

Policy Name:	Code of Conduct for MROO Representatives
Date of Approval:	December 2017
Review Date:	December 2024
Review Responsibility:	Governance Committee
Amendment Dates:	March 1, 2021

Municipal Retirees Organization of Ontario (MROO) was incorporated as a not-for-profit in 1977. We advocate on behalf of all Ontario Municipal Employees Retirement System (OMERS) pensioners and provide services to more than 25,000 MROO members. MROO is committed to ensuring that it maintains the highest standards of integrity and the trust of its members and the public in all aspects of its affairs.

Summary

While the Constitution affirms MROO's commitment to respecting human rights, and while the Board has adopted a policy regarding potential conflicts of interest on the part of Board members, the Board wishes to initiate a Code of Conduct which will apply to any person when that person is acting on behalf of or identifiable as a MROO officer or representative.

Authority for Policy

Article 2, *MROO Constitution*

Application

In this policy, "MROO representative" means any person, including but not limited to directors, executive officers, alternate directors, ambassadors, and support service providers, whenever that person is:

- in a position to represent MROO in public.
- in any meetings and interactions on behalf of MROO; or
- identifiable as a MROO official or representative.

Objectives

The objective of this policy is to: protect the reputation of the organization; uphold its commitment to human rights; and ensure that the organization is, and is seen to be, responsible to its members and respectful in the behaviour of its officers and representatives.

Codes of Conduct

MROO representatives will:

at all times be respectful to each other, MROO members and members of the public.

1. be moderate in their purchase and consumption of alcoholic beverages and avoid any appearance of irresponsibility or extravagance that an observer might reasonably attribute to MROO.
2. avoid any comment or conduct that contravenes MROO's commitment to human rights or that the representative ought to know may offend due to its discriminatory nature because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual

orientation, gender identity, gender expression, age, marital status, family status or disability.

3. be respectful of the opinions of others and, in cases of disagreement, seek to minimize confrontation or unpleasantness; and
4. not act in an unruly, threatening, or disruptive fashion.

Declaration

Not later than thirty (30) days following the date of a notice from the MROO Office or a Zone Director, a MROO representative must sign a *Code of Conduct Declaration* (see Appendix A) that they have read and understood the Code of Conduct for MROO Representatives and agree to abide by it.

The MROO Office or a Zone Director will normally provide notice of this requirement not later than seven (7) days following:

1. the approval of an amendment of the Code of Conduct for MROO Representatives.
2. the Annual General Meeting (AGM) of MROO members; or
3. the appointment or election of a MROO representative, in which case the notice and declaration form may be included in any welcome package that may be in use at the time.

Complaints and Contravention

1. Any person may request a review as to whether a MROO representative has contravened a code of conduct applicable to the representative by completing the *Code of Conduct Complaint Form* (see Appendix B) and submitting it to the executive director. If the complaint is about the executive director, the form may be submitted to the president or the chair of the executive committee. The procedure and conditions applicable to filing a complaint are as set out in the form, as amended.
2. The executive committee will review the executive director's report and make recommendations to the board of directors. Based on the balance of probabilities if the executive committee determines:
 - a. the complaint is unfounded, the executive committee will recommend to the board the dismissal of the complaint; or
 - b. the complaint is founded and the MROO representative has contravened this Code of Conduct, the executive committee will determine and recommend to the Board action it considers commensurate with the severity and impact of the contravention.
3. Without limiting the authority of the board of directors in the matter, such action may include a letter of reprimand, requirement of an apology, requirement of appropriate training, and/or future restrictions on the nature or frequency with which the person found to be in contravention of this Code of Conduct represents MROO.

4. In the case of a non-elected representative or support service provider, the board of directors may dismiss the person from any further capacity as a MROO representative, as may be provided in applicable legislation.
5. In the case of an elected director, including *ex officio* and alternate directors, the board of directors may suspend the person for up to ninety (90) days from any or all duties as a MROO officer or representative unless or until the person has taken specified remedial action.

Reprisals

No MROO representative will seek any reprisal or threaten any reprisal against a complainant or any other person for providing relevant information to MROO in the course of inquiry pursuant to a complaint.

Review

In addition to the scheduled review date, the executive committee may review this policy periodically to ensure that it is being effective in meeting its objectives and may recommend amendments to the board.

Appendix A

Municipal Retirees Organization Ontario (MROO)
Code of Conduct Declaration

I declare that I have read and understood the Code of Conduct for MROO Representatives and agree to abide by it.

Signed: _____

Name: _____

Position: _____

Date: _____

Appendix B

Municipal Retirees Organization Ontario (MROO) Code of Conduct Complaint Form and Procedure

Any person may request the executive director to conduct a review as to whether a MROO representative has contravened a code of conduct applicable to the representative. The executive director will provide the MROO representative an opportunity to respond to the complaint. The response will be included in the executive director's report to the executive committee and attached to the executive committee's recommendations to the board, along with this complaint form. The board is not a court and will consider each complaint as a matter of policy. The board has a duty to consider each matter of policy on its own merits without regard to precedent.

Complainant Contact Information

Complainant Full Legal Name: _____

Full Address: _____

Phone Number (daytime): _____ Other Number: _____

Email address: _____

Filing a Code of Conduct Complaint:

1. A complaint that a MROO representative has contravened this Code of Conduct may be filed by any person or entity.
2. A complaint that a member has contravened this Code of Conduct must be submitted within six (6) weeks of the complainant becoming aware of the alleged contravention and no more than six (6) months after the alleged contravention.
3. During the election period in any zone no complaint that a MROO representative has contravened this Code of Conduct may be submitted by any person.
4. A complainant is required to provide the following information:
 - a. the name of the MROO representative alleged to have contravened a Code.
 - b. the section(s) of a Code allegedly contravened by the member.
 - c. the date, time, and location of the alleged contravention(s).
 - d. an explanation as to why the complainant believes that the issue raised may be a contravention of a Code.
 - e. any other evidence in support of the allegation must be included and be dated and signed by the complainant; and
 - f. the full contact information for the complainant, including mailing address, telephone number, and email address.

Appendix B

Municipal Retirees Organization Ontario (MROO)
Code of Conduct Complaint Form (Continued)

Details of Alleged Code of Conduct Contravention: