



# BC ASSESSMENT

## BOARD POLICY

### Standards of Conduct Policy and Procedures BP02-0160

Previous Policy: **Standards of Conduct Policy BP02-0117**

#### 1. Purpose

The purpose of this Standards of Conduct Policy and Procedures (the 'Policy') is to establish comprehensive practices and procedures governing the required standards of conduct for BC Assessment's employees, Board members and Contractors.

#### 2. Objective

The public puts its trust and confidence in BC Assessment. Consequently, all who work at or for BC Assessment (as an employee, a Contractor, or a Board Member) must uphold the highest standards of conduct in the course of their work.

This policy and the procedures set out the framework of principles that encompass our expected standards of conduct. The principles and standards support an overall environment that promotes and instils the values of ethical and professional conduct. Of necessity, the standards are not exhaustive and record our minimum expectations about how employees, Contractors, and Board Members should behave. Employees, Contractors, and Board Members must comply with the spirit of these policies and procedures, even in situations that are not specifically covered. Board Members must also comply with the Charter of Expectations for Directors.

Integrity is a foundational value and our BC Assessment principles are based on that core value. The principles are:

- Honesty and impartiality
- Loyalty
- Respect and safety

The policy describes the standards of conduct that support each principle and the procedures that follow each standard describe what steps should be taken to ensure we maintain our standards of conduct.

To comply with our standards of conduct, you must know them. We will ask you, when first employed, contracted or appointed, to acknowledge that you have read these policies and procedures and agree to abide by them. We will also ask you to confirm annually that you have read them recently. A breach of these policies may result in BC Assessment taking action against you, and depending on the nature, magnitude, or seriousness of the breach, this may include discipline, up to and including termination.

### 3. Responsibility

#### *Promoting compliance of the standards of conduct*

Each person is responsible for following these policies and procedures. The Board has overall responsibility for ensuring BC Assessment has these policies and procedures in place to support an overall environment that promotes and instils the values of ethical and professional conduct. The Vice President, People is responsible for administering and maintaining these policies and procedures. The CEO and all Vice Presidents are responsible for applying the standards of conduct fairly, effectively, and consistently.

If you are unsure about anything in these policies and procedures, please ask your manager or the Ethics Officer for clarification.

Board Members and Board Reports should direct questions about the interpretation or application of these policies or procedures to the Board Chair or seek the advice of the Ethics Advisor. If the Board Chair has any questions about the interpretation or application of these policies or procedures, they should seek the advice of the Ethics Advisor.

### 4. Definitions

<b>Board</b>	Means the Board of Directors of BC Assessment
<b>Board Reports</b>	Means any employees of BC Assessment with a reporting relationship to the Board or Board Members
<b>Bullying and Harassment</b>	Includes any inappropriate conduct or comment, including Sexual Harassment, by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.
<b>CEO</b>	Means the President & Chief Executive Officer of BC Assessment

<b>Complaint Coordinator</b>	Means the management employee in the People Division designated to receive, investigate, and manage complaints of Bullying and Harassment
<b>Conflict of Interest</b>	Includes an actual, potential and/or a perceived conflict of interest
<b>Contractor</b>	Includes a corporation, partnership, or other entity and its employees with whom BC Assessment has a service contract
<b>Discrimination</b>	Means unfair, differential treatment based on race, colour, ancestry, place of origin, religion, family status, marital status, physical disability, mental disability, sex, age, sexual orientation, political belief, or criminal conviction offence unrelated to employment
<b>Ethics Advisor</b>	Means the individual appointed by the Board as the Ethics Advisor for the Board and Board Reports, acting in accordance with the <i>Terms of Reference for the Ethics Advisor</i>
<b>Ethics Officer</b>	Means the Vice President, People, who is assigned to answer questions about the interpretation and application of the provisions in these policies and procedures as they relate to employees, managers, and Executives
<b>Executives</b>	Means Vice Presidents who report to the CEO
<b>Gift</b>	Includes any benefit, gratuity, favour, discount, entertainment, hospitality, loan, or other item having monetary value. It includes donations, free services, gifts of leisure activities, training, transportation, travel, lodgings and meals, whether provided in kind, or by purchase of a ticket, payment in advance, or reimbursement after the expense has occurred
<b>Immediate Family, Friend or Associate</b>	Means a parent (including step-parent), spouse (including common-law), child (including adopted and stepchild), sibling, parent-in-law, grandchild, grandparent, whether or not residing in the same household. It also includes any person permanently living in the same residence as an employee, Contractor, or Board Member or a close personal friend or close business associate of an employee, Contractor or Board Member
<b>Information Technology</b>	Includes hardware and software provided to employees, Contractors, Executives, the CEO and Board Members to perform their duties

