

CASA CODE OF CONDUCT

The objective of this Code of Conduct is to establish the expectations around the conduct of all members of the CASA, including members of the CASA Board of Directors, members of the CASA Executive and executives or members of a ratified Subsidiary of the CASA, so as to ensure that all members of the CASA have the best university experience possible, by always showing respect to each other and our surrounding environment.

Because no single Code of Conduct can address every situation members of the CASA may encounter, are all expected to be guided by the letter and the spirit of this Code of Conduct and to exercise good judgment. In circumstances where they are unsure as to the proper course of action, they are to seek guidance from the Oversight Council constituted herein.

This Code of Conduct is not a substitute for other existing policies and codes, and aims at complementing other such guidelines, which may be applicable to members of the CASA, such as:

- The *Constitution of the Commerce and Administration Students' Association* (hereafter the "Constitution")
- The *Book of Policies of the Commerce and Administration Students' Association* (hereafter the "Book of Policies")
- The *Academic Code of Conduct* of Concordia University
- The *Code of Rights and Responsibilities* of Concordia University

Finally, in addition to complying with this Code of Conduct, members of the CASA also have rights and responsibilities under the laws of Canada, Québec and local governments, including:

- The *Criminal Code of Canada*
- The *Charter of human rights and freedoms (Québec)*
- The *Civil Code of Québec*

SECTION 1. DEFINITIONS

"CASA": shall designate the Commerce and Administration Student's Association;

"CASA Activity" or **"CASA Activities"**: shall refer to and include any activity or event organized, supervised, approved, sponsored or financed by the CASA or a Subsidiary;

"CASA Delegate(s)": shall designate any member of the CASA who occupies an official position or function for a Subsidiary, the CASA Executive or the CASA Board of Directors, including a CASA Executive, a Director on the CASA Board of Directors, and the president or another executive of any Subsidiary;

"CASA Function(s)": shall designate any act or omission performed by a CASA Delegate whenever such act or omission is performed in their official capacity or relates to their duties or responsibilities as a CASA Delegate;

“CASA Electronic Medium”: shall designate all websites, social media accounts, e-mails, blogs, etc. belonging to, or controlled by the CASA, a Subsidiary or a CASA Delegate;

“CASA Values”: shall designate the values contained at Section 2 herein;

“CASA Property”: shall designate all movables and immovables, corporeal and incorporeal property and tangible and intangible property which belong to CASA. This includes:

- Office stationary and equipment, electronics and software
- Inventions, trademarks, copyrights, patents and any other types of intellectual property
- Financial statements and reports

“Complaint”: shall designate a Complaint filed under Section 5 herein;

“Confidential Information”: shall mean all information in whatever form (oral, written, electronic, machine readable or otherwise): (1) pertaining to CASA and/or a Subsidiary and which would not be generally known to or not be readily ascertainable by proper means by the general public or (2) which relates to the private life of a member of the CASA or which constitutes personal information relating thereto;

“Member(s) of the CASA”: shall include (i) very undergraduate student registered in a major-degree program at the JMSB and (ii) very undergraduate student not enrolled in a major-degree program at the JMSB but enrolled in one or more for-credit courses at the JMSB. For more clarity, this includes any and all CASA Delegates;

“Oversight Council” shall designate the Oversight Council constituted at Section 5 herein;

“Oversight Meeting”: shall designate a meeting of the Oversight Council as provided under Section 5 herein;

“Subsidiary” or “Subsidiaries”: shall designate any Association or Committee that falls under the CASA umbrella, as more fully described in section 2 – Subsidiary Governance Policy of the Book of Policies;

“University”: shall designate Concordia’s John Molson School of Business;

SECTION 2. CASA VALUES

Members of the CASA are to observe the following values at all times in their interactions with each other and/or the University staff and/or the general public, especially when on campus, during CASA Activities or when performing any CASA Function whatsoever.

