

WorkSafeBC

Code of Business Ethics and Behaviour

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Introduction:

WorkSafeBC Code of Business Ethics and Behaviour

The Code of Business Ethics and Behaviour (the Code) reflects the principles of good conduct, integrity, and accountability that are central to the effective functioning of our organization.

It consists of two parts:

[Part 1](#) is the policy itself (the Code), which describes who must follow the Code, and core obligations and responsibilities under the Code.

[Part 2](#) is the guidelines, which provide additional information, clarification, and examples.

Throughout this document, you will find links or references to supplementary information and policies. Follow these links to find the extra information or details you need to do your job effectively.

You must review the Code when first joining WorkSafeBC and annually thereafter. WorkSafeBC employees are required to complete an annual ethics review process which includes ethics training and a declaration to validate their understanding of their responsibilities under the Code.

Part 1: Policy

Policy statement

As an organization, WorkSafeBC is committed to honest, impartial, respectful, and ethical behaviour, both in working together and in serving our clients and the community. Our Code of Business Ethics and Behaviour (the Code) is designed to help each one of us meet this commitment.

Your conduct at work, and in some cases outside of work, determines how clients, external stakeholders, and the public view our organization. This Code is intended to help you avoid and prevent activities that could impair your ability to perform your job, damage WorkSafeBC's reputation, or cause others to think you are receiving an improper benefit or are acting improperly in performing your work or in representing WorkSafeBC.

Application and scope

If you are a WorkSafeBC employee, student, volunteer, or are engaged by WorkSafeBC as a researcher or contractor (referred to in this Code as "employee," "employees," "contractor," and "you"), you must learn, understand, and follow the Code, set out in Parts 1 through 2, even if you are governed by other professional codes of ethics or conduct. If you believe your professional code of ethics contradicts this Code, report it to the Ethics Office for determination.

If you make any comments or take any actions that violate this Code, including those made in jest, you may be subject to disciplinary action, up to and including termination of your employment or contract.

No policy can be exhaustive, so it is up to you to use this document to determine proper conduct in individual cases and seek advice as needed.

Roles and responsibilities

1. Ethics advisors (i.e., all people leaders and People and Culture partners)

- Provide advice on ethical standards and conduct to effectively assess and address common ethics topics and concerns
- Seek out guidance and advice from the Ethics Office or chief ethics officer on issues that are complex and/or cannot be easily resolved
- Foster an environment that encourages employees to discuss workplace ethics with colleagues and managers
- Enforce adherence to the Code and report breaches to the Ethics Office

- Report ethics concerns and resolutions to the Ethics Office
- Fulfill [their role](#) under the [Public Interest Disclosure Act](#) (requirement for people leaders only)

2. Ethics Office and chief ethics officer

- Provide education and training to support understanding of and compliance with the Code
- Consult and provide guidance on ethics issues to effectively mitigate risk for the organization
- May conduct or oversee investigations into violations of the Code
- Designated officers provide advice and receive disclosures under the [Public Interest Disclosure Act](#)

Core obligations

1. Reporting violations

You must report matters that you reasonably believe break the law, endanger public health or safety, waste funds or assets, or violate this policy. If you follow WorkSafeBC procedures and report in good faith, you will be protected from any reprisals.

This obligation to report alleged violations does not limit your legal right to lodge a complaint with an external authority or to submit a disclosure of wrongdoing under the [Public Interest Disclosure Act](#).

Refer to the resource, [Seeking ethics advice and reporting issues](#), for more information on how to report and what happens after reporting.

2. Privacy and confidentiality

Protecting the confidentiality of the information we hold is essential to maintain the trust and integrity of our organization. Confidential information at WorkSafeBC is all information that is not generally available to the public, including all the personal information we hold about our clients and employees, in whatever form. At all times, you are required to maintain the confidentiality of information you acquire through your work with us.

You must not access, use, or share with any member of the public or fellow employees, either orally or in writing, any confidential information held by WorkSafeBC, except in the following circumstances:

- In the case of personal information: when disclosure is authorized under the provisions of the *Freedom of Information and Protection of Privacy Act* or other law

- In the case of confidential information: when disclosure is authorized by a WorkSafeBC manager or is permissible under the *Workers Compensation Act*, and is required in the performance of your duties

This confidentiality obligation continues after your work with us ends.

3. Conflict of interest

Each of us must perform our individual job duties fairly and with uncompromising integrity, to maintain public confidence in WorkSafeBC and accomplish our shared mission and mandate.

A conflict of interest is a situation that interferes, or reasonably appears to interfere, with your ability to act fairly, impartially, and responsibly in performing your job at WorkSafeBC. Operating in a conflict of interest undermines your integrity and can indicate a lack of fairness toward, and respect and caring for, WorkSafeBC, your co-workers, and your clients. You must take the necessary steps to avoid any real, potential, or perceived conflict between your private or financial interests and your job at WorkSafeBC.

Here are the distinctions between these various types of conflict of interest:

- **Real conflict** — the opportunity for personal gain influences how you do your job.
- **Potential conflict** — the opportunity for personal gain could occur in the future and influence how you do your job but is not yet a real conflict of interest.
- **Perceived (or apparent) conflict** — when others may reasonably believe there is a conflict of interest, even if there isn't.

In your personal life, be thoughtful before engaging in any activity or relationship that is, or may appear to be, in conflict with your duties, responsibilities, or obligations to WorkSafeBC.

Where a real, potential, or perceived conflict of interest exists, immediately seek guidance from your manager, another ethics advisor, or the Ethics Office to determine if disclosure is required. Seeking guidance or making a disclosure allows us to resolve unclear situations and address any conflicting interests in a timely manner to protect both you and the organization. Refer to the [Seeking ethics advice and reporting issues](#) resource document for more information on how to seek guidance and disclose conflicts of interest.

The following guidelines outline how to manage conflicts of interest in different areas. You can find examples of conflicts of interest within [Part 2](#) of the Code.