<b>Offensive Material</b>	Includes pornography, hate literature or any material that contravenes the <i>Human Rights Code</i> . It also includes derogatory comments aimed at BC Assessment employees or customers
<b>Sexual Harassment</b>	Means conduct or comment of a sexual nature made by a person who knows or ought reasonably to know that such conduct or comment is unwanted or unwelcome; expressed or implied promise of a reward for complying with a request of a sexual nature; actual reprisal or an expressed or implied threat of reprisal for refusal to comply with such a request; and conduct or comment of a sexual nature that is intended to, or has the effect of, creating an intimidating, hostile or offensive environment
<b>Workplace</b>	Includes locations where the principal reason for the presence of the employee or Contractor is to perform their BC Assessment duties

## 5. The Standards of Conduct

### 5.1 Honesty and Impartiality

Honesty and impartiality are essential standards of conduct at BC Assessment, because the public relies on our assessments to value what is often their biggest and most important asset. That means we must be accurate, fair, and impartial. We cannot allow any perception that someone has benefitted from an unfair advantage or non-public knowledge.

#### The standard

You must act honestly and in good faith. You must ensure that your affairs and financial interests do not cause an actual, potential, or perceived conflict of interest, and that your conduct does not conflict with you carrying out your duties and responsibilities to BC Assessment. This means you must make decisions and give advice in an objective, independent, apolitical, and unbiased way.

An actual conflict of interest arises where your

- private affairs or financial interests (including a controlling interest by you or an Immediate Family, Friend or Associate in a corporation, partnership, or other entity) interfere with your duties, responsibilities, or obligations to BC Assessment
- actions compromise or undermine public trust in BC Assessment

A potential conflict arises where your

- private affairs or financial interests (including a controlling interest by you or an Immediate Family, Friend or Associate in a corporation, partnership, or other entity) may interfere with your duties, responsibilities, or obligations to BC Assessment
- actions may compromise or undermine public trust in BC Assessment

A perceived conflict of interest exists if a reasonably well-informed member of the public could reasonably consider that there is a conflict of interest, even if there is no actual conflict.

### *Conflicts arising from your position*

The following sections describe some activities BC Assessment allows and some it prohibits. These are examples only. If your activity is not described here, you must still follow the procedures if your activity could lead to a potential or perceived conflict of interest. These lists are not exhaustive.

You may have other employment, except in the real estate industry including property taxation. You may carry on a business, be a member of a professional organization, volunteer, raise money, or receive public or private money for personal activities, as long as the position or activities do not:

- interfere with your duties at BC Assessment
- occur during work hours at BC Assessment
- bring BC Assessment into disrepute
- take advantage of your employment or position with BC Assessment
- appear to represent BC Assessment opinion or policy
- use BC Assessment employees, property, assets, records or information

#### **You must not:**

- Perform private real estate valuations, consultations, or sales activities
- Be involved, financially or otherwise, in any private appraisal business
- Operate as or be employed by a property tax agent
- Add, remove, or in any way alter information to a file or record (paper or electronic) of any property in which you or an Immediate Family, Friend or Associate has an interest
- Access BC Assessment records for anything other than work-related duties. This includes viewing properties that you have a personal interest in, or a property of an Immediate Family, Friend or Associate