Excellence	Curiosity about the world around, respectful engagement with those who inhabit it, and strong determination to improve it. A rich spectrum of creative activity and practice, and the creation and dissemination of new knowledge.
Opportunity	Valuing the openness and respect necessary to provide opportunities to a highly diverse student population.
Quality of Life	Valuing a secure and respectful learning environment and workplace. Commitment to promoting a healthy, safe and sustainable campus.
Ethical	Practicing good corporate governance as well as adhering to your fiduciary duties.
Responsibility	<p>Fulfilling one's duties to the best of one's capacities as well as having control over or care for someone, as part of one's job or role.</p> <p>Accountability: Fulfilling your duties to the best of your abilities and knowledge.</p> <p>Responsibility: Ensuring that you have, at all times, control over situations under your responsibility and, when applicable, that the people under your care are well provided for.</p>
Respect	Having due regard for the feelings, wishes and rights of others and their property.
Integrity	The quality of being honest, upholding strong morally correct principles and disclosing fully and in a timely manner any information, which may help, protect or promote the values and objectives of this Code of conduct.

SECTION 3. APPLICATION

1. This Code of Conduct applies to all members of the CASA.

SECTION 4. POLICIES AND GUIDELINES

1. **Respect on Campus and in the course of CASA Activities**
 - 1.1 Members of the CASA are expected to foster an environment that aptly reflects the CASA Values.
 - 1.2 Members of the CASA should abide by all applicable municipal, provincial and federal laws, including those regarding the protection of human rights, privacy, the environment, health and safety and non-discrimination.

- 1.3 Members of the CASA must be ethical and responsible when dealing with the finances, products, partnerships, and public image of CASA or a Subsidiary;
- 1.4 Members of the CASA must take all reasonable precautions to ensure their own safety as well as that of others on campus, during or while organizing CASA Activities and in the fulfillment of CASA Functions;
- 1.5 Members of the CASA must respect each other at all times. Any form of violence, discriminatory behaviour, harassment (including sexual or psychological harassment), hazing or victimization will not be tolerated.
- 1.6 Members of the CASA are expected to ensure that their conduct does not jeopardize the good order and proper functioning of CASA Activities and/or the operation and management of the CASA or a Subsidiary;
- 1.7 Members of the CASA are expected to act in a responsible and professional manner, which includes meeting their obligations, being truthful, being cooperative with the University's administration and staff, maintaining integrity in their work, practicing civility in their conduct and communications and, at all times, demonstrating good faith in their interactions with each other and the general public.

2. Responsible and Professional Behaviour

- 2.1 CASA Delegates must perform their duties in a non-discriminatory way, providing for equal opportunity for all members of the CASA, regardless of, when applicable, their field of study, political affiliations and any other grounds of discrimination protected by law.
- 2.2 CASA Delegates and members of the CASA attending CASA Activities, are expected to present themselves in a professional manner including appropriate dress and personal appearance, in keeping with the nature of the work they perform and the public image of CASA and its Subsidiaries. **[NTD: As discussed, this was narrowed to cases where CASA's name or reputation may be involved, and does not cover a random CASA student wearing an injurious t-shirt in a remote hallway of JMSB...]**
- 2.3 CASA Delegates exercising CASA Functions must showcase integrity and professionalism. As such, they are:
 - a) prohibited from accepting gifts from clients or partners for their personal benefit. Only gifts of marginal value and related to the performance of CASA Functions or the organization of CASA Activities may be accepted. However, all gifts, regardless of their size, must be disclosed to, and approved by, the Oversight Council in a timely manner. Gifts of more than marginal value will be considered bribery and their acceptance is strictly prohibited.
 - b) expected to fulfill their functions and duties with integrity and respect toward members of the CASA, the University's administration staff, stakeholders and the general public.

- c) strictly prohibited from abusing their position of authority.
- d) expected to work in teams and, when appropriate, delegate duties to other members of their Committee or Association, taking into account these members' competences and workload.
- e) expected to avoid any personal, financial or other interests that may hinder their capability or willingness to perform CASA Functions.
- f) strictly prohibited from exercising any CASA Functions or participating in any CASA Activities if this could put them in an actual or potential conflict of interest, unless:
 - their ability to act fairly is unimpaired;
 - there has been a full and timely disclosure of the conflict to all individuals who may be affected by such conflict; and
 - all known individuals who may be affected by such conflict have expressly agreed to the participation in the CASA Activities, or performance of the CASA Functions, by this member of the CASA.