Personal, business, or financial interests

Avoid engaging in any business or transaction, or any financial or other personal interest, that is, or may appear to be, in conflict with your duties, responsibilities, or obligations to WorkSafeBC.

Personal interests include, but are not limited to:

- Personal financial interests
- Interests of outside organizations you're involved with
- Outside employment
- Interests of your friends and relatives
- Personal relationships
- Political or public interest advocacy activities
- Personal reputation

When performing your duties, do not do any of the following:

- Give or appear to give preferential treatment to anyone, including persons with whom you have a close or personal relationship, or to any organization in which you or the people with whom you have a close or personal relationship have an interest, financial or otherwise.
- Advocate for or represent others in any matter before WorkSafeBC including, but not limited to, claims or employment matters.
- Use your connection to WorkSafeBC, or confidential information obtained through your work with us, to secure an improper benefit for yourself or others.

Except as set out in this Code, you or people with whom you have a close or personal relationship must not either directly or indirectly ask for or accept a gift, favour, service, or promise of a future benefit from any individual or organization that has, or is likely to have, a relationship with WorkSafeBC.

Outside employment, income, and investments

If you work for another employer, operate your own business, are a director of an organization, or receive funds for personal activities outside WorkSafeBC, you must ensure that it does not result in a conflict of interest, or otherwise violate the standards set out in this policy.

Moreover, you must promptly disclose to your manager, in writing, if you have outside employment, income, and/or investments that results in a real, potential, or perceived conflict of interest.

If you are a worker, supervisor, or employer (as defined by the *Workers Compensation Act*) at another business or organization, you must make sure you follow the rules and duties under the *Worker's Compensation Act* and the Occupational Health and Safety Regulation.

4. Use of WorkSafeBC assets

The primary purpose of all WorkSafeBC assets is to allow you to do your WorkSafeBC work. You should not make use of these resources or assets for your personal benefit or purposes unless authorized in advance by your manager or applicable policy. Do not use WorkSafeBC property (physical or intellectual property) or other assets for personal gain, or for any non-WorkSafeBC purpose at any time unless authorized by your manager or applicable policy. Your paid time is also considered an asset; during your paid working hours, you are to focus exclusively on your work.

We regularly monitor our electronic systems. We may take action to ensure that you use WorkSafeBC computers and other electronic devices in a secure, respectful, and appropriate manner. You should not expect that your electronic communications or computer use are private.

On or before your last day of work before an extended leave of absence, your last day of employment, or last day of your contract with WorkSafeBC, you must return all assets including WorkSafeBC property, documents, notebooks, work product, or other materials in your possession. This includes all written or electronic non-public WorkSafeBC information.

5. Representation and conduct

Civility, respect, and upholding WorkSafeBC's reputation

You are responsible for conducting yourself in a respectful, polite, and considerate manner, both within the workplace and outside the workplace at work-related functions with fellow employees, stakeholders, and members of the public. Your behaviour should exemplify the integrity of our organization and our role as the legislated authority for occupational health and safety law and regulation.

Serving workers, workplaces, and communities

When serving our external and internal clients, behave in a manner that reflects our WorkSafeBC [behaviours](#) — respectful, responsive, fair, accountable, collaborative, and forward-thinking. Be sensitive and responsive to the changing needs, expectations, and rights of our diverse clients, while respecting the legislative framework that governs WorkSafeBC.

Speaking on WorkSafeBC's behalf

You are free to comment on public issues but be sure that you present your personal opinions as your own. Unless authorized to do so as part of your job, do not speak on WorkSafeBC's behalf, and exercise caution to ensure that you are not perceived to be doing so. Do not use your connection to WorkSafeBC as a way to publicly strengthen your views.

When you speak with others about your work or about matters closely related to your work, ensure your comments do not contradict WorkSafeBC's policies, breach confidentiality, or jeopardize the perception of your impartiality in the performance of your duties.

Volunteer activities

We support your involvement in activities that build a stronger community. However, you must ensure that your volunteer work does not result in a conflict of interest or otherwise violate the standards set out in this policy.

Your volunteer activities must not interfere with your job or work performance, or impose costs on WorkSafeBC, unless they are authorized in advance.

Political activities

You must ensure clear separation between your political activities and your association with WorkSafeBC. Do not engage in political activities during work hours or use our assets in support of those activities. If you are running for public office, you must do so only during unpaid time.

Do not bring local, provincial, or national partisan politics into our workplace. You must retain the perception of political impartiality in relation to your duties and responsibilities.

Safety

You must be aware of and follow the appropriate safety practices and policies that are in place at our workplace. This includes ensuring that you are fit for duty (i.e., able to safely and productively handle the physical and mental demands of your job without issues) when in attendance. You must report any violation of our [Corporate Safety, Health, and Security Program](#) to management.

Exceptions to the Code:

Although rare, there may be exceptions to this Code. Unless otherwise noted, requests for exceptions must be submitted in writing to the Ethics Office, who will send them for approval to the minister responsible for the Public Sector Employers' Council.

Keep in mind that if any provision in this policy conflicts with a provision in other WorkSafeBC policies — whether those policies were made before or after this one — this policy prevails.

Part 2: Guidelines

Introduction

These guidelines form an integral part of the Code of Business Ethics and Behaviour and provide additional clarification and advice about your obligations. They are not exhaustive, so you must use the general ideas in the policy and guidelines to determine your proper conduct in individual situations. If in doubt, speak with your manager, another ethics advisor, or the Ethics Office. For information and guidelines on reporting wrongdoing under the *Public Interest Disclosure Act*, please refer to [worksafebc.com/pida](https://www.worksafebc.com/pida).

Reporting violations

It's up to all of us to ensure our organization operates with integrity. If you observe something that you believe breaks the law, endangers public health or safety, wastes funds or assets, or violates this policy, you must report it as soon as possible. If you're unsure whether or not something is a violation, still report it or ask a manager or another ethics advisor. If you report in good faith, you'll be protected from reprisal related to your report, such as dismissal, suspension, demotion, harassment, or being otherwise disadvantaged.

