



COLLEGE OF THE NORTH ATLANTIC

OPERATIONAL PROCEDURE

TOPIC: Code of Ethics and Professional Conduct (CNA-Q)

Procedure No.	QA-802-PR	Division:	Qatar
Related Policies	HR-401 HR-410 HR-414 PO-005 SS-201 SS-202	Board Policies Ref.:	GP-GR-803 GP-RR-904
Related Procedures	HR-401-PR HR-414-PR PO-005-PR SS-201-PR SS-202-PR	Effective Date:	January 20, 2016

PROCEDURE

1.0 PURPOSE

This Code of Conduct procedure provides parameters within which members of the College Community are expected to conduct themselves in their professional activities both in and out of the classroom.

Members of the College Community are expected to promote a learning and working environment characterized by: encouragement, free enquiry, integrity, mutual respect, professionalism, recognition of achievement, social responsibility and respect for democracy. Members of the College Community will respect diversity, be civil and respectful to others, and provide for individual safety.

This Code applies to the conduct of all employees/individuals while on Campus Premises or when acting as a delegate or designated representative of College of the North Atlantic and/or of a group participating in events held off College premises. This Code suggests avenues of resolution and serves to strengthen respect for, and appreciation of, all members of the College Community.

2.0 Definitions

College Executive	CNA-Q President, CNA-Q Vice-President Finance and Administration, CNA-Q Vice-President Academics, CNA-Q Associate Vice-President Academics.
Campus Premises	Includes CNA-Q buildings and grounds as well as accommodations, College busses and living quarters provided for employees by the State of Qatar.
College	Employer as represented by the Board of Governors of College of the North Atlantic.
College Community	Includes all individuals on College property and all employees and students engaged in College activities off site.
Employee	Refers to all staff of the College, including the President.
Employer	Means College of the North Atlantic
Ethics	A set of principles, rights and obligations that ought to govern human relationships.
Misconduct	Behavior that is willful and cannot be described as a mistake or an act of negligence.
Staff	Means all management, faculty, professional, support of the College.

3.0 Standards of Conduct

Members of the College Community are expected to observe and foster the highest standards of conduct, consistent with CNA’s values, guiding principles, duties and responsibilities, and in support of our Mission and Vision.

Members of the College Community, including members of the public on campus, are expected to adhere to the following standards of conduct:

- A. Adopt at all times appropriate, reasonable and respectful dress, behavior and language that reflect the professional image of College

- of the North Atlantic and the laws and customs of the State of Qatar;
- B. Treat colleagues, students, College community and public with dignity, respect and consideration;
 - C. Conduct all employment responsibilities in an honest and diligent manner;
 - D. Never use official roles to inappropriately obtain an advantage for yourself or to advantage or disadvantage others;
 - E. Endeavor to ensure the proper, effective and efficient use of State of Qatar and College money and resources;
 - F. Do not engage in any activity of any nature which would conflict with your duty to the College or which could reasonably be expected to be detrimental to the interest or reputation of the College;
 - G. Accept that there are differences in people, their ideas and their opinions and how they may be expressed;
 - H. Show responsible care and regard for College property and the property of others;
 - I. Respect the need of others to work or study in an environment that is conducive to productive job performance or learning;
 - J. Speak and act with respect and dignity, and deal judiciously with others, always mindful of their rights and refrain from any use of physical or verbal abuse, loud or vulgar language and/or gestures at all times;
 - K. Fulfill your duties with the highest standards (which includes being punctual and prepared);
 - L. Come to work dressed in appropriate and professional attire as expected in a given context/work environment;
 - M. Take appropriate safety measures;
 - N. Not be under the influence of alcohol or illegal or unauthorized drugs during the course of professional activities;
 - O. Respect confidential and protected information at all times;
 - P. Use good judgment when sharing information and opinions (including via the Internet and social media) so as not to affect the reputation of

colleagues or students, the College, Government of Newfoundland and Labrador, or the State of Qatar;

- Q. Use the grievance systems in place to settle disputes;
- R. Do not post or engage in on-line activities that are illegal, that disrespect or insult colleagues, students, or the College, or that promote false or discriminatory information;
- S. Respect and treat others fairly, regardless of, race, ancestry, place of origin, color, ethnic origin, citizenship, religion, gender, sexual orientation, age, or disability;
- T. Follow the appropriate line of authority and not bypass immediate authority to reach higher authority without first exhausting the appropriate channels of communication; and
- U. Protect College property and assets from harm, theft, loss or misuse.

4.0 Gifts, Hospitality and Other Benefits

All employees at CNA-Q are expected to use their best judgment to avoid situations of real, apparent or potential conflict of interest by considering the following criteria on gifts, hospitality and other benefits, while keeping in mind the full context of this Code as well as the Policy on Conflict of Interest and their conditions of employment.

