BOARD POLICY

HUMAN RESOURCES (EMPLOYEES & VOLUNTEERS)

Preamble

The Royal Ontario Museum (ROM) values its *employees* and *volunteers* as key assets. ROM aims to provide a working environment that recognizes individual integrity, commitment, reliability, initiative, and co-operation. As a principal objective, ROM strives for the highest ethical standards in all aspects of Museum operations, including human-resource management, and for those standards to be understandable, meaningful, and consistently and fairly applied.

Policy

Employees

With regard to employees, it is the policy of ROM to

- Comply with the Province of Ontario's Employment Standards Act, Labour Relations Act, Human Rights Code, Occupational Health and Safety Act, Workplace Safety and Insurance Act, Pay Equity Act, other relevant legislation concerning human resources, and the collective agreements covering specific employee groups of ROM.
- Provide equal opportunity in employment and to recruit, promote, appoint, and assign on the basis of merit without discrimination as defined by the Province of Ontario's Human Rights Code.
- Develop and communicate appropriate job descriptions that outline duties and responsibilities of each position consistent with the goals and objectives of the ROM and where required, in accordance with the applicable collective agreement.
- Develop and implement fair, equitable, and competitive compensation and benefits practices that are designed to attract, motivate, and retain employees with the education, skill, and experience necessary for ROM to achieve its goals and objectives.
- Provide appropriate training and support for professional, career, and leadership development for employees, and to facilitate the on-going integration of knowledge and skills with the ROM's strategic goals and objectives.
- Establish employee performance standards and evaluation procedures that enhance the quality of job performance; provide opportunities for professional growth based on open and honest reporting relationships; and promote the development, implementation, and measurement of individual and organizational goals.
- Provide a safe and healthy work environment.
- Provide an environment in which individuals are treated with respect and dignity, free from abuse, harassment, sexual harassment, and discriminatory practices.
- Respect and value the contributions and input of all employees.
- Communicate effectively and regularly and encourage dialogue with employees on financial, strategic, and policy issues relating to Board and operational decisions.
- Foster and support cooperation in complementary activities conducted at ROM by employees and volunteers.

Volunteers

With regard to volunteers, it is the policy of ROM to

- Fostering and sustaining an engaged, diverse and inclusive volunteer community that advances the Museum's mission, strategic priorities and visitor experience.
- Recruiting, selecting, assigning and recognizing volunteers based on merit, skills, experience and organizational need, without discrimination, in accordance with the Ontario Human Rights Code.
- Providing meaningful volunteer opportunities with clearly defined roles, responsibilities and expectations that support Museum operations and strategic objectives.
- Ensuring volunteers receive appropriate orientation, training, supervision and ongoing support to perform their roles safely, effectively and confidently.

- Encouraging continuous learning and development opportunities that enhance volunteer engagement and strengthen organizational capacity.
- Recognizing and valuing the knowledge, perspectives, contributions and lived experiences that volunteers bring to the Museum.
- Fostering collaboration and respectful working relationships among volunteers, employees, community partners and other stakeholders.
- Providing a safe, healthy, accessible and inclusive environment where all individuals are treated with dignity and respect, free from discrimination, harassment, sexual harassment, bullying and violence.
- Communicating openly and regularly with volunteers about matters that affect their roles and encouraging constructive dialogue and feedback.
- Supporting volunteer involvement in ways that align with the Museum's strategic goals, operational priorities and commitment to exceptional visitor experiences.
- Working collaboratively with volunteer organizations that support the Museum to ensure volunteer roles, expectations, training and support are aligned with institutional standards and objectives, where applicable.

Explanation of Terms

employee: An individual who fills a position approved by the Director & CEO and who receives monetary compensation. ROM employees include senior management, supervisory and exempt staff, unionized employees, and individuals employed by ROM for a limited duration.

volunteer: An individual who contributes their time, knowledge, skills or expertise to support the Royal Ontario Museum's mission, programs, operations or strategic objectives without receiving compensation from the Museum. Volunteer service must be authorized by and undertaken on behalf of ROM. Volunteers include, but are not limited to, members of the Department of Museum Volunteers, Research Associates, Departmental Associates, Field Associates, Curators Emeriti, post-secondary and graduate students completing unpaid placements or research within the Museum, secondary school students participating in cooperative education placements or volunteer opportunities, and other individuals approved to provide volunteer service in support of the Museum.

trustee: A member of the Board of Trustees who serves without financial remuneration in accordance with the Museum's governing legislation, Board By-laws, and governance policies. Trustees fulfill distinct legal and fiduciary oversight duties separate from operational volunteers.

Date

June 21, 2001

Amended

June 26, 2003 *(reviewed with no amendments)*
June 23, 2005 *(reviewed with no amendments)*
June 18, 2009 *(administrative changes)*
December 2011 *(reviewed with no amendments)*
December 2012 *(reviewed with no amendments)*
March 31, 2016 *(reviewed with no amendments)*
March 22, 2022 *(reviewed with amendments)*
June 4, 2024 *(reviewed with administrative changes)*
September 29, *2026 (reviewed with amendments to volunteer policies, modernizing safety/DEI language, and establishing separate Trustee governance classification)*

MONITORING

Adherence to Policy – Employees

Board: The Executive Committee will periodically review management's adherence to the policy.

Management: The Director & CEO, the Deputy Director, Museum Operations & Chief Operating Officer, and the Chief Human Resources Officer will ensure that the Board of Trustees and its relevant Committee has all the relevant information for determining adherence.

Adherence to Policy – Volunteers

Management: The Director & CEO, the Deputy Director, Collections & Research and Chief Innovation Officer, the Deputy Director, Museum Operations & Chief Operating Officer, the Deputy Director, Engagement, the Chief Public Affairs Officer & Board Secretary, and the President, Department of Museum Volunteers, will ensure that the Board of Trustees has all the relevant information for determining adherence for volunteers under their respective areas of responsibility.

Policy Review

Method	Internal Report
Responsibility	Executive Committee
Minimum Frequency	2-year Review