What are some examples of illegal or unethical behaviour that you should report?

- Internal financial and accounting irregularities
- Health and safety issues
- Theft or misuse of WorkSafeBC's assets or funds
- Conflicts of interest
- Manipulation or falsification of data
- Embezzlement or other fraud
- Violation of laws, WorkSafeBC regulations, or procedures
- Incidents of bullying, harassment, or discrimination
- Knowingly directing or counselling a person to commit one or more wrongdoing under the Code or the *Public Interest Disclosure Act* (PIDA)
- Serious and/or systemic wrongdoing, as defined under the PIDA

Refer to the [Seeking ethics advice and reporting issues](#) resource document for more information on how to submit a report and what happens after a disclosure.

Privacy and Confidentiality

Under the *Workers Compensation Act*, you are required to respect the confidentiality of all information — including information about clients, contractors, and data on current employees and WorkSafeBC property — that you acquire through your work with WorkSafeBC. In addition, WorkSafeBC is subject to British Columbia's *Freedom of Information and Protection of Privacy Act*, which governs how WorkSafeBC is permitted to collect, use, disclose, store, and retain personal information

Once you're hired by WorkSafeBC, you must sign an [Undertaking of Confidentiality](#). By signing this undertaking of confidentiality, you agree not to disclose to any member of the public or to fellow employees, either orally or in writing, any confidential information held by WorkSafeBC, or any information that WorkSafeBC has access to but is owned by a third party, except as noted in the Code or required by law.

Even after you are no longer an employee, you must continue to protect information that you gained through your employment here. You must not share this information with anyone, or use it in a way that would advantage you, a new employer, or other third-party, or where doing so would disadvantage WorkSafeBC or bring the organization into disrepute.

What things are confidential?

The following are examples of WorkSafeBC items that are confidential and thus must be protected — no matter how they're stored and what form they're in:

- Any information contained in a claim or employer file, or in any of our operating systems, including any information about claimants or their personal circumstances or relationships, medical reports, and information about employer assessments paid
- Field investigation reports
- Prevention documents, such as incident investigation reports, officer notebooks, contact records, business analysis reports, employer report cards, and worker information or complaints
- Internal memoranda of WorkSafeBC
- Employee records, such as personnel files and employee claim files
- Employee personal information
- Employee access codes and passwords
- Intellectual property, such as business processes, system plans, computer codes, formulas, specifications and associated documentation, and designs
- All other information that WorkSafeBC treats as confidential and has chosen not to make public

Legal opinions

Unless you've received prior written approval, don't release any internal communication from a lawyer in the Law and Policy Division to anyone outside WorkSafeBC. This includes emails, opinions, and any other communications involving a WorkSafeBC lawyer.

Preventing and reporting privacy breaches

If you accidentally or without authorization disclose personal information (that is, any information about an individual other than business contact information), you are legally required to report it as soon as possible to our [Freedom of Information and Protection of Privacy](#) (FIPP) office. You should also let your manager know. If you have any questions about what you should report, you can email [FIPP \(SM\)](#).

You'll need to take appropriate steps to prevent accidental disclosure whenever you're using office equipment, sending information to others, or taking hard copy, electronic files, or electronic devices out of the office. WorkSafeBC assets must only be used within British Columbia, unless otherwise authorized in accordance with the Collective Agreement, Information Security, and any other applicable WorkSafeBC policies.

Protecting privacy and confidentiality during conversations with others

Avoid unwittingly disclosing personal or confidential information during casual conversations with relatives, friends, or acquaintances, and always refrain from speaking about WorkSafeBC business in public places, both in and outside of our offices.

Here are a few examples of breaches of privacy and confidentiality:

- Working in the call centre and telling a family member about an interesting claim you received, or venting about a challenging interaction with a client. Even if you don't use a person's name or other identifying information, this is still a breach of privacy and confidentiality.
- Making a supportive comment in public to a claimant about their claim. Even if this is well-intentioned, anyone hearing what you said could learn that the person you're speaking to is a claimant. Under the *Freedom of Information and Protection of Privacy Act* (FIPPA), the fact that someone has a WorkSafeBC claim is considered personal information and must be protected.
- Sharing personal information about an employee with someone not authorized to have that information.

To avoid such disclosures, carefully consider your role and the kind of circumstances that might lead you to inadvertently share someone else's private information. Ensure you continually work to protect confidentiality in all your work and after-work interactions.

Recording and photography

Remember to respect your clients' and co-workers' privacy. Don't photograph, film, or voice-record people in our workplace or at work events or post these items on the internet or social media, without both their consent and management approval.

In certain limited circumstances, WorkSafeBC may collect visual and audio recordings that include you. For example, in certain departments we record phone calls with clients to ensure service quality, and for use in training. Employees in those areas are notified in advance that the calls may be recorded, and the clients may be verbally notified before they start a conversation.

We also film our public lobbies for security reasons, and notices are posted at each entrance to alert anyone who enters to that fact. In addition, if we have reason to formally investigate what we believe may be serious employment misconduct or fraudulent behaviour, we may collect video or audio recordings of you without your knowledge or consent.

Protecting privacy: Simple steps you should take every day

- Never share your passwords.
- Lock your computer when you're away from your desk. (Key ctrl-alt-delete then select "Lock.")
- If you have a laptop, ensure it is securely locked to your workstation or in a locked drawer or cabinet when you leave the office.
- Keep hard copies of confidential information out of sight in your workspace whenever you're away from your desk.
- Keep electronic devices containing personal information, and all documents, out of sight and locked up as appropriate, when in transit or if you're temporarily leaving your vehicle.
- Promptly collect your print jobs containing confidential information.
- Check that envelopes and parcels are correctly labelled before mailing them, and that the contents are going to the intended recipient.
- Prior to sending an email, verify the intended recipients of your email to prevent accidental disclosure to unauthorized parties and ensure that all recipients have need-to-know status for the contents of the email.
- Protect attachments containing personal or confidential information with a strong password. Call the recipient or send a separate email to share the password.
- Never send or auto-forward your work emails to your personal email address.

