

Code of Conduct Policy

Category: Governance



1. Purpose

The Art Gallery of Burlington (AGB) is committed to a professional, respectful, safe, ethical, and accountable environment. This policy establishes the conduct expected of people working, volunteering, learning, or providing services on behalf of AGB. It protects AGB's people, information, assets, collections, operations, and reputation.

2. Scope

This policy applies to all employees; interns, co-op students, and students on placement; volunteers; and, where appropriate to their role, contractors, consultants, instructors, facilitators, and others providing services on behalf of AGB.

It applies on AGB property; while carrying out AGB work, programs, events, travel, placements, or volunteer activities; when using AGB systems, equipment, accounts, or information; and to in-person or electronic conduct reasonably connected to the individual's relationship with AGB. Requirements and consequences may vary according to that relationship.

3. Standards of Conduct

Individuals subject to this policy must:

- act honestly, professionally, and in AGB's best interests;
- treat others with dignity, respect, fairness, and courtesy;
- support a safe, inclusive, accessible, and welcoming environment;
- comply with applicable laws, AGB policies and procedures, and reasonable directions related to their role;
- protect confidential information and use AGB property and resources responsibly;
- disclose conflicts of interest and avoid using their role for personal benefit; and
- report suspected misconduct, hazards, or policy violations through the appropriate channels.

3.1 Respectful Safe and Professional Conduct

Individuals must behave respectfully, professionally, and inclusively when interacting with employees, volunteers, artists, instructors, participants, members, donors, visitors, contractors, community partners, and others connected with AGB.

Discrimination, harassment, sexual harassment, violence, bullying, intimidation, threats, and other disrespectful or inappropriate conduct are prohibited. Differences of opinion must be addressed constructively and must not disrupt the workplace or create an unsafe, hostile, or unwelcoming environment.

Individuals must follow applicable health and safety, emergency response, security, and incident-reporting requirements; promptly report hazards, incidents, injuries, threats, and near misses; and protect keys, access credentials, safety equipment, and security systems from misuse.

3.2 Integrity Conflicts of Interest and Gifts

Individuals must act honestly, comply with legal and AGB requirements relevant to their role, and seek guidance before proceeding when the legality or appropriateness of an action is uncertain.

Actual, potential, or perceived conflicts of interest must be disclosed promptly under AGB's Conflict of Interest Policy. Individuals must not participate in a related decision or activity until the conflict has been reviewed and they have received direction. They must not use their position, influence, information, or AGB resources for personal benefit or for the unauthorized benefit of another person or organization.

Individuals must not solicit or accept gifts, hospitality, favours, commissions, or other benefits that could influence or appear to influence their judgment. Unsolicited gifts or hospitality may be accepted only when appropriate, not likely to create an obligation, and worth no more than a combined \$100 from the same source in a calendar year. Cash and cash equivalents, including gift cards, must not be accepted. Anything exceeding these limits or creating a possible conflict must be declined or disclosed to the individual's Director or Manager for direction. Matters involving the Executive Director must be disclosed to the Chair of the Board of Directors.

3.3 Confidentiality Information and AGB Resources

Individuals must protect confidential, personal, sensitive, and proprietary information obtained through their relationship with AGB. Information may be accessed, used, stored, or disclosed only for authorized AGB purposes and in accordance with legal and AGB requirements. Suspected loss, unauthorized access, disclosure, or misuse must be reported promptly. Confidentiality obligations continue after the individual's relationship with AGB ends.

AGB property, funds, facilities, equipment, technology, systems, supplies, intellectual property, and other resources must be protected and used responsibly for authorized purposes. Individuals must not remove, dispose of, damage, misuse, or access AGB property, records, systems, or restricted areas without authorization. AGB property and access credentials must be returned when requested or when the individual's relationship with AGB ends.

3.4 Records and Financial Integrity

Individuals must create, maintain, approve, and submit AGB records accurately and honestly. They must not create, alter, conceal, destroy, or approve false, misleading, incomplete, or unauthorized records; misrepresent transactions, expenses, hours, attendance, or activities; or make or authorize transactions without appropriate approval and supporting documentation.

Individuals must cooperate with authorized audits, reviews, investigations, and records-management requirements. Suspected errors, fraud, financial irregularities, or misuse of funds or records must be reported promptly.

