



Code of Conduct

October 2022



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PURPOSE

At BC Transit, we deliver service you can rely on and in doing so, believe in upholding the highest standards of legal and ethical conduct in all aspects of our business. The Code of Conduct (the Code) communicates and reinforces desired workplace values and behaviours. It also supports a culture of integrity and accountability throughout BC Transit. The Code will:

- Promote a culture where all employees, customers, and service providers (suppliers, contractors, consultants) feel included, are valued as unique individuals and are treated equitably, with dignity and respect
- Endorse and promote BC Transit's commitment to honest and ethical conduct, including fair dealing and ethical handling of conflicts of interest
- Foster a climate of honesty, truthfulness and integrity
- Promote full, fair, accurate, timely and understandable disclosure
- Promote compliance with applicable laws and government rules and regulations
- Ensure the protection of BC Transit's business interests, including corporate opportunities, assets and confidential information; and
- Deter wrongdoing

WHO MUST FOLLOW OUR CODE

DIRECTORS AND EMPLOYEES

The Code applies to all of BC Transit, including the BC Transit Board of Directors, and all levels of employees. The Code may also apply to others, such as contingent labour resources or individual contractors, if BC Transit and the other parties specifically agree. When this Code refers to “you”, “we”, “our”, “persons”, “employees” or “us”, it means any members of the Board of Directors and employees as well as those who have agreed to follow the Code.

All employees must review, understand and agree to the terms of the Code.

CONTRACTORS AND OTHERS WHO WORK WITH US

We expect fair and honest behaviour from our contractors—expectations that are covered in the Contractor Code of Conduct (Contractor Code). The Contractor Code applies to a contractor if BC Transit and the contractor agree to apply them. That means the Contractor Code must be included in requests for proposal and contracts with BC Transit unless it’s inappropriate to do so. A contractor’s failure to comply with the Contractor Code, if applicable, may be a breach of contract and could result in the termination of the contract. Any reference in this Code to a contractor includes a contractor, consultant, supplier and business associate. Refer to BC Transit’s [Contractor Code of Conduct \(PC2.46\)](#).

OUR RESPONSIBILITY

British Columbians rely on us to be their best transportation solution and deliver transportation services that they can rely upon, which includes acting with integrity and honesty.

We must act ethically and be aware of our behaviour and the way it is perceived by others. This means not only complying with this Code and any supplementary requirements, but also with their spirit and intent.

Employees must review the Code when first joining the company and then at least once a year after that. Each of us must also complete online or in-person Code training annually.

Any personal interests that could result in an actual or apparent conflict of interest must be disclosed in writing to People and Culture.

Managers help employees comply with the Code and supplemental requirements by setting a good example, providing clear expectations and training, setting objectives aligned with the Code, providing regular respectful feedback for improvement, ensuring appropriate consequences for breaches of the Code and recognizing employees for strong performance.

The Code is binding and it explains the legal and ethical responsibilities of all employees. Furthermore, it assists in recognizing and dealing with these responsibilities. All those bound by the Code, in their day-to-day dealings with customers, suppliers, contractors, fellow employees, government stakeholders, and communities with whom we do business, should do their utmost to meet or exceed the legal and ethical requirements set out in this document.

If there is a situation where the Code does not provide the answer to a particular issue, you are unsure whether a situation violates the Code, or you have any questions relating to how the Code should be interpreted or applied, you should discuss this with your supervisor or People and Culture. Proactive clarification of the Code could prevent possible mistakes, misunderstandings and embarrassment. When in doubt, consult!

BC Transit's executive officers are responsible for setting the standards of business conduct contained in the Code. The executive officers will update these standards as they deem appropriate to reflect changes in the legal and regulatory framework applicable to BC Transit, the business practices within BC Transit's industry, BC Transit's own business practices, and the prevailing ethical standards of the communities in which BC Transit operates.

If you know or suspect that this Code or the supplementary requirements supporting the Code have been, or are likely to be breached, you are required to report it. We take seriously any failure to comply with this Code and supplementary requirements and we may discipline anyone violating them. A violation or repeated violations of this Code or any supplementary requirements may result in discipline up to and including termination of employment.