All offers or receipt of gifts must be reported to the employee's immediate supervisor. The acceptance of gifts, hospitality and other benefits may be permissible if they:

- are infrequent and of minimal value (e.g. low-cost promotional items, simple meals, souvenirs with no cash value, etc.);
- are within the normal standards of courtesy, hospitality or protocol;
- arise out of activities or events related to the official duties of the employee concerned; and
- do not compromise or appear to compromise the integrity of the employee or of the College.

Employees are not to accept any gifts, hospitality or other benefits:

- that may have a real, apparent or potential influence on their objectivity in carrying out their official duties; or

- that may place them under obligation to the donor.

Employees are to seek approval from Executive in situations where it is deemed impossible to decline gifts, hospitality or other benefits. College guidelines regarding the acceptance of gifts, hospitality and other benefits and the Official Hospitality Outside Canada Policy offer additional guidance and concrete examples with recommended solutions.

5.0 Avenues of Resolution

This code is not intended to respond to every possible issue that might arise in the course of an employee's daily duties and responsibilities. Employees at all levels are expected to resolve issues in a fair and respectful manner and to consider informal processes first, pursuant to the dispute resolution process outlined in their Employment Agreement.

6.0 Complaint and Inquiry Procedure

Any person who has reasonable grounds to believe that the provisions of the Code are not being complied with may file a complaint through the process outlined below.

6.1 Complaints Involving College Employees

- a. College students or employees who are concerned that a College employee is engaging or has been engaged in misconduct should first approach the person(s) displaying the questionable conduct and express their concern.
- b. If the student or employee is uncomfortable doing so, or if the behavior persists, the immediate supervisor or relevant Chair or Dean should be consulted in a first attempt at resolving the issue.
- c. In order to determine the appropriate supervisor (and for advice as to what does or does not constitute misconduct) students and employees may seek information from the Employee Relations Officer without activating the complaint process.
- d. Only written signed complaints in which the complainant's identity is disclosed will proceed through the stages below.
- e. Signed complaints that a College employee has committed misconduct will be made to the appropriate College Executive member who will initiate a formal investigation. The Qatar Project Office will be notified in writing by the Executive

member that an investigation has commenced.

- f. The investigation will be conducted following the process outlined in the Employee Discipline procedure (HR-414-PR).
- g. At the conclusion of the process, if the complaint is substantiated, a discipline decision or recommendation to the President (CNA-NL) will be made, consistent with any applicable College policy or Terms of Employment.
- h. Students are expected to adhere to the Student Code of Conduct at all times while on campus premises or when acting as a delegate or designated representative of College of the North Atlantic and/or of a group in events held off College premises.
- i. Where an instructor or student perceives that a student is engaging in misconduct the Student Discipline procedure should be adhered to.

6.2 Complaints Involving Members of the Public on Campus

- a. Complaints that a member of the public has committed misconduct on campus as per Section 3.0 will be made immediately to Campus Security and/or to the relevant College Executive member responsible for overseeing the area where the incident occurred.
- b. The College Executive member will conduct an investigation with stakeholders to collect evidence pertaining to the alleged misconduct. Any decision involving referral to the police will include the consultation of the President CNA-Q.
- c. At the conclusion of the process, if the complaint is substantiated, a recommendation to the President CNA-NL will be made.

7.0 Harassment and Sexual Harassment

- A. Members of the College Community must not engage in behavior that constitutes personal harassment. Harassment means verbal, written or physical behavior or visual display that is abusive or is intended to persistently annoy others and which the instigator knows, or ought to know, creates an intimidating, hostile or offensive working, learning or living environment.
- B. Employees must not engage in behavior that constitutes sexual harassment. Sexual harassment means verbal, written or physical behavior that emphasizes gender sexuality or sexual orientation in a

manner which the instigator knows, or ought to know, creates an intimidating, hostile or offensive working, learning or living environment.

- C. Employees should be familiar with the College policies and disciplinary procedures in place for dealing with matters of personal harassment and sexual harassment. (Employees are referred to the College policy and Procedure on Harassment).

8.0 Consequences

An employee who does not comply with the Code of Ethics and Professional Conduct may be subject to disciplinary measures up to and including termination of employment as detailed in Policy HR-414 Employee Discipline.

For student infractions the Student Discipline policy (SS-202) will be applied. Issues related to breaches of the Code of Conduct by the public on campus will be referred to campus security and/or local law enforcement.

9.0 Authorities

College Act 1996 – Section 15 1 (h)
Government of NL –Human Resources Policy Manual
Employee Guide for Conduct in Qatar
Conflict of Interest – HR-401/HR-401-PR
Employment Agreement
Employee Discipline –HR-414/HR-414-PR
Breach of Contract by CNA-QATAR Canadian Hired Employees – HR-410
Harassment – PO-005/PO-005-PR
Student Code of Conduct (Rights & Responsibilities) – SS-201/SS-201-PR
Student Discipline – SS-202/SS-202-PR

Approved by President	January 20, 2016
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