- Don't disclose information to a caller until you have verified that you're speaking to the right person.
- Before you fax information, check that you have the correct fax number.
- Do not input personal or confidential information into external platforms or artificial intelligence applications.
- If you have approval to work offsite or at home, use VPN, Outlook Web Application (OWA), and/or other secure systems approved by our technology support department. Ensure your workspace is secure so that other household members and visitors cannot access or view information that you have on paper, your computer, or a mobile device.
- Ensure you properly secure or encrypt all mobile electronic storage devices (e.g., USB/thumb drives) before taking them outside WorkSafeBC offices.
- If you use a mobile device as part of your job, such as a tablet or smartphone, only view confidential files when they're out of the view of others.

Protecting claim files

Only use email to communicate with external parties, including claimants, when you know the email is encrypted or that other appropriate security measures are in place.

Double-check information before you enter it into the Claims Management System (CMS) to ensure the correct information goes into the correct file. And never access a claim file in the CMS without a valid business reason.

Here are a few examples of valid business reasons:

- Based on your job classification and role, you need to access the claim to do your work (e.g., you're the decision maker on the file, or are directly supporting the decision maker).
- As a claim owner, you need to provide claim information to people who have a right to view the information, such as workers, employers, or authorized representatives.
- You need to provide expert advice on issues related to the claim, in response to a request from a claim owner, designate, or manager of an area to which the claim is assigned.
- You need to review decisions made on a claim, where the review is part of your job responsibilities.

Here are a few examples of reasons that are not valid for accessing claim files in CMS:

- You want to check on the status and information contained in a friend, neighbour, or relative's claim.

- You'd like to view your own claim. (If you want to do this, you should do so through the worker portal.)
- You're interested in viewing the claim of another WorkSafeBC employee for reasons beyond your formally assigned role.
- You want to see a claim for personal reasons, such as satisfying your curiosity.

Related references — privacy and confidentiality

- [Electronic Communication and Tools Policy](#)
- [Privacy and confidentiality page on WSN](#)
- [Undertaking of Confidentiality form](#)
- [WorkSafeBC Freedom of Information and Protection of Privacy \(FIPP\) office](#)
- [WorkSafeBC Privacy Policy \(internal\)](#)
- [Protecting Personal Information Outside the Office Policy](#)
- [Privacy Breach Notification form](#)

Conflict of interest

A conflict of interest is a business activity, transaction, or a financial or personal interest (including a close or personal relationship) that is, or may appear to be, incompatible with the performance of your duties. It can create the appearance of impropriety — and that perception can ultimately undermine other people's confidence in you and our organization.

Avoid situations that impair or appear to impair your ability to act impartially in WorkSafeBC's interest. If you believe a real, potential, or perceived conflict exists, immediately disclose it in writing to your manager so they can support you in protecting yourself and the organization from conflict of interest risks. If your job role, job responsibilities, or manager changes, you must re-disclose any conflicts of interest. For example, you should disclose it if:

- You own or run a business, or if you work for another employer(s) that is connected to WorkSafeBC or may overlap with the work you do here. However, you do not need to disclose if the only link is that the company has WorkSafeBC insurance or that the work could give rise to a potential claim.
- You own shares in a business or are a board member for an outside organization and your work at WorkSafeBC could influence decisions or benefit that business (like referring business to them or being involved in contract decisions). However, you do not need to disclose if you own shares that are held in a mutual fund or other similar pooled investment vehicle.

- WorkSafeBC awards a contract to a company you own or have a financial or personal interest in.
- You are considering investing in a company WorkSafeBC does business with, and there's a potential conflict if the investment goes through.
- You have a close relationship with someone at work or with an external stakeholder where one of you has influence or authority over the other.

Conflict of interest inquiry

If you have questions about whether you might be acting in a conflict of interest, talk to your manager or another ethics advisor, who can determine whether a conflict exists and what options you have for managing and mitigating the conflict.

If your manager or ethics advisor cannot make the determination, or you disagree with the findings, the issue can be referred to the Ethics Office for consultation and decision. Depending on the circumstances, the Ethics Office may communicate any findings and recommendations in writing to you and your manager and will retain a record of the decision.

Managing close or personal relationships

What do we mean by close relationships?

Close or personal relationships include relationships with the following people:

- Your immediate and extended family members (e.g., parents, step-parents, grandparents, step-grandparents, in-laws, partners, spouses, siblings, parent's siblings, cousins, children, any person who has acted in the place of a family member)
- Any person who lives in the same household with you
- Any person with whom you have a close and/or intimate relationship
- Your close friends or associates

Relationships with potential or current employees

You're welcome to recommend WorkSafeBC as an employer to friends and family members.

In doing so, please:

- Do not forward their resumé directly to a hiring manager. Tell them to visit [worksafebc.com/about-us/careers](https://www.worksafebc.com/about-us/careers) and follow our regular application procedures.
- Do not inquire about or otherwise get involved in or attempt to influence the hiring process. Be sure to recuse yourself from being involved in the selection process where you have a personal or close relationship with a candidate.

A job application is a private matter, and while your friends or family members may keep you up to date on their applications, WorkSafeBC will not talk about any application with you other than your own. Should your referral be hired, a formal conflict of interest disclosure must be made to your manager and the Ethics Office to ensure that any resulting conflicts can be effectively mitigated.

You are not ordinarily able to work with someone with whom you have a close relationship in the following circumstances:

- Where one employee has, could have, or may be perceived to have influence, input, or decision-making power over another employee's performance evaluation, salary, premiums, special permissions, potential for promotion, conditions of work, or other similar matters.
- The relationship affords an opportunity for collusion (or the appearance of potential collusion) between the employees, which could have a detrimental effect on WorkSafeBC.