LIVING OUR VALUES

The Code is intended to assist employees, executive officers, and other persons representing BC Transit to put our corporate values into action every day by providing guidance on the behaviours that support our values:

Safety – At the forefront of everything we do

Innovation – Always improving and adapting to change

Customer Service – Offering the best

Teamwork – We can achieve more together

Trust & Respect – Actions that inspire integrity, honesty and accountability

Community – Responsive to the communities where we live and serve

Through our actions and decisions, applying our corporate values is an essential part of our commitment to our customers, our company, our stakeholders, our colleagues and ourselves.

STANDARDS OF BUSINESS CONDUCT

Each person has a duty to BC Transit to act with integrity. Integrity requires, among other things, being honest and candid. Deceit and insubordination are inconsistent with integrity.

Each person must:

- Act with integrity, including being honest and candid while still maintaining the confidentiality of information
- Comply with applicable laws and government rules and regulations of accounting, engineering and other professional standards
- Comply with BC Transit's policies
- Adhere to a high standard of business ethics



WORK ENVIRONMENT

We hold ourselves to a high standard when it comes to ensuring we have a work environment where everyone can flourish; where a diversity of perspectives and experiences is encouraged and drawn upon as we do our work.

We're each responsible for creating a workplace where everyone feels included, is treated equitably and with respect, and feels safe—emotionally, physically and psychologically.

Health and Safety

Employees, and anyone we do business with, have the right to a safe and healthy workplace. It is fundamental to the success of BC Transit that healthy employees are working safely. While it is management's responsibility for managing health and safety, it is everyone's responsibility to consider every decision and action in order to:

- Work safely
- Promote safe working conditions, safe work practices and positive attitudes towards accident prevention
- Promote employees' mental and physical well-being
- Comply with BC Transit's [Occupational Health and Safety Procedures](#)
- Report workplace hazards

Violence-Free Workplace

BC Transit is committed to maintaining a safe environment for all employees and those we do business with and will not tolerate any form of workplace violence committed or threatened by or against its employees. Workplace violence includes, but is not limited to:

- Abusive behavior
- Physical abuse
- The use of weapons of any kind
- The direct or implied threat of physical violence toward anyone employed or doing business with BC Transit

Equity, Diversity and Inclusion

BC Transit values the background, experience, perspective and talent of individuals and is committed to creating an inclusive environment where everyone can thrive, feels valued, respected, and has equal access to opportunities within the confines of legal and collective agreement requirements.

We strive to create a workforce that reflects the diversity of the communities we serve. We are committed to fostering equality and a culture that is free from discrimination based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental ability, sex, sexual orientation, age, gender expression and identity or conviction of a criminal offence that is unrelated to employment or any other prohibited ground. Discrimination in the workplace is unacceptable and will not be tolerated at any level.

Bullying and Harassment

Employees must not engage in bullying and any form of harassment including sexual harassment of other employees. If bullying and harassment, is observed or experienced, employees must report it immediately. All employees must comply with BC Transit's [Bullying and Harassment Policy \(PC2.22\)](#) and [Procedures](#).



CONFLICTS OF INTEREST

A conflict of interest exists when an employee's personal conduct, interests, or financial dealings may influence their judgment in the performance of their BC Transit duties. Conflicts of interest can be real, perceived, or potential.

All employees at every level of BC Transit are personally responsible to ensure that they do not place themselves in a conflict of interest or breach of trust when they represent BC Transit in business dealings or when they are making recommendations that could affect BC Transit's decisions.

Each employee who is in a conflict situation must immediately take all necessary and appropriate steps to remove or mitigate the circumstances giving rise to the conflict:

- If this circumstance should arise, or has the potential for arising, the employee must immediately disclose the circumstance to their supervisor and/or People and Culture
- If an employee is unsure whether a situation they are involved in constitutes a conflict of interest, they must promptly contact People and Culture for clarification
- At the time of an employee's appointment, they must disclose all interests and relationships which will or may give rise to a conflict of interest



Outside Business Interests, Relationships and Employment

In general, a conflict exists when an employee conducts business with or has direct or indirect interest in a business that may put them in a conflict position with BC Transit.

