



# Old Strathcona Business Association Communications Code Of Conduct

August 2024

## Purpose and Scope

This code of conduct outlines the Old Strathcona Business Association's (OSBA) standards for communication to ensure a respectful, safe, and productive environment.

The OSBA board and staff, in its decision making, will consider all decisions and issues thoughtfully, consistently, and impartially taking in all relevant facts, opinions, and perspectives in a manner that demonstrates fairness, respect for differences, and an intention to work together for the common good.

## Core Principles

- **Respect and Courtesy** - All communications should be respectful, courteous, and considerate of others' opinions, backgrounds, and perspectives.
- **Professionalism** - Maintain a professional tone and demeanor in all interactions, reflecting positively on the OSBA and its stakeholders.
- **Transparency** - Be open and honest in communications, providing clear and accurate information while maintaining confidentiality where necessary.
- **Inclusivity** - Ensure communications are inclusive, avoiding language that could be discriminatory, offensive, or exclusive to any group.
- **Safety** - Prioritize the safety and well-being of all members and staff in all communications and interactions.

## Communication Guidelines

### General Communications

- All communications issued on behalf of the board are accurate and truthful to the best of our ability at the time of the communication.
- All communications do not discriminate, harass, or demonstrate disrespect toward any person.
- All discussions and debates are conducted in a respectful and safe manner.

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VISION	Throughout the day and throughout the year, Old Strathcona is an active place where people choose to have adventures. Where they can get lost for hours, where they are happily surprised by new experiences. The streets are full of a diversity of people, ideas and businesses, and an energy of community, activism, positivity and possibility.
MISSION	From the thunderous footsteps of excited crowds to the rumble of a million passionate conversations, OSBA brings spaces to life with compassion and intention, engagement and empowerment, where commerce is a celebration of shared values. We build our community by caring about the impact our actions have on our community.

## Interactions

- **Feedback and Suggestions** - We encourage everyone to share what they love about our district, what could be Improved, and ideas for the future. Your opinion is important and wanted.
- **Respectful Dialogue** - Communication should be respectful, valuing diverse opinions and perspectives. We expect the same consideration from others.
- **Prohibited Behaviors** - The following behaviours will not be acknowledged or tolerated:
  - Sarcasm, insults, or minor intimidation in the attempt to bully or coerce, such as making unreasonable demands, not allowing employees and board members to speak or respond, or making derogatory comments, such as threats to an employee's job or negative comments about an employee's body.
  - Excessive and/or persistent communications (telephone calls, emails, texts, visits) that are not warranted and/or they are related to a concern, question or topic that has already been addressed.
  - Behaviours that are disrespectful, discriminatory, prejudiced against, or antagonistic towards others related to a protected ground under the *Human Rights Act* (for example, race, religious belief, age, gender, sexual orientation or disability). Behaviours may include negative comments, jokes, innuendos, or the displaying of hurtful or inappropriate messaging through symbols, body art, or words/phrases.

(See full harassment policy following this code of conduct)

## Contact Information

We would love to hear from you! Please reach out to us at [info@oldstrathcona.ca](mailto:info@oldstrathcona.ca) with any questions, concerns, or suggestions. Your feedback is valuable in helping us make Old Strathcona a better place for everyone.

## Conclusion

Thank you for working with us to help make Old Strathcona a brighter place. By adhering to this Communications Code of Conduct, we can ensure a positive, professional, and productive environment that supports the growth and betterment of our community.



## Old Strathcona Business Association Workplace Harassment Prevention Policy September 2024

The management of Old Strathcona Business Association (OSBA) is committed to providing a work environment in which all workers are treated with respect and dignity. Harassment will not be tolerated from any person at or outside of the work site including the OSBA Board of Directors, OSBA members, volunteers and members of the public. This policy, along with OSBA's Communications code of conduct, applies to anyone who interacts with an OSBA staff member.

OSBA is committed to eliminating or, if that is not reasonably practicable, controlling the hazard of harassment. Everyone is obligated to uphold this policy and to work together to prevent workplace harassment.

Workplace harassment means any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person, that will or would cause offence or humiliation to a worker, or adversely affects the worker's health and safety. It includes conduct, comment, bullying or action because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation, and a sexual solicitation or advance.

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or a work site is not workplace harassment.

As outlined in our communications code of conduct ([link to](#)), the following behaviours are prohibited and will not be acknowledged or tolerated:

- Sarcasm, insults, or minor intimidation in the attempt to bully or coerce, such as making unreasonable demands, not allowing employees and board members to speak or respond, or making derogatory comments, such as threats to an employee's job or negative comments about an employee's body.
- Excessive and/or persistent communications (telephone calls, emails, texts, visits) that are not warranted and/or they are related to a concern, question or topic that has already been addressed.
- Behaviours that are disrespectful, discriminatory, prejudiced against, or antagonistic towards others related to a protected ground under the *Human Rights Act* (for example, race, religious belief, age, gender, sexual orientation or disability). Behaviours may include negative comments, jokes, innuendos, or the displaying of hurtful or inappropriate messaging through symbols, body art, or words/phrases

In support of this policy, we have put in place workplace harassment prevention procedures. It includes measures and procedures to protect workers from the hazard of harassment and a process for workers to report incidents or raise concerns.

The employer will ensure this policy, and the supporting procedures are implemented and maintained. All workers and supervisors will receive relevant information and instruction on the contents of the policy and procedures.

Supervisors will adhere to this policy and the supporting procedures. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting procedures. All workers are required to raise any concerns about harassment and to report any incidents to the Executive Director.

The employer will investigate and take appropriate corrective actions to address all incidents and complaints of workplace harassment in a fair, respectful and timely manner.

The employer pledges to respect the privacy of all concerned as much as possible. The employer will not disclose the circumstances related to an incident of harassment or the names of the parties involved (including the complainant, the person alleged to have committed the harassment, and any witnesses) except where necessary to investigate the incident, to take corrective action, to inform the parties involved in the incident of the results of the investigation and corrective action taken, or as required by law.

No workers can be penalized, reprimanded or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing situations involving harassment. This harassment prevention policy does not discourage a worker from exercising the worker's right under any other law, including the *Alberta Human Rights Act*.

Approved by the OSBA Board October 2, 2024