- Disclose, share, or give access to any information that is not generally known or available to the public for your personal or business interests or the personal or business interests of an Immediate Family, Friend or Associate
- Give or ask or encourage anyone to give preferential treatment to you or anyone you are related to or acquainted with or any organization in which you or an Immediate Family, Friend or Associate or an acquaintance has an interest, financial or otherwise
- Be in a direct reporting relationship with an Immediate Family, Friend or Associate, or have influence, input or decision-making power over an Immediate Family, Friend or Associates' hiring, compensation, performance evaluation, conditions of work or other similar human resource matters
- Participate in procurement or contract decisions where an Immediate Family, Friend or Associate is the contracting entity or a director, officer, or principal of the contracting entity
- Accept or solicit a Gift, favour, benefit, or service, directly or indirectly, except for the normal exchange of hospitality between people doing business together; tokens exchanged as part of protocol; or Gifts given as part of the normal presentation to BC Assessment representatives at public functions, speeches, lectures, seminars, and similar events
- Accept complimentary benefits, hospitality, or Gifts where your objectivity could be or could be perceived to be compromised
- Become involved in any situation where you are or could become obligated to anyone seeking special consideration or benefit from BC Assessment
- Become involved in any situation where you benefit or may be perceived to benefit from (a) information acquired solely because of your position at BC Assessment or (b) decisions over which you have an influence

### ***Post-employment conflicts***

If you are a former employee, you must not use information obtained through your employment at BC Assessment with an outside entity that is not publicly available.

Further, if you are a former Executive or CEO, you must not, for 12 months after the end of your employment with BC Assessment, accept employment or other paid activity with an entity in British Columbia with whom you had substantial dealings in the final year of your employment with BC Assessment, if the employment or activity would directly conflict with the interests of BC Assessment. Substantial dealings includes ongoing involvement with the entity in connection with a project or assignment that impacted the interests of the entity.

In addition as a former Executive or CEO, if you acted for or advised BC Assessment in any proceedings, transaction, negotiation, or case, you must not, for 12 months after the end of your employment with BC Assessment, act for an entity in British Columbia in connection with those proceedings, transaction, negotiation, or case, if that outside entity would, as a result, receive a private or commercial benefit or any benefit not generally available.

### ***Conflicts arising from your public life***

While everyone has the right to be active in the community, you must keep your role as a private citizen separate from your responsibilities as an employee, Contractor, or Board Member of BC Assessment to avoid any actual or perceived conflict of interest or a perception of special privilege.

You are free to comment on public issues in your personal capacity if you do not jeopardize the public's perception of BC Assessment's impartiality. You must exercise care in your comments or in public debate about BC Assessment as an organization, its employees, its governing legislation or regulations, or its assessment or taxation policies. You must make it clear you are presenting your personal opinion and do not speak for BC Assessment and that your comments in no way reflect or represent BC Assessment opinion.

You may participate in political activities, including belonging to a political party, supporting a candidate for elected office, or seeking elected office. However, your political activities must:

- be clearly separate from activities related to your duties at BC Assessment
- not jeopardize the public's perception of your or BC Assessment's impartiality

The Workplace must not appear partisan. Visible items supporting a political party, such as posters, brochures, or buttons, are not allowed. Although you may discuss political matters and exchange private political views in the Workplace while on your breaks, you must not engage in political activities during work hours (including breaks) or use BC Assessment facilities, equipment, or resources for political activities.