A conflict exists when an employee:

- Performs work or services for another business or organization to such an extent that they do not devote the necessary time and effort to their BC Transit responsibilities
- Has a role with a competitor of BC Transit or with a supplier to BC Transit
- Who is able to influence business with BC Transit owns (or a member of their immediate family owns) an interest in a BC Transit competitor or any enterprise which has existing or prospective business with BC Transit as a service provider

Employees have a duty to advance BC Transit's business interests when the opportunity to do so arises. Employees are:

- Not eligible to bid on, receive or accept contract work from BC Transit or any of its sub-contractors
- Prohibited from taking or directing to a third party a business opportunity that is discovered through the use of corporate property, information or position
- Prohibited from use of corporate property, information or one's position for personal gain or to compete with BC Transit

Personal Relationships

We can't have influence over the hiring, supervision, evaluation or promotion of anyone with whom we have a close personal relationship. This includes influence over the hiring, evaluation, retention or management of contractors.

Close personal relationships include: familial connections, whether by birth, adoption, marriage or other such connection; sexual or romantic relations; and close friendships that include regular social contact outside of the workplace and work social functions.

Sometimes a close personal relationship develops between two employees in a reporting line or in other circumstances that may result in an actual or apparent conflict of interest. An employee may also have a close personal relationship with a contractor or employee of a contractor that could be perceived as an actual or apparent conflict of interest. When that happens, the employees involved, and particularly the employee who is in a position of authority over the other employee or contractor, must report the existence of the relationship immediately to their managers and People and Culture, even if the individuals would prefer the relationship remain private. If you're in doubt as to whether a close personal relationship could give rise to a conflict of interest, err on the side of caution and seek advice from People and Culture.

When advised of a close personal relationship that could give rise to an actual or apparent conflict of interest, the manager must notify People and Culture and they will both work with the individuals to address the conflict and will do so in a discreet manner that preserves the privacy of the persons involved to the extent that is possible.

Non-Profit Societies, Charities and Professional Associations

Employees participating in any non-profit or professional organizations must make it clear to the organization that they are representing themselves and not acting as a spokesperson or representative of BC Transit.

Political Affiliations

Employees participating in any political activities must do so during non-work time and outside the workplace. In addition, they must not speak for or represent BC Transit or use their title or position when engaged in any political activities. Political activities not permitted to be conducted on BC Transit property include, but are not limited to:

- Demonstrating
- Counting or recounting votes
- Circulating petitions, conducting or participating in opinion polls
- Soliciting votes or contributions or fundraising
- Posting of literature, political branded attire or accessories

BC Transit fully supports our employees' right to vote during working hours and communicates the process to all employees when applicable.

Entertainment, Gifts and Favours

A conflict exists when gifts, entertainment or favours are received or given by an employee in order to secure preferential treatment for themselves or BC Transit. Neither an employee nor any member of an employee's family shall offer, accept or solicit, directly or indirectly, any gift or other benefit which creates a real, perceived, or potential conflict of interest.

Gifts that are defined as a taxable benefit according to the Canada Revenue Agency cannot be accepted or offered by an employee.

In some cases, entertainment, gifts and favours can be accepted or offered by BC Transit employees.

The following criteria should be used as a guide when receiving entertainment, gifts or favours:

- The transaction must be lawful
- The value must always be of a form and substance that could not influence a person's judgment
- The exchange would be considered by the business community to be within the bounds or propriety of local ethical standards
- The exchange does not, nor is it expected to, create an obligation
- It occurs infrequently

Employees will make full and immediate disclosure to their supervisor or People and Culture in all cases where there is uncertainty about the appropriateness of entertainment, gifts and favours.

Personal Investments (Stock or stock options)

An actual or apparent conflict of interest may exist if an employee has a personal investment, such as stock or stock options, in any of BC Transit's competitors, customers, and/or suppliers of goods or services. If an employee owns stock, has a right to acquire stock, or is responsible for negotiating or influencing a deal with a BC Transit competitor, customer, or supplier, the employee must disclose such information to his or her supervisor. Employees may be asked to divest or decline the investment or make changes in order to mitigate a potential conflict of interest.

SAFEGUARDING BC TRANSIT'S ASSETS

Employees must keep assets and resources safe and use them only for appropriate and lawful purposes.

Employees are responsible for the proper use and security of all corporate property and resources assigned to them during the course of their employment.