If you're in or being considered for a position where a reporting relationship may exist, the onus is on you to disclose the relationship and seek a waiver or remove yourself from the reporting relationship. The president and CEO of WorkSafeBC (or the chair of the Board of Directors, in cases involving employees in areas reporting to the chair), in consultation with the chief ethics officer, may waive this policy requirement if both of the following circumstances apply:

- This working relationship is essential to meet operational needs
- Sufficient safeguards are in place to prevent WorkSafeBC's interests from being compromised

If you move to a new permanent or temporary role, your job responsibilities change, or your manager changes, you must re-disclose any conflicts of interest.

If you have a close or personal relationship with another employee where there is not a direct or indirect reporting relationship, there may still be impacts on the workplace that need to be considered. You should discuss this with your manager if your work does or could overlap with the other person or if it could negatively impact your reputation, credibility, and effectiveness.

With any close or personal relationship in the workplace, remember to maintain confidentiality, avoid getting involved in the other person's employment matters (for example, job applications, performance issues, or compensation and benefit related questions), and always use your good judgment to maintain a professional presence in the workplace.

Relationships with vendors

Disclose close or personal relationships with principals or employees of firms or suppliers with whom we do business or might foreseeably do business. These situations apply

particularly to those employees who hire consultants, suppliers, or service providers, or refer business to them or order from them. In most cases, we'll be able to set up a process that will protect you and WorkSafeBC from the appearance of a conflict of interest.

We understand that you might interact with external suppliers and develop friendly relationships with them. This kind of relationship is not a conflict and need not be declared, unless it evolves into socializing outside the bounds of a normal relationship between supplier and client.

Relationships with clients

If you have an existing close or personal relationship with a client, ensure you disclose it to your manager. The client will be transferred, or other safeguards will be put in place so you can perform your work objectively.

If you're considering entering into a relationship with a former client or other stakeholder impacted by your decision making, you should discuss the situation with your manager or the Ethics Office to determine what conflict of interest risks there may be prior to moving forward with this relationship. You must never enter into an intimate or close relationship with a client to whom you're providing service or over whom you have decision-making power. There may also be restrictions on entering into a relationship with a former client or other stakeholder. This can depend on a number of factors, including the nature of the past relationship and the length of time since you worked with this individual in your WorkSafeBC role.

Advocating for or representing clients

Anytime you insert yourself into a WorkSafeBC process on someone else's behalf, you're acting as their advocate or representative. As a WorkSafeBC employee, you're perceived to have power, influence, and knowledge of our systems and processes simply because you work here — so advocating for a particular person, however well intended, would appear to give that person an unfair advantage over other clients. Regardless of your position, you must not advocate for or represent a client on a WorkSafeBC claim, assessment issue, investigation, or any other WorkSafeBC-related business. This includes refraining from advocating for your family, friends, acquaintances, and other clients all matters before WorkSafeBC including the recruitment process, employment matters, claims, assessment, and prevention matters.

The claims, assessments, and prevention processes allow for advocates, but we will not recognize you as one, even if someone signs an authorization form for you that states you can advocate on their behalf. There are other options available to workers or employers who require representation, including the support that's offered through the Workers' Advisers Office and Employers' Advisers Office.

This is not intended to take away the rights of Compensation Employees' Union (CEU) representatives to represent their members in the fulfillment of their duties under the collective agreement.

Personal transactions with WorkSafeBC

As workers under the *Workers Compensation Act*, and as individuals who may have close or personal relationships with other workers, you're also a potential WorkSafeBC client and stakeholder.

To avoid conflict between your role as an employee and as a client and stakeholder, never seek to use your position at WorkSafeBC to gain an advantage for yourself, people with whom you have a close or personal relationship, or acquaintances, and don't access information about claims or assessments that would not be available to a typical client (see previous sections "Protecting claim files" and "Advocating for or representing clients").

Access general WorkSafeBC services and programs and make business inquiries through the standard channels used by our external clients, or through staff claims. Tell your family, friends, and acquaintances that they must do the same, and that you cannot grant them special access.

Do's and don'ts around your staff claim

Do:

- Immediately report your injury to your manager
- Follow the process for [reporting a workplace injury or illness](#)
- View your claim file by using the **worker portal on worksafebc.com**.

Don't:

- Use your work email to communicate with the staff claims department.
- Drop by your case manager's desk unannounced to talk about your claim.

Accepting gifts, benefits, and business hospitality

From clients, contractors, and stakeholders

Sometimes gifts, benefits, and business hospitality are an acceptable part of working relationships. However, they may lead to reputation harm due to the perception that you may be receiving inappropriate personal benefits because of your employment with WorkSafeBC or biased in your decisions.

Some gift, benefits, and business hospitality may be acceptable if they are normal and customary in the business circumstances, including:

- **Occasional items of nominal value** — this includes items within a specific estimated value (\$25 or less if you have decision-making power over the person or organization gifting; \$100 or less otherwise), such as promotional items or items to express gratitude on special occasions.

- **Public events or relationship-building meals** — as long as it is infrequent and of nominal value. Don't accept meals or tickets to an event if the person or organization offering is bidding on a WorkSafeBC contract or otherwise results in a conflict-of-interest.
- **Offensive to reject** — if the return of a gift or refusal of a gift, entertainment, or benefit would be offensive to the donor, then the gift, entertainment or benefit may be accepted. But full details must be immediately disclosed to your manager and, if possible, WorkSafeBC must assume ownership of any gift or benefit received.
- **Gifts to WorkSafeBC** — Gifts such as artwork, ceremonial items or event tickets donated to WorkSafeBC can be used to support the organization's charitable endeavours or employee engagement. Gifts can be accepted if it's in WorkSafeBC's best interest and the fit doesn't affect or can't reasonably be perceived to affect our objectivity and ability to act impartially.

Never accept benefits, hospitality, or gifts from:

- Current or potential clients, vendors, or stakeholders that might make you feel obliged to reciprocate in some manner
- An individual or organization against whom we are pursuing enforcement action

These limitations don't apply to the normal exchange of gifts between friends, to car-pooling arrangements with non-WorkSafeBC personnel, or to the receipt of competition honours or awards sponsored by corporations or other organizations.