You must not teach, lecture, or write about BC Assessment in a public forum unless your Vice President, manager, or the Board Chair (in the case of a Board Member or Board Report, other than the CEO) has authorized it, and BC Assessment has either:

- endorsed the professional conference or similar forum, or
- paid for your attendance

#### **What to do when there is a conflict**

##### ***If you are an employee***

1. You must promptly disclose the conflict to your first level excluded manager, even if it has already occurred.

2. Your manager will promptly discuss the particulars of your situation with you and investigate the matter.
3. Your manager may seek the advice of the Ethics Officer.
4. Your manager will review the situation with the divisional Vice President.
5. Your manager and the divisional Vice President will decide what steps you must take to resolve the matter.
6. You must comply with those instructions as soon as practicable.
7. The divisional Vice President will report the matter and outcome to the CEO.
8. Your manager will record the matter and its resolution on your personnel file.

***If you are a Contractor***

1. You must promptly disclose the conflict to your contract manager, even if it has already occurred.
2. Your contract manager will promptly discuss the particulars of your situation with you and investigate the matter.
3. Your contract manager may seek the advice of the Ethics Officer.
4. Your contract manager will review the situation with the divisional Vice President.
5. Your contract manager and the divisional Vice President will decide what steps you must take to resolve the matter.
6. You must comply with those instructions as soon as practicable.
7. The divisional Vice President will report the matter and outcome to the CEO.
8. Your manager will record the matter and its resolution on the contract file.

***If you are an Executive***

1. You must promptly disclose the conflict to the CEO, even if it has already occurred.
2. The CEO will promptly discuss the particulars of your situation with you and investigate the matter.
3. The CEO may consult with the Ethics Advisor.
4. The CEO will decide what steps you must take to resolve the matter.
5. You must comply with those instructions as soon as practicable.
6. The CEO will instruct the People division to record the matter and its resolution on your personnel file.

***If you are a Board Report***

1. You must promptly disclose the conflict to the Board Chair, even if it has already occurred.
2. The Board Chair may consult with the Ethics Advisor.
3. The Board Chair will promptly discuss the particulars of your situation with you and investigate the matter.
4. The Board Chair will decide what steps you must take to resolve the matter.
5. You must comply with those instructions as soon as practicable.
6. The Board Chair will instruct the CEO or a Vice President to have Human Resources record the matter and its resolution on your personnel file.

***If you are a Board Member***

1. You must promptly disclose the conflict to the Board Chair, even if it has already occurred.
2. The Board Chair may consult with the Ethics Advisor.
3. The Board Chair will add it to the agenda for discussion at the next Board meeting.
4. You may be counted in the quorum for the meeting, if you are present.
5. You must not participate in or vote on any discussion of the matter at the Board meeting.
6. The Board Members will decide what steps you must take to resolve the matter.
7. You must comply with those instructions as soon as practicable.
8. The General Counsel & Corporate Secretary must record the matter, its discussion and its resolution.

***If you are the Board Chair***

1. You must promptly disclose the conflict to the Board, even if it has already occurred.
2. The Board, through any Board Member may consult with the Ethics Advisor.
3. You must instruct the General Counsel & Corporate Secretary to add it to the agenda for discussion at the next Board meeting.
4. You may be counted in the quorum for the meeting, if you are present.
5. You must not participate in or vote on any discussion of the matter at the Board meeting.
6. The Board Members will decide what steps you must take to resolve the matter.
7. You must comply with those instructions as soon as practicable.
8. The General Counsel & Corporate Secretary must record the matter, its discussion and its resolution.

***If you perceive a conflict of another person, report it as follows:***

- If the person is an employee, disclose the conflict to their first level excluded manager
- If the person is a Contractor, disclose the conflict to the contract manager
- If the person is an Executive, disclose the conflict to the CEO
- If the person is a Board Report (other than the General Counsel & Corporate Secretary) or Board Member, disclose the conflict to the Board Chair, through the General Counsel & Corporate Secretary
- If the person is the General Counsel & Corporate Secretary, disclose the conflict to the Board Chair through the CEO
- If the person is the Board Chair, disclose the conflict to the Board through the General Counsel & Corporate Secretary

**5.2 Loyalty**

Loyalty to BC Assessment includes treating BC Assessment property, including information, with care. BC Assessment is a public body subject to restrictions and obligations under the *Assessment Act* and the *Freedom of Information and Protection of Privacy Act*. Consequently, you must conduct yourself in such a way that ensures BC Assessment complies with those restrictions and obligations at all times.