Employees who have access to BC Transit's information or hardware are expected to use them in a responsible manner and for the benefit of BC Transit. Employees may not use BC Transit assets or systems to gain access to information to which they are not authorized. Employees who intend to make use of corporate property, information or services in a manner not solely for the benefit of BC Transit (such as charitable work) should obtain approval by the supervisor accountable for that asset prior to commencing the activity.

Employees are required to safeguard all corporate property and resources and use them properly, safely and efficiently. Safeguarding includes protection against unauthorized or inappropriate use, access or destruction, as well as protection from theft, fraud, vandalism or neglect. Employees are required to protect and are not to disclose their passwords or user identity to anyone internal or external to BC Transit.

Appropriate Use of Technology

Employees must use BC Transit's technology in an effective and responsible way and are prohibited from accessing inappropriate information or images on the Internet. Information Technology security is the responsibility of all employees, contractors, consultants and others who have access to, use, or manage the information technology resources of BC Transit.

Limited and reasonable personal use of IT equipment is permitted. Accessing external email systems is allowed, occasionally. The user is expected to exercise caution and common sense when accessing these sites and is fully responsible and accountable for any negative consequences of such action.

With respect to information sharing, employees must never use BC Transit equipment or services to receive, view, or distribute illegal, offensive or pornographic material. Employees may not load games or copyright-protected software or download items such as music files on any BC Transit computer.

BC Transit reserves the right to search its property and computers to protect property, information, or other assets and to maintain a safe work environment. This means that BC Transit may review and monitor an employee's electronic communications, telephone records, and the contents of their computer. Any inappropriate, excessive or abusive usage of BC Transit Information Technology resources may result in a user's access privileges being limited or revoked. All employees using BC Transit email and Internet resources are responsible for reading and complying with the [Email Internet Acceptable Use Policy \(IT6.2\)](#).

All employees who are issued mobile IT equipment (smart phones, tablets, etc.) are responsible for adhering to BC Transit's [Mobile Device Policy \(IT6.3\)](#).

Social Media

BC Transit expects that all employees uphold the highest ethical standards when communicating in the public domain using social media. These standards apply whether you are a user, member or administrator of social media channels or online forums, such as Twitter, Instagram, Facebook, YouTube, LinkedIn, TikTok or Reddit. It is the employee's responsibility to exercise good judgement and act professionally. Assume that the social media community you are interacting with knows that you are a BC Transit employee. Ensure your profile and related content is consistent with how you wish to present yourself with colleagues and clients.

Refer to BC Transit's [Social Media Communications Policy \(SPA5.04B\)](#)

Outside Activities And Conduct

We respect personal privacy and activities outside of work. Remember that our actions in our personal lives have the potential to negatively affect BC Transit's business, reputation and work environment.

If you engage in activities in your personal life outside of work that could have a negative impact on BC Transit's business, reputation or work environment, you'll be accountable for those actions especially if they are not in compliance with the Code of Conduct.

For example, your outside activities on social media may negatively affect BC Transit's reputation if you imply that your personal position is BC Transit's position, share your political views in connection with your employment, offend or harass your co-workers, make it difficult for you to do your job effectively or reveal non-public or third-party personal information you obtained through your work at BC Transit.

Remember to exercise caution and take care not to compromise your ability to be seen as impartial and objective in your work for BC Transit.

Work Time

Unless on an approved leave, we report to work on time and fit for duty. During paid working hours, we devote our full attention to our work and work safely and productively. We conduct our personal activities outside of BC Transit paid working time. Please refer to BC Transit's [Fitness for Duty Policy \(PC2.38\)](#).

Intellectual Property

All intellectual property, including copyrights and patents, conceived of or made during or after working hours in the course of employment with BC Transit or which is derived from BC Transit know-how is the sole and exclusive property of BC Transit. This includes anything you develop, create, or author in your capacity as an employee.

Accounting and Finance

BC Transit will conduct its financial affairs only for lawful and proper purposes in accordance with approved authorities and properly record resulting transactions. No undisclosed funds or accounts may be established. All cash and bank accounts and other business transactions are handled in a manner that avoids any questions of bribery, kickbacks, money laundering or other illegal or improper payments or any suspicion of impropriety whatsoever.