Since it's impossible to list every situation that could create a conflict of interest, it's up to you to exercise good judgment and act with integrity. Unless the gift or offer is of nominal value, you must disclose it to your manager. Return inappropriate gifts to the donor with an explanation why you cannot accept it and a copy of this Code. Perishable gifts can be donated to charity and the donor notified. If you have any doubt as to whether you should accept or offer a gift or benefit, talk to your manager. If necessary, the issue can be referred to the Ethics Office for a decision.

From others

When booking business-related travel, you may not accumulate travel incentive program points to be used for personal benefit (i.e., airline frequent flyer points, hotel and automobile rental bonus points, etc.). For more information and procedures for booking work-related travel, refer to the [Booking travel](#) page on WSN.

Future employment restrictions

Except with the consent of the Board of Directors, executives in positions having discretion to make decisions or recommendations that significantly affect the business interests of an

employer registered with WorkSafeBC must not accept employment with any such employer for at least one year after their employment with WorkSafeBC ceases.

This provision covers only senior executive-level positions at WorkSafeBC.

Outside employment, board membership, income, and investments

If you also work for another employer, operate your own business, are a director or board member of an organization, hold shares outside of a mutual fund in an organization doing business with us, or if you receive funds for personal activities outside of WorkSafeBC, you must ensure the following:

- It does not interfere with your job performance, including your hours of work or travel.
- It does not bring WorkSafeBC into disrepute.
- It does not result in a conflict of interest as stated in this policy.
- It does not adversely affect your capacity to objectively perform your duties at WorkSafeBC.
- You don't gain an advantage through information derived solely from your work with us.
- WorkSafeBC does not appear to have endorsed or be associated with the organization, nor does it appear to represent WorkSafeBC opinion or policy.
- It does not involve the use of WorkSafeBC personnel during their work hours, or WorkSafeBC premises, services, equipment, information, or supplies.

You should disclose to your manager, in writing, if you own or are a director or board member of a business, or have any outside employment, income, and investments that in any way relates to or overlaps with the business of WorkSafeBC or the work that you do here. In many cases, conflict of interest risks can be mitigated. However, each situation is unique, and the conflicts may not always be clear or simple, so you should check with your manager or the Ethics Office any time you have questions or are unsure.

Examples of situations that should be disclosed:

- You're a medical advisor or specialist who also works in private practice and there is a potential overlap with your role here. For example, you may receive a claim about a client of this practice, which would need to be assigned to another medical advisor or specialist.
- You're a manager, vocational rehabilitation consultant, physician, or other person involved in the process, and you own shares in a third-party service provider or agency or have a close relationship with someone who does. You must stay out of the bidding process and make appropriate arrangements to avoid referring claimants or influencing others to refer claimants to that agency.
- You're a prevention officer teaching a course about health and safety as part of another job — it should never appear that you're speaking on WorkSafeBC's behalf.

Compliance with the Act and the Regulation

As an organization, we champion workplace health and safety and some outside financial or personal interests have the potential to have a negative impact on WorkSafeBC and its reputation.

If you're an employer, or occupy a decision-making role over the operations and activities of another employer — such as being a director or officer of a corporation, or on the board of directors — you must do the following:

- Take reasonable steps to ensure your compliance with the *Workers Compensation Act* and Occupational Health and Safety Regulation. This includes compliance with health and safety requirements, but also with requirements related to our other lines of business, such as insurance and claims.
- Promptly report in writing to the chief ethics officer all instances of significant non-compliance or serious injury, as listed below, so that we can work to mitigate any potential impact on WorkSafeBC's reputation. If the instances are not already known in the public realm, then prior to reporting these incidents you must ensure that you have the appropriate consent to share this information.

Incidents that must be reported:

- You receive a stop-work order, warning letter, or occupational health and safety penalty.
- You receive a final notice about your failure to pay an overdue premium, occupational health and safety penalty, or claims cost levy.
- One of your employees experiences a serious injury, including any of the following:
 - Fatality
 - Life-threatening or life-altering injury, such as major amputation, spinal cord injury, serious head injury, and/or third-degree burn
 - Injury that requires extensive hospitalization or significant expected wage-loss or health care costs

Examples:

- If you have your own business and one of your employees is seriously injured on the job, resulting in partial paralysis, you must report that fact to us. You don't need to report relatively minor injuries, such as a sprained ankle.
- If you're on the board of directors of a non-profit society, and this non-profit receives a final warning from WorkSafeBC for failure to pay its premium, you must report that fact to us. You don't need to report relatively minor issues, such as being late in reporting your payroll.

If the incident of significant non-compliance is reasonably connected to what you do at WorkSafeBC, you may be disciplined.

Registration requirements when having work done on your home

Sometimes, you can be an employer and have obligations under the *Workers Compensation Act* and the *Occupational Health and Safety Regulation* without realizing it — especially when it comes to hiring people to work in or around your home.

Keep in mind that you must provide a safe workplace when you become an employer, and you must register and pay premiums in the following circumstances:

Work activity	Hours your employee is working
Before- or after-school care	15 or more hours per week
Ongoing services around your home	8 or more hours per week
A specific, one-time project around your home	24 or more hours

Even if you have people working fewer hours than what's listed above, you can still purchase voluntary coverage to ensure you have the protection of an insurance policy.

If you hire an independent business to do work around your house, then you won't need to register — in fact, you aren't eligible to do so. But you should get a [clearance letter](#) (available on [worksafebc.com](#)) that confirms that the business is registered and has paid its premiums. If not, you could be liable for the premiums it owes in connection with the work it does on your behalf.

Use of WorkSafeBC assets

What is a WorkSafeBC asset?