**The standard**

You must act in the best interests of BC Assessment and place the interests of BC Assessment ahead of your personal and business interests. This standard applies to the use of proprietary or confidential information even after you are no longer an employee, Contractor, or Board Member of BC Assessment.

***BC Assessment Information***

**This section applies even after you are no longer employed by, contracted with, or appointed to BC Assessment.** You must responsibly manage and protect all information and records you collect, use, or have access to in the course of your work or related to your position, in whatever form or however stored or transmitted. You must also keep this information confidential, and may only disclose the information if authorized and only to parties who are authorized to receive it. This includes:

- personal information as defined in the *Freedom of Information and Protection of Privacy Act* (FIPPA)
- information and records subject to restrictions on disclosure under FIPPA and the *Assessment Act*

- corporate information, including confidential or proprietary information of BC Assessment, or third parties, including customers, Contractors and suppliers.

You must ensure you comply with all information technology and security policies, particularly the [Information Security Policy](#).

All information created or stored on BC Assessment Information Technology belongs to BC Assessment, even your personal information. Therefore, you should not expect such personal information to be private. BC Assessment technical staff has access to all BC Assessment Information Technology and may monitor usage for compliance with BC Assessment policies. BC Assessment will manage centrally all Information Technology developed or installed for BC Assessment-wide use. You must not obtain, install, or use other technologies unless:

- you have obtained prior written consent from your manager or superior
- the technology complies with copyright and licensing terms

### ***Property records***

Property records are an essential asset belonging to BC Assessment and you must exercise the highest degree of conduct when dealing with them.

You must not do any of the following in connection with a property in which you or an Immediate Family, Friend or Associate has an interest or apparent interest:

- collect or input data
- value or make an assessment decision
- determine classification or an appeal
- change any record or ask an employee to change a record

You must immediately report your interest to your first level excluded manager if you have been assigned to do any of the above. Your first level excluded manager must assign the work to someone else.

### ***Changes to your property record***

You may request a change to the file or record of any property in which you or an Immediate Family, Friend or Associate has an interest or apparent interest (whether registered on title or not). The change may be to property inventory, valuation, or classification. The procedure for requesting a change is set out in the table below. The procedure does not apply if an assessor or deputy assessor has instructed you make the change as part of a mass appraisal. In that case, all you need to do is notify the assessor or deputy assessor that you or an Immediate Family, Friend or Associate has an interest or apparent interest in the property.

### **What to do when requesting a change to your property file**

#### ***If you are an employee, Contractor, Executive, or Board Report (other than the CEO)***

1. Notify your first level excluded manager or contract manager and the assessor responsible for the area in which the property is located, specifying the location, the nature of the interest, and your concern about the property record.
2. The assessor responsible for the area where the property is located will determine the process to be followed to review the property record and the assessment and decide what changes, if any, must be made.
3. The assessor must record the changes, if any, on the property record, including the date of the change and confirmation of the assessor's approval.

#### ***If you are a deputy assessor***

1. Notify the assessor responsible for the area in which the property is located, specifying the location, the nature of the interest, and your concern about the property record.
2. The assessor responsible for the area where the property is located will determine the process to be followed to review the property record and the assessment and decide what changes, if any, must be made.
3. The assessor must record the changes, if any, on the property record, including the date of the change and confirmation of the assessor's approval.

#### ***If you are an assessor***

1. Notify the Vice President, Assessment, specifying the location, the nature of the interest, and your concern about the property record.
2. The Vice President, Assessment will determine the process to be followed to review the property record and the assessment and decide what changes, if any, must be made.
3. The Vice President, Assessment must instruct appropriate personnel to record the changes, if any, on the property record, including the date of the change and confirmation of the approval of the Vice President, Assessment.

