

Schedule B: CSIA National Course Conductors

Code of Conduct:

1. Purpose

The Canadian Ski Instructor's Alliance (the "CSIA") has always understood that its success is possible because of its values, which include integrity, accountability, trust, transparency, teamwork and creation of an environment of respect. This Code of Conduct (the "Code") applies to all Course Conductors and is designed to provide said Course Conductor with a broad and clear understanding of the conduct expected of them everywhere the CSIA does business.

This Code is not meant to be a complete code of conduct covering every eventuality. Consequently, should there be a situation where further guidance is required, the matter should be discussed with the CSIA Director of Education and Membership Services.

2. Role and Responsibilities of the Course Conductors

The CSIA course conductor shall, without limitation:

1. At all times, behave in an ethical and civil manner, respecting all individuals, their rights, dignity and respect for differences;
2. Promote a positive teaching environment, free from discrimination, intimidation, harassment, coercion or violence;
3. Support key personnel and systems of partner organizations in a positive and professional manner at all times; while on course, and working in the field;
4. Provide the most up-to-date instruction possible;
5. Make every effort to attend professional development sessions annually, to improve personal abilities and performance;
6. Align with the goals and objectives of the CSIA, as they service the membership at large;
7. Exhibit exemplary professional behavior at ski areas. Courtesies are often given at ski areas, and they should be considered as a privilege and not a right;
8. Approach problems and issues (technical and non-technical) in a professional and respectful manner, seeking solutions that support due process; and
9. Refrain at all time from working when under the influence of drugs, alcohol, or any substance that can alter or impair your judgement and/or professional conduct and therefore, put at risk the safety and security of others, including without limitation, the ones of your course participants.

More specifically, successful Course Conductors share an attitude and a behavior that goes beyond technical proficiency. They provide a consistent professional image in the eyes of clients, ski area employees and all resort visitors. This approach ensures customer satisfaction and builds credibility for the profession of ski teaching.

Professionalism includes, without limitation:

- ✓ Communication and human relations skills
- ✓ Respect for clients and colleagues
- ✓ A positive attitude
- ✓ Appropriate grooming and appearance
- ✓ Punctuality

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- ✓ Knowledge of ski resort policy and procedures
- ✓ Being acutely aware of the power in relationships between you, the Course Conductor, and the course participant

3. Reporting

Course conductors are expected to personally adhere to this Code, as well as the policies and laws which govern and support it, and to do their part in encouraging other members of the CSIA community to uphold them as well. Accordingly, all course conductors are expected to report violations or wrongdoings which occur on the CSIA premises, where activities related to the business of CSIA take place or/and in the course of the performance of the services from the course conductors, including but not limited to ski areas.

All information will, to the extent possible, be received in confidence. No retaliatory action will be taken against anyone for making, in good faith, a report of a violation. However, anyone who takes part in a prohibited activity may be sanctioned even if they report it. An Individual's decision to report will, in all cases, be given due consideration in the event any action is necessary.

Any Course Conductor who fails to comply with this Code, or who withholds information during the course of an investigation regarding a possible violation of it, is subject to disciplinary action, if applicable, up to and including termination of employment or contractual relationship with the CSIA without notice or pay in lieu thereof.

4. Sanctions

This Code will be enforced at all times, including without limitation, on CSIA premises, where activities related to the business of CSIA take place and ski areas. The CSIA Management will take all necessary action or measures should any breach, including material breach, of the Code occur.

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