All BC Transit financial reports, accounting records, decision notes, business cases, memos, expense accounts, timesheets and other documents must accurately and clearly represent the relevant facts or true nature of a transaction. Financial transactions and performance will be disclosed in accordance with applicable law.

In addition, all BC Transit employees:

1. Have a duty to ensure all financial transactions are recorded in a way that accurately reflects their nature and substance;
2. Shall not misuse public funds or assets and shall immediately report any suspicious activity; and
3. Shall not mislead, manipulate, coerce, or fraudulently influence any accountant

Records and Document Retention

BC Transit's information and records are a corporate asset, vital both for ongoing operations as well as providing valuable evidence of business decisions, activities and transactions. BC Transit falls under the [Information Management Act](#) and is committed to creating and keeping accurate and reliable records to meet this obligation. Employees are responsible for managing BC Transit records in accordance with BC Transit's [Information and Document Management Policy \(IT6.9\)](#).

Protection of Privacy

BC Transit is a government entity and must follow the provisions outlined in the *Freedom of Information and Protection of Privacy Act* ("FOIPPA") and its associated regulations. Confidential, personal information collected, used, and disclosed (collectively "handled") during the course of BC Transit business must be treated with due care and attention to prevent unintended or improper access during handling, including during transmission and discussions. Access to confidential and/or personal information is limited to authorized individuals on a need-to-know basis. Confidential and/or personal information must not be used for personal gain. Employees are responsible for reporting any breaches or suspected breaches of confidential and/or personal information and for managing personal information and information that is sensitive or confidential in accordance with FOIPPA and with BC Transit's Protection of [Personal Information Policy \(IT6.8\)](#).

Protection of Customers' Privacy

BC Transit provides various services that require individuals to entrust us with their personal information. BC Transit is dedicated to protecting the personal information of our customers. Employees are permitted to access customers' personal information only when and to the extent it is required by their job. Personal information must not be shared or disclosed without written consent from the individual to whom the information belongs.

Protection of Service Providers' Privacy

BC Transit employees are responsible for entering into and adhering to non-disclosure agreements with service providers or others when appropriate. Employees will not use illegal or non-transparent means to acquire a service provider's trade secrets or other confidential information.

If BC Transit becomes aware of information obtained by mistake which may be a trade secret or confidential information of a Service Provider, we will immediately seek to delete, return or destroy the information with the intent to rectify.

Protection of Employees' Privacy

Personnel files are the responsibility of People and Culture and will only be shared with authorized individuals. BC Transit employees must only use, share, allow access to, disclose or otherwise handle personal information about other employees in accordance with the provisions outlined in FOIPPA.

Confidentiality and Corporate Information

During Employment

Corporate information is any information or data that is the property of the organization that has not been made public by BC Transit through its designated spokespersons or publicly posted documents. During the normal course of business, a BC Transit employee may acquire access to corporate information and that information may only be used for its intended purpose.

Employees sharing sensitive corporate information with anyone outside of BC Transit during the course of business must ensure they have proper approval in place to protect this information. Employees with the care or control of confidential information must handle and dispose of this information appropriately. Employees who are in doubt as to whether certain information is confidential must ask the appropriate authority before disclosing, releasing or transmitting it.

Employees must not disclose confidential information to anyone not authorized to receive such information, including spouses, associates, family, friends or persons with whom the employee is connected by frequent or close association. Employees shall not disclose confidential information concerning BC Transit or use such information to advance their interests or the interest of a spouse or relative.

After Employment

The requirement for proper handling and protection of confidential information continues to apply after the employment relationship ends. Individuals must not use corporate information obtained through their employment with BC Transit to further their private interests or the private interests of their friends or relatives.

Future Employment Restrictions

Before Leaving BC Transit

In this section, “outside entity” means a person or entity other than a public sector employer as defined in section 1 of the [Public Sector Employers Act](#)

BC Transit and the employee agree that, given BC Transit’s status as a Crown Corporation, actual, perceived or apparent conflicts of interest must be avoided

In the event an employee, within the year preceding the end of their employment, makes or recommends a decision which significantly affects or has the potential to significantly affect, the interest of an outside entity, then, for a year after the end of the employee’s employment with BC Transit, the employee must not:

- Accept an offer of employment, an appointment to the board of directors or a contract to provide services to that outside entity
- Lobby or otherwise make representations for that outside entity to BC Transit
- Advise the outside entity, for its commercial or business purposes, concerning the programs, policies or practices of BC Transit

An employee must immediately disclose to People and Culture any offer or acceptance of an offer of employment, an appointment, a contract or financial benefit that is or could appear to be a conflict of interest.

