed by Human Resources Professionals Association (HRPA) of Canada in providing HR services to our clients. These guiding principles are as follows:

1. Competence

We will maintain our competencies (knowledge, experience, abilities and skill) to provide a high level of honest, diligent and responsive services to our clients.

Specifically we commit to:

- Seek additional professional assistance for assignments beyond our competencies.
- Provide best practice advice and tools with objectivity, integrity and due care.
- Meet deadlines.
- Maintain appropriate professional liability insurance.
- Comply with all regulations and rules of HRPA.
- Maintain an internal system of quality control to ensure all our services are of the highest quality and well documented.
- Follow all Ward and Uptigrove professional policies and rules.

2. Legal Compliance

We will adhere to all employment law statutes and regulations applicable to the practice of HR management.

Specifically we commit to:

- Act honestly and legally at all times.
- Take appropriate steps to stop or correct illegal conduct.
- Avoid retaliation against any employees that exercise their legal rights.
- Encourage our clients to comply with all employment law statutes and regulations.

3. Dignity and Respect

We will follow the basic principles of human rights in the workplace including equity, dignity, courtesy, trust and respect.

Specifically we commit to:

- Ensure that practices used in recruitment or any other assignments, are non- discriminatory and do not violate any prohibited ground as noted in the Ontario Human Rights Code.
- Treat all recruitment candidates, client employees and other contacts with respect and confidentiality.

4. Acting in the best interests of our clients

We will always act in the best interests of our clients.

Specifically we commit to:

- Disclose to our clients any potential conflicts of interest.
- Act in good faith towards all parties at all times.
- Mediate or facilitate in an unbiased manner.
- Encourage our clients to balance the interests of their organization and their employees.

5. Confidentiality

We will hold in strict confidence all confidential information acquired in the course of providing client services, unless required by law or harmful circumstances, to divulge.

Specifically we commit to:

- Store confidential electronic or hard copy information in a secure manner to avoid unapproved access.
- Share confidential information only with those who have a legitimate and legal need to know.
- Ensure we have appropriate approval to share any confidential information.
- When recruiting, ensure we have approval from the candidate, to contact all references.
- Refrain from using confidential information for personal gain or discriminatory behaviour.
- Sign a confidentiality agreement annually.

6. Conflict of Interest and Ethical Behaviour

We will avoid or disclose any potential conflict of interest that might influence or be perceived to influence our personal behaviour, judgement or independence.

Specifically we commit to:

- Ignore third party influences which could harm our professional obligations to our client.
- Act professionally at all times.
- Prevent personal interests from influencing our behaviour.
- Refuse gifts that will cloud our independence.
- Identify situations where a competing client interest could develop and assign projects within our practice to ensure independence and the best interest of each client is maintained.
- Decline or delay client projects where the best interest of our clients cannot be maintained.
- Refuse to provide HR advice to employees of our clients.
- Avoid enticing any employee of a client to leave for another position we are recruiting for.
- Avoid non-arms length relationships within our practice.
- Sign a conflict of interest declaration annually.

7. Personal and Professional Development

We will maintain competencies such that we are able to provide quality service to all of our clients.

Specifically we commit to:

- Comply with the HRPAs rules of mandatory recertification program.
- Complete personal development programs and events central to our business services.
- Stay current on all employment related statutory requirements and best practices.