



# Code of Conduct

for all officers, employees and volunteers  
of The Salvation Army  
in Canada and Bermuda

• 2014

# The Salvation Army Canada and Bermuda Territory Code of Conduct

## 1. Purpose

In order to assist The Salvation Army in maintaining a harmonious and ethical work environment, which honours God and serves the community, this Code of Conduct (the “Code”) has been adopted to set out the Basic Principles and Rules that all staff must follow in the performance of their work, whether they are officers, employees or volunteers.

## 2. Basic Principles

All officers, employees and volunteers of The Salvation Army are expected to behave in ways that are aligned with the organization’s mission and values.

### **Mission Statement:**

**The Salvation Army exists to share the love of Jesus Christ, meet human needs  
and be a transforming influence in the communities of our world.**

### **Operational Values:**

**Compassion:** We reach out to others and care for them.

**Respect:** We promote the dignity of all persons.

**Excellence:** We strive to be the best at what we do and a model for others to emulate.

**Integrity:** We are honest, trustworthy and accountable.

**Relevance:** We are committed to the pursuit of innovation and effectiveness.

**Co-operation:** We encourage and foster teamwork and partnerships.

**Celebration:** We give thanks by marking milestones and successes.

## 3. Rules of Conduct (“Rules”)

In all dealings at or on behalf of The Salvation Army, Officers, Employees and Volunteers must:

- a) Conduct themselves at all times with honesty, integrity and transparency;
- b) Perform their defined duties to the best of their ability;
- c) Treat others, including other officers, employees, volunteers, funders and clients with respect, dignity, fairness and courtesy;
- d) Never act in a discriminatory, harassing or violent way towards others;
- e) Never use their position in order to gain an advantage over or exploit the vulnerability of others;
- f) Avoid putting themselves or The Salvation Army in a real or perceived conflict of interest;
- g) Follow all applicable laws regardless of where The Salvation Army conducts its operations;
- h) Comply with all applicable Salvation Army policies and procedures;
- i) Collect, use and disclose confidential information only in accordance with Salvation Army policy and applicable privacy law;
- j) Conduct all business activities in a responsible manner, consistent with ethical obligations of stewardship and in accordance with all applicable laws, policies and procedures;

## The Salvation Army Canada and Bermuda Territory Code of Conduct

- k) Always strive for the highest health, safety and environmental standards in all facilities and work areas;
- l) Keep all records, documents and communications accurate, truthful, and up-to-date;
- m) Use information technology, including internet and email, in a professional and appropriate manner, in accordance with Salvation Army policy;
- n) Never destroy or take for personal use any items belonging to or safeguarded by The Salvation Army without prior written approval;
- o) Never participate in or assist others to participate in any illegal and/or criminal activities;

### **4. Alcohol and Drug Abuse**

While the use of medicinal drugs is clearly acceptable, no officer, employee or volunteer may use, distribute, or be under the influence of alcohol or non-medicinal drugs in the workplace. Anyone with alcohol or drug dependency is encouraged to seek treatment. While The Salvation Army is committed to providing support and assistance in dealing with such dependency, anyone who is found to be under the influence of non-medicinal drugs or alcohol will be sent home immediately, and may be subject to disciplinary action.

### **5. Officers: Orders and Regulations**

In the event of a conflict between the provisions of this Code of Conduct and Orders and Regulations, the latter shall take precedence.

### **6. Violation of the Code**

Any violation of this Code is viewed as a serious matter regardless of whether or not the actions in question were taken for the sake of convenience, or whether or not there is any actual loss or benefit to The Salvation Army and/or others.

An officer, employee or volunteer who becomes aware of a violation of this Code should report it immediately to the Chief Secretary's Office at Territorial Headquarters at 416-422-6198. The Territorial Director of Employee Relations will ensure the Divisional Commander/Department Head and the Secretary for Personnel (should an officer be party to the concern) is advised of all complaints received and will discuss further actions required. No officer, employee or volunteer will be disciplined for reporting in good faith any known or suspected violation of the Code. Any officer, employee or volunteer who attempts to retaliate against another officer, employee or volunteer for reporting in good faith any violation will be subject to disciplinary action, up to and including termination for cause.

All officers, employees and volunteers are expected to cooperate fully in any investigation of a suspected breach of the Code.

Depending on the findings of the investigation, disciplinary action may be taken up to and including termination for cause. Violations may also result in civil and/or criminal proceedings being initiated.



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## **CODE OF CONDUCT RECEIPT AND ACKNOWLEDGMENT FORM**

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I acknowledge that I have received and read The Salvation Army's Code of Conduct. I understand the standards and policies contained in the said Code. I further agree to comply with the said Code.

I understand that if I have any questions or concerns at any time regarding the Code of Conduct, I will consult with my supervisor.