#### ***If you are a Board Member (including the Board Chair) or CEO***

1. Notify the Vice President, Assessment through the General Counsel & Corporate Secretary, specifying the location, the nature of the interest, and your concern about the property record.
2. The Vice President, Assessment will determine the process to be followed to review the property record and the assessment and decide what changes, if any, must be made.

3. The Vice President, Assessment must instruct appropriate personnel to record the changes, if any, on the property record, including the date of the change and confirmation of the approval of the Vice President, Assessment.
4. The General Counsel & Corporate Secretary will notify you of the Vice President, Assessment's decision.

### ***Appealing an assessment***

You have the right to appeal an assessment on any property, whether or not you or an Immediate Family, Friend or Associate has an interest or apparent interest in the property. The procedure for requesting a change is set out in the table below.

#### **What to do when appealing an assessment**

##### ***If you are an employee, Contractor, Executive or Board Report (other than the CEO)***

1. Before filing an appeal, you must tell the assessor responsible for the area in which the property is located about your concern.
2. The assessor must try to resolve the concern.
3. If the assessor does not resolve the concern to your satisfaction, you must notify your first level excluded manager or contract manager and the assessor that you intend to appeal, setting out the appellant's name, the nature of the interest you or your Immediate Family, Friend or Associate has in the property, and the grounds of appeal.
4. If you become aware that someone is appealing an assessment on a property in which you or an Immediate Family, Friend or Associate has an interest or apparent interest, you must notify your first level excluded manager or contract manager and the assessor.
5. You may file your appeal with the Property Assessment Review Panel or the Property Assessment Appeal Board, in accordance with the *Assessment Act*.

##### ***If you are an assessor***

1. Before filing an appeal, you must tell the Vice President, Assessment about your concern. The Vice President, Assessment must try to resolve the concern.
2. If the Vice President, Assessment does not resolve the concern to your satisfaction, you must notify the Vice President, Assessment that you intend to appeal, setting out the appellant's name, the nature of the interest you or your Immediate Family, Friend or Associate has in the property, and the grounds of appeal.
3. You may file your appeal with the Property Assessment Review Panel or the Property Assessment Appeal Board, in accordance with the *Assessment Act*.

***If you are a Board Member (including the Board Chair) or CEO***

1. Before filing an appeal, you must notify the Vice President, Assessment through the General Counsel & Corporate Secretary, of your concern. The Vice President, Assessment must try to resolve the concern. The General Counsel & Corporate Secretary will notify you of the Vice President, Assessment's decision.
2. If the Vice President, Assessment does not resolve the concern to your satisfaction, you must notify the Vice President, Assessment through the General Counsel & Corporate Secretary, that you intend to appeal, setting out the appellant's name, the nature of the interest you or your Immediate Family, Friend or Associate has in the property, and the grounds of appeal.
3. You may file your appeal with the Property Assessment Review Panel or the Property Assessment Appeal Board, in accordance with the *Assessment Act*.

***BC Assessment Assets***

You must take reasonable precautions to safeguard BC Assessment assets assigned to you, for example, motor vehicles, information devices, digital cameras, and other devices or technologies.

BC Assessment gives employees numerous Information Technology tools and devices to use for their work. You may use BC Assessment Information Technology for responsible and incidental personal use if your manager permits. You may only use it to access, transmit or receive, information appropriate to the Workplace and respectful of BC Assessment and its employees. You may also use BC Assessment offices and equipment for work-related studies during non-work hours, if your manager permits.

You must not use BC Assessment's Information Technology where it:

- causes or could cause harm to BC Assessment or its reputation
- would detrimentally affect employee job performance or productivity
- would harm the Information Technology

If you believe there is a mishandling of BC Assessment assets, please follow the procedure for reporting wrongdoing under the *Public Interest Disclosure Act* (PIDA) Policy and Procedures 03-0165.

**5.3 Respect**

Everyone has the right to expect, and has the responsibility to create, a safe and respectful Workplace.