3.5 Collections Related Conduct

Individuals involved in collections, acquisitions, loans, exhibitions, appraisals, or related decisions must remain objective and must not use their role, access, or specialized knowledge for personal benefit. Unless authorized under AGB policies, they must not:

- deal in artworks or cultural property for personal profit where this creates or appears to create a conflict with their AGB responsibilities;

- participate in a decision involving an artwork or object in which they or someone connected to them has an undisclosed interest;
- accept a commission, gift, favour, or benefit connected to an AGB collections or artistic decision;
- provide an appraisal, valuation, authentication, or certificate using or appearing to use AGB's authority; or
- make a purchase in AGB's name for themselves or another person or organization.

Collections-related conflicts must be disclosed and addressed under AGB's Conflict of Interest Policy and applicable collections policies.

3.6 Public Communications

Individuals must represent AGB accurately and professionally. Only authorized individuals may make official statements, speak with the media on AGB's behalf, publish through official AGB channels, or use AGB's name, logo, or branding for public or promotional purposes. Personal opinions must not be presented as AGB's views, and personal communications or social media activity must not disclose confidential information or otherwise violate AGB policies.

3.7 Fitness for Work Alcohol and Other Substances

Individuals must be fit to perform their responsibilities safely and appropriately. They must not carry out work, volunteer duties, placements, or services while impaired by alcohol, cannabis, medication, illegal drugs, fatigue, or another substance or condition.

The possession, use, distribution, or sale of alcohol, cannabis, or illegal drugs while carrying out AGB responsibilities or on AGB property is prohibited unless permitted by law and authorized by AGB. Where alcohol is served at an authorized AGB event, individuals must behave responsibly and remain fit for assigned duties. Smoking and vaping are prohibited within AGB facilities and wherever prohibited by law or City of Burlington requirements.

Anyone whose medication, disability, or medical condition may affect safe performance should seek appropriate support or accommodation. AGB will address accommodation needs in accordance with applicable law and AGB requirements.

4. Reporting Concerns and Protection from Reprisal

Individuals must promptly report conduct they reasonably believe may violate this Code, another AGB policy, or an applicable legal requirement. Concerns should normally be reported to the individual's Director, Manager, or primary AGB contact. A concern may be reported directly to the Executive Director when the usual contact is involved, the individual is uncomfortable using the usual channel, or the matter warrants escalation. Concerns involving the Executive Director must be reported to the Chair of the Board of Directors or another contact identified in an applicable AGB policy.

Concerns within the scope of AGB's Whistleblower Policy, including suspected fraud, financial irregularity, or serious wrongdoing, may be reported through that policy. Immediate threats, workplace violence or harassment, safety concerns, and privacy or security incidents must be reported through the applicable AGB process. Emergency services must be contacted where immediate assistance is required.

Reports must be made honestly and in good faith. Individuals must preserve relevant information, cooperate with authorized reviews or investigations, and must not knowingly make false, misleading, or malicious allegations or investigate a matter themselves unless authorized.

AGB prohibits reprisal against anyone who makes a good-faith report, seeks guidance, provides information, or participates in a review or investigation. Suspected reprisal must be reported promptly. This protection does not prevent action in response to a knowingly false or malicious allegation or for legitimate reasons unrelated to a report.

5. Response to Violations

AGB will review reported or suspected violations using the process appropriate to the concern. Individuals must cooperate honestly and fully. Information will be shared only as reasonably necessary to review the matter, take action, protect individuals, or comply with legal obligations.

A substantiated violation may result in action appropriate to the conduct and the individual's relationship with AGB. This may include guidance or training; changes to duties, access, supervision, or reporting relationships; discipline up to and including termination of employment; ending a volunteer assignment, placement, contract, or other relationship; repayment or return of property; or referral to an appropriate authority.

AGB is not required to apply measures in a particular order. Its response will reflect the nature, seriousness, impact, and circumstances of the violation, including whether the conduct was deliberate or repeated.

6. Related Documents

- Accessibility Policy*
- Confidentiality and Privacy Policy*
- Conflict of Interest Policy*
- Health and Safety Policy
- Incident Reporting Procedure
- Information Technology Acceptable Use Policy*
- Whistleblower Policy*
- Workplace Violence and Harassment Policy and Procedure
- applicable collections policies and procedures
- Code of Conduct Acknowledgement

7. Approval and Review

Approved By:	Emma Sankey, Executive Director
Date Approved:	September 15, 2026
Last Reviewed:	2023
Next Review:	2028