

Code of Conduct and Ethics Policy (September 2025)

At Parks and Recreation Ontario, we believe in creating a vibrant and inclusive workplace where every individual feels valued and empowered. Our commitment to ethical conduct and professional integrity is the cornerstone of our success. This policy outlines the principles that guide our actions and decisions, ensuring we uphold the highest standards in all our endeavors.

Scope of Application

This Code of Conduct applies to all individuals associated with Parks and Recreation Ontario, including employees, board members, volunteers, contractors, vendors, and partners. It reflects our shared commitment to ethical behavior and professional integrity in all interactions and activities connected to the organization.

Commitment to Excellence

Striving for excellence is at the core of our mission. We are dedicated to implementing best practices in all areas of our operations and continuously seeking ways to improve. Our commitment to excellence drives us to innovate, adapt, and grow, ensuring that we remain leaders in our sector.

Inclusion, Diversity, Equity and Accessibility.

Diversity and inclusion are essential to our organization's growth and success. We celebrate the unique perspectives and backgrounds of our community, recognizing that our differences make us stronger. By embracing diversity, we foster an environment where innovation thrives and everyone can contribute meaningfully.

Conflicts of Interest

We value integrity in all our business relationships. Employees, Board Members, volunteers, vendors and partners are expected to disclose any personal or financial connections that could influence decisions. A clear process for reporting and managing conflicts of interest helps ensure fairness and transparency. By being open about potential conflicts, we protect the integrity of our decision-making and maintain trust across our organization.

Legal Compliance and Professionalism

We are committed to adhering to all relevant Canadian laws and regulations, and we expect our employees and partners to act in accordance with these legal standards. Professionalism is at the heart of our conduct, and we commit to acting and communicating respectfully and effectively in all interactions.

Fair and Transparent Marketplace Practices

We are committed to fair and transparent pricing for all our products and services. Our pricing reflects the value we provide and is communicated clearly to ensure our clients and partners understand what they are paying for. To ensure clarity and consistency, we provide a publicly accessible price list that outlines our offerings and associated costs. All customers are treated equitably, with no preferential pricing or hidden fees. We believe that honesty in pricing builds trust and supports long-term relationships, and we strive to ensure that every client receives the same high standard of service and value.

Responsible Use of Company Resources

We are committed to using our resources responsibly and in alignment with our mission. Whether using public funds, digital tools, physical assets or staff time, we strive to ensure these are used ethically, efficiently and for the benefit of our community. We encourage transparency and accountability in all aspects of resource management. We take financial stewardship seriously, ensuring that all funds are managed responsibly, transparently and in alignment with our mission.

Handling Difficult Interactions

Difficult interactions can happen in any setting, whether with clients, partners, colleagues or the public. Employees and stakeholders are encouraged to speak up, and we commit to following up in a timely and transparent way. We will always respond with professionalism, empathy and respect, aiming to resolve issues fairly, constructively and promptly.

Social Media and Online Conduct

We recognize that personal expression is important, and we understand the impact that digital content and online communication can have on our team and on our organizational reputation. Employees, Board Members, volunteers, and vendors are expected to maintain professionalism in all public posts, including when referencing the organization. Online activity, whether personal or professional, should reflect our values and contribute to a respectful, constructive, and non-partisan digital presence.

Accepting Gifts from Vendors

To avoid any appearance of bias or undue influence, employees must not accept gifts from vendors or partners that could affect, or appear to affect, business decisions. Maintaining transparency in these interactions helps ensure fairness and supports ethical standards in all organizational relationships.

Confidentiality and Data Protection

We understand the importance of protecting sensitive information and maintaining confidentiality. Our employees are entrusted with safeguarding company data and handling it with the utmost care. We are committed to upholding the highest standards of privacy, ensuring

that personal and business information is secure. We encourage open dialogue to address and resolve any concerns quickly, constructively and transparently.

Training and Continuous Improvement

We are committed to continuous learning and development across all areas of our work. Regular training and awareness initiatives help ensure that employees understand and apply our values in day-to-day decision-making. By fostering ethical behavior and professional growth, we support a positive workplace culture where everyone can thrive.

Policy Review and Updates

This policy is reviewed regularly to ensure it remains current, practical, and aligned with organizational needs. Updates are communicated clearly, reinforcing our commitment to transparency, accountability, and continuous improvement.

For questions or to report concerns related to this policy, please contact [**pro@prontario.org**](mailto:pro@prontario.org)