### **The standard**

You must ensure that your conduct and language:

- are appropriate for a business setting
- meet acceptable social and professional standards
- contribute to a positive work environment
- are, when dealing with the public, courteous, professional, equitable, consistent, fair, and in accordance with BC Assessment's governing legislation

### ***Respect in the Workplace***

All employees must treat other employees, Contractors, and the public with courtesy and respect. Employees must not discriminate against, engage in Bullying and Harassment, or commit, attempt to commit, or threaten violence against anyone. If you are the victim of (or believe you are the victim of), or a witness to, an incident involving any of this type of behavior, you must report it according to the procedures set out below.

### **What to do when there is a disrespectful incident**

1. An employee must report the incident in writing (email is permitted) to the Complaint Coordinator as soon as possible, but no later than six months after the incident took place. The report must include the following details:
  - Name of the people involved
  - Date/s the incident/s took place
  - Actions that created the incident
  - Names of witnesses
  - Steps that were taken to resolve the incident
2. The Complaint Coordinator must acknowledge receipt of the report and begin investigating the allegation promptly.
3. The Complaint Coordinator must decide the scope of the investigation and may appoint an internal or external delegate to conduct the investigation.
4. The Complaint Coordinator and/or the delegate may interview the complainant, the alleged victim, the alleged perpetrator (respondent), witnesses, and gather relevant information and documentation.
5. An interviewee may have their union representative present while they are being interviewed.

6. The investigators must keep the incident as confidential as possible, bearing in mind that the respondent is entitled to sufficient details in order to respond to the complaint.
7. The person against whom the allegation is made is entitled to an opportunity to be heard and, if appropriate, to participate in discussions about how to remedy the alleged disrespectful conduct. Therefore, the respondent is entitled to information about the complaint, including name of the complainant/s and victim/s and details about the complaint.
8. The Complaint Coordinator may recommend interim measures to separate the people involved in the complaint. Those measures are not considered disciplinary and do not indicate the respondent's guilt or innocence.
9. After the investigation, the Complaint Coordinator will report in writing to the Vice President, People, with a recommendation on how to resolve the complaint.
10. The Complaint Coordinator may recommend measures against the complainant, if the complaint has been found to be vexatious, frivolous, or vindictive.
11. The Vice President, People will decide whether the report should be circulated to any of the people involved or to their manager or Vice President.

### ***Alcohol, cannabis, and illicit drugs***

You must not use alcohol, cannabis, cannabis products, or illicit drugs in the Workplace. If you appear to be impaired or under the influence of alcohol or drugs, you may be removed from your duties and subject to disciplinary action.

### ***Wrongdoing other than disrespectful conduct***

Any serious wrongdoing that is potentially unlawful, dangerous to the public or injurious to the public interest, and including:

- a serious act or omission that, if proven, would constitute an offence under an enactment of British Columbia or Canada;
- an act or omission that creates a substantial and specific danger to the life, health or safety of persons, or to the environment, other than a danger that is inherent in the performance of such persons duties or functions in their role at BC Assessment;
- a serious misuse of public funds or public assets;
- gross or systemic mismanagement; or
- knowingly directing or counselling a person to commit a wrongdoing listed above,

should be reported under the *Public Interest Disclosure Act* (PIDA) Policy and Procedures 03-0165 to the Designed Officer (as defined therein).

### ***Threats to Health and Safety***

BC Assessment is committed to ensuring its business is carried out under healthy and safe working conditions. All employees play an important role in maintaining a safe Workplace and are expected to carry out their work in a safe manner. For more information on what to do in the event of an accident, or to report a safety issue in the Workplace, please refer to the [Health and Safety](#) page on the BC Assessment Intranet site.