Here are a few examples of corporate assets:

- Computers and mobile devices
- Office equipment and tools
- Stationery and office supplies
- Furniture

- Intellectual property, such as drafts and final documents, including research papers, memoranda, and legal opinions
- Internet access in our offices
- Software, information technology systems, programs, specifications, and data
- Workspace, meeting rooms, and work locations
- Pool vehicles and assigned vehicles
- Paid work time
- Employee benefit plans

WorkSafeBC assets are for WorkSafeBC work. The general rule is that you must not use our assets for personal gain or for any non-WorkSafeBC purpose. In some cases, limited personal use of our assets is allowed. However, you must make sure that you follow the appropriate procedures, including getting permission where required (for example, you need permission for personal use of a WorkSafeBC vehicle, but not work-issued mobile devices, such as smartphones or tablets).

Where personal use is permitted, always use your good judgment when determining the limits of this use, keeping in mind the intended purpose. Personal use should not be excessive, result in additional costs to the organization, or bring the organization into conflict of interest or disrepute.

Any assets that are assigned to you remain the property of WorkSafeBC and so must be returned when you leave the organization.

We expect you to be honest in your use and oversight of all WorkSafeBC assets. Any employee or contractor found to have misused our assets or committed internal fraud through theft or intentional use of these assets for financial or personal gain, may be disciplined up to and including termination of employment or contract.

Electronic equipment, mobile devices, and vehicles

If you have any WorkSafeBC-issued mobile devices, you will need to follow our:

- [Electronic Communication and Tools Policy](#)
- [Internet Usage Agreement](#)
- [Mobile Device Policy](#)

It's also necessary to comply with relevant internal financial and expense policies and procedures.

If you use a pool or assigned vehicle, you will need to follow our:

- [WorkSafeBC Vehicle Operating Guide](#)
- [Use of Assigned Vehicles Policy](#)
- Additional policies on our WorkSafeBC [fleet vehicles page on WSN](#)

Storage of personal content on the hard drive of your laptop or computer is not allowed — it impacts ongoing updates and security. You should also avoid internet usage activities on all work-issued equipment or devices that require a high bandwidth, such as streaming audio or videos not related to work, live-update blogs, and large file downloads (for example music, books, and videos).

You should not expect to have privacy on your WorkSafeBC-issued electronic equipment or mobile devices. You don't have exclusive control over the personal information you create or record on them. That data is the property of WorkSafeBC and may be viewed at any time by those with domain administrative rights on our network. Moreover, if we have reason to believe equipment or devices are being misused, we may review your use of these items and the data stored inside them to ensure it's consistent with the requirements set out in the policy documents and agreement listed above.

You should also know that unless you have advanced approval or permission under the collective agreement or WorkSafeBC policy, you're liable for the costs of personal use of WorkSafeBC assets, including mobile devices and vehicles.

Mail

You can receive professional mail at your office, such as information from your professional regulatory body or a professional news magazine. However, you can't use any of our office addresses as a delivery address for private mail. Don't send personal mail through our mailroom (except through our personal mail drop at the Richmond office, with correct postage affixed), and don't use our internal mail to send personal mail or packages between departments or offices. This is not intended to stop you from sending a few, infrequent cards for special occasions to co-workers in other offices or departments.

Intellectual property

Anything that you create or produce in the course of your work for us is considered intellectual property, and as such belongs to WorkSafeBC. Intellectual property includes inventions, designs, memos or reports, computer codes, project plans, marketing material or videos, and even our WorkSafeBC logo.

You must not use or share these corporate assets outside of WorkSafeBC without prior approval. If you receive a request to share public-facing materials (developed for and publicly available on worksafebc.com), you must first get approval from the Copyright Committee

(email [Copyright \(SM\)](#)). Any requests for materials that are internal-facing (not available publicly) must be approved by your manager, in consultation with Legal Services where applicable.

Meeting rooms

Follow [meeting room policy](#) and administration procedures for booking and using WorkSafeBC's meeting rooms. You will require prior approval if you plan to use our meeting rooms or other WorkSafeBC spaces for non-WorkSafeBC business — for example, for meetings or events related to WorkSafeBC's [employee groups](#).

Paid working time

You're expected to be present and actively working during your paid hours of work. Be on time to start your day, punctual when coming back from your lunch or breaks, and do your personal chores or tasks on your own time. Hours of work can differ depending on your department and the type of employee you are (for example, "A," "B," or "S" type). Make sure that you have a clear understanding of what's expected in your area and ask your manager if you're unsure.

Compliance with road safety requirements

WorkSafeBC promotes road safety to workers and employers, and we need you to show leadership by driving safely and obeying all traffic rules and regulations. If any of the following applies when you're driving one of our pool or assigned vehicles for any purpose, or when you're driving your own vehicle for WorkSafeBC-related business, you must promptly report it in writing to your manager:

- You receive a violation ticket, for example, for disobeying construction signs or a traffic control person, driving without due care and attention, speeding, or distracted driving (using a handheld electronic device while driving, emailing or texting while driving, etc.).
- A driving prohibition is imposed on you.
- The vehicle you're driving is impounded.
- You're charged under the Criminal Code of Canada with a motor vehicle offence. If your driving offence is reasonably connected to what you do at WorkSafeBC or could damage our reputation by undermining the perception of our commitment to safety, you may be disciplined.

Related references — use of WorkSafeBC assets

- [Fraud Prevention Policy and Procedures](#)
- [WorkSafeBC Financial Guidelines](#)

- [Electronic Communication and Tools Policy](#)
- [Internet Usage Agreement](#)
- [WorkSafeBC Mobile Device Policy](#)
- [Meeting space policy and administration page on WSN](#)
- [Notification of Absences Policy](#)
- [Attendance Policy](#)
- [Attendance: Our expectations page on WSN](#)
- [Use of Assigned Vehicles Policy](#)
- [Management of WorkSafeBC assets during an employee's leave of absence](#)
- [WorkSafeBC Vehicle Operating Guide](#)
- [WorkSafeBC fleet vehicles page on WSN](#)
- [Employee self-service: Summary of benefits](#)

Representation and conduct

Civility, respect, and upholding WorkSafeBC's reputation

We all have the responsibility to conduct ourselves in a way that is professional, courteous, respectful of others, and supports WorkSafeBC's positive reputation. We have built this reputation over time and it's vital to being able to do our work effectively; unfortunately, it can easily be damaged.