3. Protection of CASA Property

- 3.1 Members of the CASA should not use CASA Property for anything other than legitimate CASA Activities or CASA Functions, in accordance with the Book of Policies.
- 3.2 All members of the CASA should treat CASA Property with respect and care, including as follows:
 - a) They should not misuse it or use it frivolously;
 - b) They must not loan it to each other without the authorization of the CASA's Executive Assistant, as defined in the Constitution;
 - c) They must respect all intellectual property laws which may be applicable to CASA Property;

4. Confidentiality

- 4.1 CASA Delegates shall not disclose any Confidential Information obtained during the accomplishment of CASA Functions or in the organization or participation of CASA Activities, except as may be required for the execution of CASA Functions, the organization or execution of CASA Activities, or as may be provided by law;

5. E-Behaviour

- 5.1 Members of the CASA must not use any CASA Property or CASA Electronic Medium to:

- a) upload obscene, offensive or illegal material;
- b) send Confidential Information to unauthorized recipients;
- c) invade another person's privacy;
- d) gain access to another person's private information;
- e) perform unauthorized or illegal actions, like hacking, fraud, or buying/selling illegal goods;
- f) store Confidential Information in their own personal electronic medium or electronic devices.

5.2 Members of the CASA must at all times when using social media, whether in the performance of CASA Functions, through a CASA Electronic Medium, when using CASA Property or with their own personal social media accounts:

- a) Be respectful and polite with other members of the CASA;
- b) Refrain from posting or making publicly available pictures, videos or recordings of another member of the CASA without his or her consent;
- c) Refrain from posting or making publicly available Confidential Information regarding another member of the CASA, the CASA or a Subsidiary without their respective consent;

5.3 CASA Delegates must, at all times when using a CASA Electronic Medium, when performing CASA Functions or when acting as a representative of CASA or a Subsidiary:

- a) Correct or remove any misleading or false content in a timely fashion.
- b) Avoid speaking on matters outside their field of expertise when possible;
- c) Avoid deleting or ignoring comments for no valid reason and without the approval of another CASA Delegate;

SECTION 5. THE OVERSIGHT COUNCIL

1. Composition

1.1 The Oversight Council shall be comprised of seven (7) voting members:

- (i) the CASA President,
- (ii) the CASA VP Internal
- (iii) One (1) independent director,

- (iv) One (1) Association president,
- (v) One (1) Committee president,
- (vi) Two (2) students at large.

1.2 The Oversight Council shall also include three (3) non-voting members:

- a) **Chairperson of the Oversight Council** (the “**Chairperson**”): The CASA Board of Director chairperson shall serve as the non-voting Chairperson of the Oversight Council. In his or her absence, the CASA President shall chair the meeting.
- b) **Secretary of the Oversight Council** (the “**Secretary**”): The CASA Board of Director Secretary shall serve as the non-voting Secretary of the Oversight Council.
- c) **Member of the Dean of Students office**: The Dean of Students member will act as the mediator during deliberation.

2. **Quorum**

- 2.1 The Oversight Council quorum is achieved once a minimum of five (5) voting members are present.

3. **Duties**

- 3.1 The Oversight Council shall be responsible for screening and investigating any and all complaints that are received concerning any member of the CASA (including CASA Delegates) (one “Complaint” or several “Complaints”). The Oversight Council can call into question the person who fills out the complaint if it is deemed unfair and slanderous; and dismiss the cases if such events occur.
- 3.2 The Oversight Council shall be responsible for presenting to the CASA Board of Directors a detailed report of its findings regarding any Complaint as well as suggesting the appropriate disciplinary action.
- 3.3 The Board of Directors is bound by the disciplinary action suggested by the Oversight Council.
- 3.4 The Oversight Council member shall all sign a Non-Disclosure Agreement (NDA) to ensure the confidentiality of the complaints.

4. **Complaints procedure**

- 4.1 All members of the CASA are entitled to file Complaints against members of the CASA who, through their actions or inactions, breach this Code of Conduct.