### ***No reprisal or retaliation for reporting in good faith***

BC Assessment will not tolerate any reprisal or retaliation against anyone who reports, in good faith, a disrespectful incident, wrongdoing, or threat to health or safety. You will not be subject to dismissal, demotion, change or cancellation in your contract, or any form of Discrimination, for reporting a legitimate concern or giving information or cooperating with an investigation, in accordance with these policies and procedures. However, BC Assessment may take disciplinary or other action against you if you knowingly make a false accusation or provide false information.

## **5.4 Exemptions from the policies or procedures**

You may ask for an exemption from or a waiver of these policies and procedures. The circumstances must be extraordinary. An exemption or a waiver may be granted if the circumstances show that the exemption or waiver:

- is necessary
- is clearly in BC Assessment's best interests
- would better serve BC Assessment's interest than adhering to these policies and procedures

Each situation will be considered on its own merits after considering the following:

- Operational requirements, including hiring or appointing qualified people and securing the required services
- Financial and economic considerations
- Legal obligations
- The BC Assessment mission and values
- The public interest

It is not possible to anticipate and provide guidelines to cover all circumstances where an exemption might be granted.

### What to do when requesting an exemption or waiver

#### ***If you are an employee or Contractor***

1. Apply in writing to the CEO through your manager or contract manager, setting out:
  - The nature of the exemption or waiver, including the specific policy or procedure that applies
  - Complete information about all the material and relevant circumstances, including:
    - Why you are making the request
    - Why the request should be granted
    - If the request concerns a conflict of interest, how you will avoid participating in any decision-making or activity where the conflict arises
2. Your manager or contract manager will forward the request to the CEO.
3. The CEO will consider the request and make a decision.
4. The CEO will notify you of the decision within 10 business days of receiving a complete application

#### ***If you are a Board Member or Board Report***

1. Apply in writing to the Board Chair through the General Counsel & Corporate Secretary, setting out:
  - The nature of the exemption or waiver, including the policy or procedure that applies
  - Complete information about all the material and relevant circumstances, including:
    - Why you are making the request
    - Why the request should be granted
    - If the request concerns a conflict of interest, how you will avoid participating in any decision-making or activity where the conflict may arise
2. The General Counsel & Corporate Secretary will forward the request to the Board Chair.
3. The Board Chair will consider the request and make a decision.
4. The General Counsel & Corporate Secretary will notify you of the Board Chair's decision within 10 business days of receiving a complete application.

***If you are the Board Chair***

1. Apply in writing to the Board through the General Counsel & Corporate Secretary, setting out:
  - The nature of the exemption or waiver, including the policy or procedure that applies
  - Complete information about all the material and relevant circumstances, including:
    - Why you are making the request
    - Why the request should be granted
    - If the request concerns a conflict of interest, how you will avoid participating in any decision-making or activity where the conflict may arise
2. The General Counsel & Corporate Secretary will include the request on the agenda for the next Board meeting.
3. You may be counted in the quorum for the meeting, if you are present.
4. You must not participate in or vote on any discussion of the matter at the Board meeting.
5. The Board will consider the request and make a decision.
6. The General Counsel & Corporate Secretary will notify you of the Board's decision.

***If the exemption or waiver concerns the post-employment restrictions***

If you are an employee (including an Executive) or Contractor, apply in writing to the CEO, including the information required above.

If you are a Board Report, apply in writing to the Board Chair, including the information required above.

On application for an exemption or waiver the following will be considered:

- a) the circumstances under which the employee's employment ended;
- b) the employee's general employment prospects;
- c) the significance to BC Assessment or to the government of information possessed by the employee by virtue of his or her position with BC Assessment;
- d) the desirability of a rapid transfer of the employee's skills to an employer other than BC Assessment;
- e) the degree to which the new employer might gain unfair commercial advantage by hiring the employee;

- f) the authority and influence the employee possessed while employed by BC Assessment;
- g) the disposition of other cases.

## 6. Supporting documents

- Acknowledgment of Understanding and Compliance—Employees
- Acknowledgment of Understanding and Compliance—Contractors
- Certificate of Understanding and Compliance—Board Members
- Conflict of Interest Employee Disclosure Form