

Code of Conduct and Ethics (“Code”)

1. Introduction.

1.1 The Board of Directors of Atira has adopted this Code. The purpose of this Code is to define what constitutes acceptable and ethical behaviour, promote high standards, and guide day-to-day practice for all directors, officers, employees, volunteers, contractors, and other community partners. The purpose of this Code is to:

(a) promote integrity and honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest;

(b) promote full, fair, accurate, timely, and understandable disclosure in reports and documents that Atira files with or submits to funders, donors, and regulators, and in other public communications made by Atira;(c) promote respect for the dignity and individuality of each person and their support network;

(d) increase transparency and integrity in professional relationships;

(e) confirm that in areas of business, Atira is committed to fairness, honesty, and ethical practices as outlined by the Better Business Bureau of British Columbia;

(f) confirm that in areas of human resources, Atira adheres to all applicable federal and provincial legislation;

(g) promote the protection of Atira assets, including funding opportunities and confidential information;

(h) deter wrongdoing; and

(i) ensure accountability for adherence to the Code.

Atira's policy is to promote high standards of integrity by conducting its affairs honestly and ethically. The purpose of the Code is to guide directors, officers, employees, and volunteers on how to carry out their duties in an honest and ethical manner.

Dilemmas often arise when there is a conflict between the interests or needs of different parties. The following decision-making steps will assist members of the Atira support team who are confronted with an ethical dilemma:

- Identify the individuals and groups potentially affected by the decision.
- Identify the ethically troubling issues, considering the interests of persons who will be affected as well as the circumstances in which the dilemma arose.

- Consider how your personal biases, stresses, or self-interest may influence your decision or course of action.
- Develop a list of possible solutions to the problem. Where necessary, consult with other resources, including your manager, other team members, or other professionals.
- Analyze the likely risks and benefits of each course of action on the persons likely to be affected and choose the most appropriate course of action. Conscientiously apply Atira's philosophical and ethical principles to ensure consistency.
- When time and/or the situation allows, share your proposed solution with your manager.
- Act, with commitment, to assume responsibility for the consequences of the action.
- Establish a plan to evaluate the results of your action, including taking responsibility for correcting any negative consequences.
- Take appropriate action to prevent future occurrences of the problem.

Atira shall ensure that each individual to whom the Code applies is provided with a copy of the Code and signs an acknowledgment of receipt and review.

1.2 All directors, officers, employees, and volunteers are required to be familiar with the Code, comply with its provisions, and report any suspected violations as described below in Section 11.

2. Guidelines

All directors, officers, employees, volunteers, and contractors of Atira shall comply with the Code and shall acknowledge, in writing, that they have an understanding of this expectation:

2.1 All directors, officers, employees, volunteers, and contractors of Atira will deliver services in accordance with Atira's values on programs, supported individuals support, family support, and supported individuals' access.

2.2 All directors, officers, employees, volunteers, and contractors will treat all community members and their property in such a way as to preserve their dignity and communicate respect and fairness. This involves:

- providing information in a truthful, empathic, compassionate, understandable, and sensitive way;
- being aware of the individual's needs, gifts, strengths, potentials, interests, and values; and
- applying appropriate, unbiased, consistent, and equitable principles to the circumstances.

2.3 All directors, officers, employees, volunteers, and contractors will protect the confidentiality of all information, records, and material acquired professionally or otherwise throughout the course of their working relationship with Atira by understanding and adhering to Atira's handbook, the Personal Information Protection Act, and any other government acts and regulations.

2.4 All directors, officers, employees, volunteers, and contractors are prohibited from behaving in ways that pose a real or perceived conflict of interest during their working relationship with Atira. This includes, but is not limited to, fundraising and the witnessing of documents.

2.5 All directors, officers, employees, volunteers, and contractors will provide services using an inclusive, collaborative approach with natural supports and community resources available and/or necessary to the supported individuals. This approach also recognizes that employees, volunteers, and contractors may have limitations in some areas and, when they do not possess the necessary expertise to address a particular issue, they will consult with or refer to an appropriate professional.

2.6 All directors, officers, employees, volunteers, and contractors will clearly understand and respect the differences between professional and personal relationships with supported individuals and will behave in ways appropriate to these differences.

2.7 All directors, officers, employees, volunteers, and contractors will decline to act on behalf of supported individuals outside of the service mandate and will be consistently aware of managing their personal boundaries in their interactions with supported individuals, community members, and co-workers so as to avoid using undue or unhealthy influence, exert position, and/or inappropriate use of power. Employees, volunteers, and contractors will not accept gifts from or trade or barter with supported individuals.

2.8 All directors, officers, employees, volunteers, and contractors will promote and maintain continuous quality improvement approaches to upgrade their service-delivery methods and knowledge, skills, education, and training relevant to their area of practice.

2.9 All directors, officers, employees, volunteers, and contractors will be responsive and open to the needs and desires of the community which Atira serves through formal and informal means of input to program planning, service delivery, and advocacy.

2.10 All directors, officers, employees, volunteers, and contractors will perform services in a manner that promotes integrity and ethical decision making with the primary purpose being professional responsibility, not personal preference. When a conflict exists, priority is always given to the needs and rights of the supported individual.

2.11 All directors, officers, employees, volunteers, and contractors are willing to accept full and complete accountability for their own acts and omissions, exhibiting self-discipline and the pursuit of excellence in all activities.

2.12 All directors, officers, employees, volunteers, and contractors will participate and cooperate in expressing and resolving their own grievances.

2.13 All directors, officers, employees, volunteers, and contractors are prohibited from giving or receiving preferential treatment for Atira's services.

