



Member Code of Conduct

Version 1.0 January 2024

Overview

The Canada Green Building Council (“CAGBC”) fosters a casual environment – but one that is professional, has boundaries and maintains the highest standards of respect, honesty and accountability. One of CAGBC’s fundamental principles is an expectation that all individuals associated with CAGBC be treated fairly with the utmost dignity and integrity.

These principles and this Code of Conduct apply to all CAGBC Members (“Members”) including their employees, third-party contractors, partners and representatives (“Member Representatives”) and sets out standards of conduct that Members and Member Representatives are required to abide by, both in letter and spirit, when interacting with:

- a) The Public;
- b) The Sector – including dealings with CAGBC stakeholders and other Members or Member Representatives; and
- c) CAGBC – including but not limited to its staff, consultants, clients and volunteers, in all contexts including verbal or online interactions and physical attendance at any CAGBC office or other premises at which CAGBC conducts its activities, events and initiatives.

At all times Members and Member Representatives must behave in a way that protects the best interests of CAGBC and those associated or involved with it and act with professionalism, honesty, integrity and fairness and abide by the policies and principles defined herein.

The Details

While this Code cannot contemplate every ethical dilemma or situation, its purpose is to ensure that the highest standards of ethical conduct are maintained and outlines the basic principles with which all Members are, at a minimum, expected to comply. Please read this Code carefully. It is the Member’s responsibility to ensure that all Member Representatives are aware of, have read and comply with the spirit, principles and policies set out.

PROFESSIONALISM & PERFORMANCE

All Members and Member Representatives are expected to:

- Act in a professional manner which includes meeting obligations, being truthful, being cooperative, and maintaining integrity and civility in conduct and communications.
- Act in accordance with any professional or normal business standards.

- Present themselves in a professional manner in keeping with the nature of the activity being performed.
- Contribute to a healthy and safe workplace by complying with all safety legislation and/or policies and by taking all reasonable precautions to ensure their own safety and that of others.
- Collect, use and disclose information provided by CAGBC or other Members only for the purposes for which it was provided and, under no circumstances, disclose such information or Member directory information to third parties.
- Refrain from engaging in activity that could be considered to be a “conflict of interest”. A conflict of interest arises when a Member or any Member Representative allows, or appears to allow personal interests or relationships to impair judgement and commitment to make decisions with integrity and honesty, and in so doing, acts in a way that is damaging, or potentially damaging to CAGBC and the reputation of CAGBC or others in the Sector. Examples of a conflict of interest include:
 - Using the relationship with CAGBC or any confidential or proprietary information of CAGBC or any other Member for any unauthorized benefit or for the benefit of unauthorized persons.
 - Solicitation or acceptance of personal gifts or gratuities, or the appearance thereof, that might reasonably suggest an exchange, in return for preferential business treatment.
 - Using the relationship with CAGBC or any other Member to influence or bypass appropriate procedures for or result in personal gain or for the benefit of family, friends, colleagues or anyone else.
- Refrain from engaging in “improper conduct” including but not limited to anything that involves illegal, fraudulent, dishonest or unethical behaviour or serious negligence. Some examples of improper conduct include:
 - Abuse of, tampering with, unauthorized use of or negligent use of CAGBC property, equipment or systems or the property, equipment or systems of any other Member or service provider to CAGBC.
 - Misrepresenting to anyone that CAGBC endorses or provides preferential treatment to any of the Member’s products or services or knowingly misrepresenting that any product, service or building conforms to any certification standard owned or administered by CAGBC when it does not.
 - Falsifying records or falsely claiming that Member products, services or buildings are endorsed by CAGBC.
 - Illegal or inappropriate use, whether knowingly or not, of any CAGBC certification mark or other intellectual property.
 - Discrediting, defaming or causing harm to CAGBC or any other Member or Member Representative.

COMPLIANCE WITH LAWS, RULES AND REGULATIONS

Compliance with both the letter and spirit of all laws is mandatory and all Members are expected to respect and obey all laws, rules and regulations that govern the business of CAGBC including all federal laws and the laws of the cities and provinces in which CAGBC operates.

DISCRIMINATION, HARASSMENT AND VIOLENCE

We value diversity and are committed to providing equal opportunity and a safe environment in all aspects of engagement with CAGBC. Abusive, harassing, violent or offensive conduct is unacceptable in any circumstances, whether verbal, physical, psychological or social.

Harassment may be considered as any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to another, or adversely affect that person's health and safety. Some examples include:

- unwelcome remarks or jokes about subjects like one's race, national or ethnic origin, religion, age, sex (including pregnancy or childbirth), sexual orientation, marital status, family status, gender, gender identity or expression, physical or mental disability;
- displaying discriminatory or other offensive pictures, posters, e-mails or screen displays;
- sending or receiving messages or files, by e-mail or any other form of delivery, that are illegal, sexually explicit, abusive, offensive, profane, unwelcome, or that may adversely affect the person or CAGBC;
- sexual harassment, including sexual solicitations or advances;
- unnecessary physical contact, such as touching or pinching;
- threats, intimidation or verbal abuse; or
- any other action that may reasonably be perceived as offensive or disrespectful.

Violence is the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm. It includes:

- physical attack or aggression;
- threatening behavior;
- verbal or written threats;
- domestic violence (when it spills into any workplace or activity); and
- sexual violence.

Protecting CAGBC’s Brand and Reputation

CAGBC’s reputation with its audiences and stakeholders is at the core of its success and must be protected continuously. It has been built over the years and depends upon our commitment to principles of ethical conduct. While participating in any engagement with CAGBC, all Members and Member Representatives must always conduct themselves in ways that do not damage CAGBC’s reputation and do not harm the trust that CAGBC has built with its members, clients, the sector, external stakeholders and the public.

External Communications

In the course of or following the termination of any engagement, Members or Member Representatives may be asked to express views and give presentations on matters relating to CAGBC’s areas of expertise. Members and Member Representatives are prohibited from making any statement about the engagement with CAGBC without the prior written consent of CAGBC or make any statement that suggests a position held by, view or opinion of CAGBC. Any request for comments or communications must be passed on to the CAGBC Director of Corporate Communications and Marketing without further comment. In all cases, the Member or Member Representative should refrain from making statements that might discredit CAGBC or its members, clients or stakeholders.

Failure to Comply

Any Member or Member Representative who fails to comply with the requirements and spirit of this Code is subject to immediate and appropriate disciplinary action, including revocation or expulsion of the Member from membership in accordance with the CAGBC Bylaws and/or termination of any participation with any on-going activities with CAGBC.

In keeping with its values, CAGBC expressly reserves the right in its discretion to take such action as required, including immediately removing any Member or Member Representative from any CAGBC event or meeting or to deny access to any Membership Benefit, to address any real or perceived violation of or failure to comply with the *Discrimination, Harassment and Violence* section of this Code of Conduct.