- 4.2 A member of the CASA who wishes to file a Complaint may do so in writing by addressing it to the Chairperson or, alternatively, the Secretary by email to the Chairperson or filling out a form on the CASA website.
- 4.3 Once a Complaint is made, the Chairperson, the CASA president and one appointed member from the CASA Board of Directors will be immediately notified of the existence of a Complaint and the person who subject to the complaint will be notified. The identity of the complainant shall remain anonymous. The person who is subject of the complaint shall be contact to discuss the complaint and allow them to respond to the complaint.
- 4.4 The Oversight Council shall meet at the call of its Chairperson who shall provide at least three (3) University days' notice prior to a meeting, to discuss the Complaint (the "Oversight Meeting").
- 4.5 During the Oversight Meeting, the Secretary will be responsible for taking down detailed minute reports. In his or her absence, one of the members of the Oversight Council must, specifically for that meeting, revoke their voting status and serve as Secretary.
- 4.6 Following this notification, only the Chairperson or Secretary will have access to the actual Complaint. The Complaint will reveal the identification of the complainant, however, when documenting the Complaint for use in Oversight Meetings, the Chairperson or the Secretary will not disclose the complainant's information or identity, which will remain anonymous unless such Complainant consents to the divulcation of his or her identity, or as may be required by law. If the Chairperson is subject to the complaint, the Secretary will act as the Chairperson in his place.
- 4.7 The Oversight Council will rule on the culpability of the member(s) of the CASA whom is/are the subject of the Complaint and, when appropriate, may suggest disciplinary action(s) through a two-thirds majority whenever disciplinary action is mandated and simple majority for minor misconduct, except as may otherwise be provided herein.
- 4.8 The Oversight Council will operate with a \$5,000 budget provided by the CASA, strictly to be used for legal consultations. The budget may increase, to the discretion of the CASA Finance Committee.
- 4.9 If anyone one the Oversight Council has a complaint made against them they will remove themselves from the discussion as to not bias the decision.

5. **Consequences**

- 5.1 For the purpose of this section, the following terms shall have the following meanings:
 - a) **"Minor misconduct"** means any behaviour which is disruptive to CASA Activities, which infringes on the good management of CASA or a Subsidiary, or which is insulting or disrespectful of another member of the CASA or of CASA itself and/or its Subsidiaries. Such conduct may include, for example:

- Persistent lateness or absenteeism to CASA Activities or in the performance of CASA Functions;
 - Unauthorized use or negligent damage or loss of CASA Property;
 - Unfounded and disrespectful or defamatory comments regarding another member of the CASA, the CASA itself and/or a Subsidiary;
 - Failure to carry out CASA Functions in a proper or timely fashion;
 - Filing a Complaint against a member of the CASA knowing that such Complaint is unfounded;
 - Failure to abide by the present Code of Conduct;
- b) **“Gross misconduct”** means any behaviour which is illegal, offensive or injurious to other members of the CASA, or which may put into serious disrepute the CASA or a Subsidiary. Such conduct may include, for example:
- Sexual harassment, psychological harassment or physical violence against another member of the CASA;
 - Gross indecency or immoral behavior during CASA Activities or in the performance of CASA Functions;
 - Deliberate acts of discrimination against another member of the CASA;
 - Theft of CASA Property or fraud;
 - Deliberate failure to carry out CASA Functions;
 - Exercising reprisals against a member of the CASA for filing a Complaint, whether or not such Complaint resulted in disciplinary action;
 - Deliberate failure to abide by the present Code of Conduct;

5.2 For any finding of minor misconduct following the filing of a Complaint, the Oversight Council may suggest to the Board of Directors the following disciplinary action as determined at a duly convened Oversight Meeting:

- a) Whenever applicable, every minor misconduct requires a formal apology by the offending member of the CASA to the individual(s) targeted or affected by the minor misconduct and a copy of that formal apology must be sent to the CASA Board of Directors.
- b) Every minor misconduct may also entail the following disciplinary action:

- i) When applicable, every CASA Delegate who is found responsible of a minor misconduct will see a deduction in their honorarium, if applicable, in the amount determined by the Oversight Council. Each subsequent offence will also result in an additional deduction in their honorarium.
- ii) Every member of the CASA, who is found responsible of a minor misconduct may be suspended from one or several CASA Activities and CASA Functions for the following duration: after a first offence, three (3) days, and after a second offence, two (2) weeks.
- iii) If a CASA Delegate is found responsible of a third minor misconduct, by a majority vote of the Oversight Council, such CASA Delegate may be permanently removed from any such official function or position they may occupy for such period determined by the Oversight Council and may not be entitled to an honorarium if they .

5.3 For any finding of gross misconduct following the filing of a Complaint, the Oversight Council may suggest to the Board of Directors the following disciplinary action as determined at a duly convened Oversight Meeting:

- a) Any CASA Delegate may by a vote of two-thirds majority by the Oversight Council, be immediately and permanently removed from their official function or position.
- b) Any member of the CASA, who is found responsible of a gross misconduct, may by a majority vote by the Oversight Council, be suspended from any and all CASA Activities and CASA Functions for the rest of an academic semester and/or the academic year.