PROJECT SCOPE STATEMENT

PROJECT SCOPE STATEMENT APPROVAL AND ACCEPTANCE

The signatures below indicate the undersigned have read and agreed to the contents of this Project Scope Statement and have thus given approval and acceptance for this project to be planned.

Approval: CPS Executive – Chief Rick Hanson
Date: 10/01/17

Approval: Executive Sponsor – Chief Human Resource Officer - Dale Burn
Date: 10-01-05

Approval: Business Project Sponsor/Owner Inspector Steve Barlow
Human Resources Operations Section
Date: December 31, 2009

Approval: Business Project Sponsor/Owner
Human Resources Legal Counsel – Cynthia Campbell
Date: December 31, 2009

Approval: Business Project Sponsor/Owner Manager - Kathy Lidbury
Human Resources Business Advisory Section
Date: December 31, 2009

Approval: Project Manager
A/S/Sergeant Wendy VanderSchee

REVISIONS

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PURPOSE OF THIS DOCUMENT

The purpose of the Project Scope Statement is to describe in detail the product deliverables and the work required to create those deliverables. It also describes the project deliverables necessary to deliver the product, as it is necessary to define the work associated with project management activities.

The Project Scope Statement also provides a common understanding among all stakeholders, and provides the necessary detail to perform more detailed planning, estimating and execution of the work.

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1.0 Project Objectives

Outlined in Respect in the Workplace Project Charter.

2.0 Product Requirements and Characteristics

The Respect in the Workplace Project (the “Project”) will deliver a Respect Matters Program (“Program”) to address the need for improved policy and procedure, increased training and education, support tools for complainants and supervisors, supervisory accountability and the reduction and prevention of workplace conflict in a diverse workplace. This Project will also embed respectful workplace expectations in the different evaluative processes, and establish monitoring and reporting mechanisms to track the incidence of workplace complaints and issues. These processes will be delivered in a way to ensure that Respect in the Workplace will become the “culture of CPS”.

2.1 Business Processes in Scope

Several business processes will be affected by the Project:

- complaint process will change;
- training expectations for all employees will be increased;
- supervisory accountability will be increased;
- training and supports for supervisors and managers will be increased; and
- yearly behavioral evaluations and promotion processes will be affected.

2.2 Organizations in Scope

All employees of Calgary Police Service (“CPS”) will be educated, trained and expected to adhere to the expectations laid out in the Project. The term “all employees of CPS” refers to all sworn members, civilian members, contractors, volunteers and students.

2.3 Replacement of Current Policy or Process

Several different areas will be affected by the Project:

- current policy and procedure on Positive Workplace will be replaced with a new comprehensive policy and complaint process;
- new mechanisms to handle complaints informally and formally will be put into place;
- new mechanisms to track the incidence of workplace complaints and manner in which they are dealt with;
- training material and expectations on Positive Workplace will be changed to reflect the new expectations and process identified in the Project;
- yearly assessments will include areas to assess compliance with the Respect in the Workplace Policy (the “Policy”).

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2.4 Policies and Standards Requirements

In the development of the Policy, the following guidelines and Acts will be adhered to:

- Human Rights Act;
- Occupational Health and Safety Act and Code;
- Criminal Code of Canada;
- Recent Case Law;
- Police Act and Police Services Regulations;
- Calgary Police Commission Policy;
- Collective Agreement; and
- City of Calgary Respectful Workplace Policy.

3.0 Project Impact

There will be several short-term and long-term evaluative processes that will determine the effectiveness and level of impact of the Project as well as the subsequent Program. They are:

- an employee survey;
- promotional assessment process demonstrates adherence to the new Policy and expectations;
- yearly Developmental Assessment demonstrates compliance with Policy;
- work issues will initially go up due to increased awareness and will reflect the willingness of employees to use the Program, and then work issues will gradually decrease as the adherence to the expectations is obtained.

3.1 Project Acceptance Criteria and Process

The Project will be a complete success once there is a culture of respect that no longer requires policy and training. Until that time the following are indicators of success of the Program:

- all employees are willing to directly deal with an issue in the workplace or; all employees are willing to use resolution process to deal with an issue;
- all employees demonstrate respectful behavior towards everyone and take responsibility to prevent or deal with workplace harassment;
- supervisors take responsibility to ensure a respectful workplace and actively deal with workplace issues; and
- employees actively use the training and supports available to deal with workplace issues.
4.0 Project Boundaries

The following areas are not under the scope of the Project:

- Performance Management Program
- Diversity Program

5.0 Project Deliverables

The project will deliver the following:

- create a Respect Matters Program ("Program") that includes revised policy and procedure;
- create a sustainable training and education program on respect within a diverse workplace;
- provide knowledge, resources and support to assist all employees to deal with workplace conflict;
- establish a formal supervisory accountability framework for the prevention, reduction and elimination of workplace conflict;
- provide recommendations to embed respectful workplace expectations throughout CPS processes and practices, including developmental assessments, promotional process, and internal courses;
- establish monitoring and reporting mechanisms to track incidents of workplace issues;
- create a managerial position to oversee the Program and ensure its sustainability;
- develop mechanisms for a final evaluation of the Project; and
- develop process for ongoing Program evaluation.

6.0 Other Supporting Documents

- Respect Matters Project Charter
- Respect Matters Project Plan