How you do your work and present yourself as our employee, no matter what your role, can have an impact positively or negatively on how we're perceived as an organization. You should always consider how your behaviour could affect our reputation or undermine our role in shaping healthy and safe workplaces. This is particularly important if you work directly with our external clients or have a role that is highly visible or senior, where you may be seen as the face of WorkSafeBC.

In the course of your work, both inside and outside the workplace, with internal and external clients, and with co-workers, you're expected to:

- Be polite and considerate.
- Hear and respond to differing views respectfully.
- Cooperate with others to get the work done, within the bounds of law and policy.
- Display helpful and respectful behaviours when facing conflict, and work constructively to resolve it.

- Be inclusive of people with different backgrounds, cultures, abilities, and opinions.
- Lead by example — follow the same rules and behaviour we expect from employers and workers in the course of your own work.

You must not discriminate based on the grounds listed in the [B.C. Human Rights Code](#) or engage in behaviours that are offensive, or intimidate or humiliate fellow employees, clients, stakeholders, or members of the public.

Serving workers, workplaces, and communities

It's our job to provide service to our internal and external clients, so you're expected to be present, fit for duty (that is, able to safely and productively undertake the physical and psychological demands of your job), and actively working during your paid hours of work.

Work clothing

The clothes you wear to work should be comfortable, but they should also be appropriate to your role and reflect the seriousness of our work and its impact on workers, employers, and families in B.C. For our office workers, the general rule is “business casual.” However, your clothing is also specific to the nature of your job. For example, a carpenter doing work in one of our office buildings would be expected to dress differently than someone who greets clients, and a prevention officer visiting a construction site would wear sturdy clothing and safety gear for the worksite.

Speaking on WorkSafeBC's behalf

Be careful if you make comments about WorkSafeBC or its policies outside of work. Ensure that your opinions are clearly expressed as your own and that nobody perceives that you're speaking on WorkSafeBC's behalf — unless you have permission to do so. Even in casual conversations with friends, comments can be misunderstood — so exercise caution and take care not to compromise your ability to be impartial and objective in your role.

Because of their broad reach, be especially careful with any comments you make online or through social media, on both your own personal channels and WorkSafeBC's corporate social media networks. Your comments and posts should always be respectful and professional — you want to avoid contributing negatively to perceptions of WorkSafeBC's reputation or your role here.

Championing health and safety

We encourage our employees to champion workplace health and safety and discuss it outside of work. For example, as a private citizen you may share a concern about an unsafe work practice with a worker or employer, if it's safe and appropriate for you to do so.

However, unless you have been specifically trained and authorized to enforce the Occupational Health and Safety Regulation as a regular part of your job (e.g., you're an occupational safety or hygiene officer), don't argue, and certainly don't use your employment at WorkSafeBC, or show your ID badge as a way to lend weight to your comments. Instead, report what you see immediately, so it can be addressed by the appropriate safety or hygiene officer.

To report unsafe work or work practices, call our Prevention Information Line at 604.276.3100 or 1.888.621.7233 toll-free. You can also use the [online form](#) to report an unsafe workplace (this form is monitored during regular business hours).

The only employees with the power to enforce the Regulation are officers whose main duties involve conducting inquiries, investigations, or inspections, or making decisions, or exercising powers under the *Workers Compensation Act*. This enforcement power also extends to the Prevention Services division leaders who manage these officers.

Acting as a witness

Because of your connection to WorkSafeBC, you might be asked to act as a witness. Don't sign affidavits relating to WorkSafeBC procedures or facts you've learned in the course of your duties that can be used in court proceedings, unless the affidavit is approved by WorkSafeBC or prepared by a lawyer acting for WorkSafeBC in that proceeding.

Volunteer and political activities

Volunteer activities

We support your involvement in community activities, including non-profit charities and societies, as long as they don't interfere with your job. In the course of these activities, you might send or receive occasional emails or make the occasional local phone call at work, but these activities should be done on your own time. You must also ensure that WorkSafeBC incurs no costs — such as expenses for long-distance calls, photocopying, postage, or supplies — without prior approval.

WorkSafeBC has an employee-run charity called [Helping Hands](#) that makes it easy to donate to charities of your choice across the province. If you have a volunteer idea or initiative, consider sharing it with Helping Hands to see if they can help in some way. Initiatives that align with WorkSafeBC's mission and vision may receive corporate support through a story on WSN.

Submit a [web publishing request](#) to share your idea and have it considered by our Marketing and Communications staff.

Political activities

You're free to participate in political activities, but they must be clearly separated from your work at WorkSafeBC. WorkSafeBC should not incur any costs related to your political activity, which means you won't be able to use our work time, facilities, or resources to support them.

Do not bring local, provincial, or national partisan politics into our workplace. You must retain the perception of impartiality in relation to your duties and responsibilities.

You're not allowed to canvass or campaign at work, but you're welcome to engage in private conversations with interested co-workers on your own time.

If you plan to run for public office, you must disclose this to your manager and the Ethics Office.

Safety

You must be aware of and follow the appropriate safety practices and policies that are in place in our workplace. This includes making sure that you're able to carry out your work safely, and that you don't jeopardize your own safety or the safety of others.

All employees are expected to report to work fit for duty and remain fit for duty while at work. You must not be under the influence of alcohol or drugs while doing your WorkSafeBC work. You must report any violations of our [Alcohol and Drug Policy](#) and [Corporate Safety, Health, and Security Program](#) to management immediately so they can be addressed.

Related references — representation and conduct

- [Alcohol and Drug Policy](#)
- [Attendance Policy](#)
- [Corporate Safety, Health, and Security Program](#)
- [Notification of Absences Policy](#)
- [Bullying and harassment page](#) on WSN
- [Bullying and Harassment Policy](#)
- [Prevention Information Line](#)
- [Electronic Communication and Tools Policy](#)
- [Approvals, acceptances, authorizations, or permissions under the OHS Regulation](#)

Effective date: February 2, 2026

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