



Safer Spaces

CREATING SEXUAL HARASSMENT FREE WORKPLACES
IN BC'S TOURISM AND HOSPITALITY INDUSTRY

CODE OF CONDUCT

Key components to consider when developing a Code of Conduct

A code of conduct is a set of rules that guides employees in daily practices and interactions with each other. It is most often included in the [employee handbook](#) and may also be posted on the company's website for guests, visitors and other stakeholders to view.

A code of conduct is important in the workplace because it provides employees with a concrete guide on how they're expected to act while on the job and what is acceptable and non-acceptable behaviour. It demonstrates a company's values and what the company expects and strives for in terms of workplace culture.

The following are steps you can follow when drafting a code of conduct for your organization:

- Consider any ethical issues that have occurred in the past
- Determine who will be included in the creation of your company's code of conduct
- Create an outline
- Discuss the draft with stakeholders
- Compose the final draft

Here are some key points which should be covered in your Code of Conduct. This is quite an extensive list and you can move some of below into separate policies & procedures, i.e. dress code, attendance expectations etc.

- Company mission & vision statement
- Company Commitment to Diversity, Equity, and Inclusion statement
- Definitions and examples of sexual harassment, discrimination, bullying, workplace violence and microaggressions
- Unacceptable behaviors and their consequences
- Relationships in the workplace
- Legal compliance
- Protected grounds under the BC Human Rights Cod and the Canadian Human Rights Act
- Employee rights
- Attendance expectations
- Internal practices (e.g., dress code, etc.)
- External practices (e.g., confidentiality, privacy, etc.)
- Chain of command
- Informal resolution/formal resolution
- Disciplinary process



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- Privacy policy
- Conflicts of interest