2.14 All directors, officers, employees, volunteers, and contractors will respect professional work or ideas created by others, giving full credit and citations when reproduced in any form.

2.15 All directors, officers, employees, volunteers, and contractors will inclusively adhere to the Code of their respective professions and to this in all other areas.

2.16 All directors, officers, employees, volunteers, and contractors will familiarize themselves with and adhere to Atira's policies.

2.17 All contractual relationships will be in writing and signed by Atira's CEO or a member of the senior leadership team.

3. Conflicts of Interest

3.1 Conflicts of interest should be avoided unless specifically authorized. A conflict of interest occurs when an individual's private interest (or the interest of a member of their family) interferes, or appears to interfere, with the interests of Atira as a whole. A conflict of interest can arise when a director, officer, employee, or volunteer (or a member of their family):

(a) takes actions or has interests that may make it difficult to perform their work for Atira objectively and effectively;

(b) receives improper personal benefits as a result of their position in Atira; or

(c) has [a/an] [material] interest in an agreement or transaction involving Atira.

3.2 Whether or not a conflict of interest exists or will exist can be unclear. Conflicts of interest should be avoided unless specifically authorized as described in Section 3.3.

3.3 Persons other than directors and executive officers who have questions about a potential conflict of interest or who become aware of an actual or potential conflict should discuss the matter with, and seek a determination and prior authorization or approval from, their direct supervisor or the CEO. A manager may not authorize or approve conflict of interest matters or make determinations as to whether a problematic conflict of interest exists without first providing the CEO with a written description of the activity and seeking the CEO's written approval. If the manager is involved in the potential or actual conflict, the matter should instead be discussed directly with the CEO.

Directors and executive officers must seek determinations and prior authorizations or approvals of potential conflicts of interest exclusively from the Board of Directors.

4. Compliance

4.1 Atira and its directors, officers, employees, and volunteers should comply, both in letter and spirit, with all applicable laws, rules, and regulations in the jurisdictions in which Atira operates.

5. Disclosure

5.1 Atira's periodic reports and other public documents, including all financial statements and other financial information, must comply with applicable laws and regulations.

6. Protection and Proper Use of Atira Assets

6.1 All directors, officers, employees, and volunteers should protect Atira's assets and ensure their efficient use. Theft, carelessness, and waste have a direct impact on Atira's profitability and are prohibited.

6.2 Atira assets should be used only for legitimate Atira purposes. Any suspected incident of fraud or theft should be reported for investigation immediately.

6.3 All transactions undertaken on behalf of Atira must be authorized in accordance with Atira policies and must be documented accurately. Directors, officers, employees, and volunteers responsible for record-keeping and accounting must ensure that Atira's books and records are accurate, timely, and fair in their description of the assets of Atira.

7. Corporate Opportunities

All directors, officers, employees, and volunteers owe a duty to Atira to advance its interests when the opportunity arises. Directors, officers, employees, and volunteers are prohibited from taking for themselves personally (or for the benefit of friends or family members) opportunities that are discovered through the use of Atira assets, property, information, or position. Directors, officers, employees, and volunteers may not use Atira assets, property, information, or position for personal gain (including gain of friends or family members). In addition, no director, officer, or employee may compete with Atira.

8. Confidentiality

Directors, officers, employees, and volunteers should maintain the confidentiality of information entrusted to them by Atira or by its program participants, suppliers, or partners, except when disclosure is expressly authorized or legally required. Confidential information includes all nonpublic information (regardless of its source) that might be of use to Atira's competitors or harmful to Atira or its program participants, suppliers, or partners if disclosed. The obligation to maintain the confidentiality of information remains even after the director, officer, or employee ceases to be employed or hold office with Atira.

9. Fair Dealing

Each director, officer, employee, and volunteer must deal fairly with Atira's security holders, program participants, suppliers, competitors, employees, and anyone else with whom they have contact in the course of performing their job. No director, officer, employee, or volunteer may take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of facts, or any other unfair dealing practice.

10. Human Rights in the Workplace

Atira is committed to providing a workplace free of harassment, violence, and discrimination. Directors, officers, employees, and volunteers are expected to foster a respectful work environment that adheres to the requirements of applicable human rights law and related workplace legislation. Atira will not tolerate acts of discrimination based on any ground of discrimination prohibited by law.

10.1 All directors, officers, employees, volunteers, and contractors will interact with various Atira community members in accordance with the BC Human Rights Code as it relates to the individual's race, language, religion, marital status, gender, gender identity and expression, sex, sexual orientation, age, mental or physical disabilities, economic status, political affiliation, ethnic origin, or national ancestry.

11. Reporting and Enforcement

11.1 Reporting and Investigation of Violations.

(a) Actions prohibited by this code involving directors, officers, employees, and volunteers must be reported to the CEO or Board of Directors.

(b) After receiving a report of an alleged prohibited action, the CEO or Board of Directors must promptly take all appropriate actions necessary to investigate.

(c) All directors, officers, employees, and volunteers are expected to cooperate in any internal investigation of misconduct.

11.2 Prohibition on Retaliation

Atira does not tolerate acts of retaliation, including demotion, discharge, discipline, discrimination, harassment, suspension, or threats, against any director, officer, or employee who makes a good faith report of known or suspected acts of misconduct or other violations of this Code.

Administration of This Code

The CEO is responsible for the administration of this Code. If directors, officers, employees, and volunteers have any questions about the Code generally or any questions about reporting a suspected conflict of interest or other violation of the Code, they may contact the CEO.

Atira expressly reserves the right to change, modify, or delete portions of this Code without notice.