

If employees become aware of any evidence that LEGAL AID BOARD funds or property may have been used in a fraudulent or improper manner they should immediately and confidentially advise LEGAL AID BOARD as set out in the contravention of the code section of this document.

## **12. LEGAL AID BOARD's Records**

Accurate and reliable records of many kinds are necessary to meet the LEGAL AID BOARD's legal and financial obligations and to manage the affairs of the LEGAL AID BOARD.

The LEGAL AID BOARD's books and records should reflect all business transactions in an accurate and timely manner. Undisclosed or unrecorded revenues, expenses, assets or liabilities are not permissible, and the employees responsible for accounting and record-keeping functions are expected to be diligent in enforcing proper practices.

## **13. Dealing with outside persons and organisations**

### **13.1 Prompt Communications**

LEGAL AID BOARD strives to achieve complete, accurate and timely communications with all parties with whom it conducts business, as well as government authorities and the public. In addition, prompt and effective internal communication is encouraged.

A prompt, courteous and accurate response should be made to all reasonable requests for information and other client communications. Any complaints should be dealt with in accordance with internal procedures established by various operating areas of the LEGAL AID BOARD and applicable laws.

### **13.2 Media Relations**

In addition to everyday communications with outside persons and organisations, the LEGAL AID BOARD will, on occasion, be asked to express its views to the media on certain issues.

When communicating publicly on matters that involve the LEGAL AID BOARD business, employees must not presume to speak for the LEGAL AID BOARD on any matter, unless they are certain that the views they express are those of the LEGAL AID BOARD and it is the LEGAL AID BOARD's desire that such views be publicly disseminated. Employees approached by the media should immediately contact the department or