After Leaving BC Transit

For the period of one year following the end of the employee’s employment with BC Transit, an employee shall not:

- Lobby or otherwise make representations for any outside entity to BC Transit, or to Government regarding matters within the scope of BC Transit’s jurisdiction

- Act for an outside entity in connection with any ongoing proceedings, transaction, negotiation or case in which BC Transit is involved:
 - If, during the employee’s employment with BC Transit, the employee acted for or advised BC Transit concerning the proceedings, transaction, negotiation or case; and
 - Acting for the outside entity in that connection would result in the receipt by the outside entity or a private, business or commercial benefit.

The President and Chief Executive Officer, may, at their sole discretion, agree to waive any or all of the restrictions imposed in paragraphs #1 - 4, above.

MEDIA COMMUNICATIONS

The Communications Manager and Senior Media Relations and Public Affairs Advisor are BC Transit’s designated spokespeople. At the discretion of the President and Chief Executive Officer, the Director of Customer Experience and Public Affairs or the Communications Manager or an alternate employee may be chosen to speak on behalf of BC Transit, particularly on specialized subjects of which they have responsibility and expertise. If you receive an inquiry from the media and you are not authorized to respond, you should contact BC Transit’s Communications Department at media@bctransit.com or 250-880-1303. Please refer to BC Transit’s [Media Communications Policy \(BD5.4\)](#).

COMMITMENT AND COMPLIANCE

COMPLIANCE WITH THE CODE

The requirement to comply with these standards of conduct is a condition of employment. Any breach of the Code will be dealt with fairly after an impartial investigation is conducted by People and Culture. If an employee or anyone we do business with is found to be in violation of the Code, disciplinary action up to and including termination of employment or services will be taken.

The executive officers are responsible for monitoring compliance with the Code and, when necessary, applying this Code to specific situations in which questions are presented to it. As required, BC Transit's executive officers will report any non-compliance in regards to the Code to the Board of Directors.

COMPLIANCE WITH THE LAW

BC Transit employees, executive officers and other persons representing BC Transit covered by the Code will comply with all applicable laws and regulations and have a duty to report any situation relevant to BC Transit that they believe:

- Contravenes any laws or regulations
- Misuses public funds or assets
- Represents a danger to public health and safety
- Poses a significant danger to the environment

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NOTICE



Pass
Coin
Coins
Only

Cash Fares
All Cash Fares
DayPASS
Child, 5 and under

WATCH YOUR STEP



Exact
cash fare only



REPORTING A VIOLATION OR WRONGDOING

If an employee sees or hears something or is in receipt of information that might be a violation of the Code, the law, or a wrongdoing in the public interest, they are to contact their supervisor or People and Culture or report through one of the methods outlined below. Failure to do so is itself a violation of this Code. For the Board of Directors, the contact person is the Chair of the Board or the Chair of the Finance and Audit Committee. For executive officers of BC Transit, the contact person is the President and Chief Executive Officer.

For serious wrongdoing that is potentially unlawful, dangerous to the public or injurious to the public interest, the Public Interest Disclosure Act (PIDA) provides protection for public sector employees who speak up and report such wrongdoing.

Employees have an obligation under the Code of Conduct to report violations such as fraud, bullying, or other breaches of the Code of Conduct.

REPORTING

How to report allegations of workplace misconduct that violate the BC Transit Code of Conduct

Violations or wrongdoings that don't fall under PIDA would be misconduct that is a violation of the Code of Conduct but would not be of public interest. Failure to report these incidents is itself a violation of this Code. Examples include:

- An individual workplace complaint
- An employee using their PCard once for personal reasons
- A disclosure related solely to a public policy issue
- Social media misconduct

How to Report a Violation of the Code of Conduct

Internally, to one of the following people:

- Your People Leader or People and Culture

Or

- BC Transit’s confidential and anonymous Code of Conduct and Ethics Hotline by:
 - Phone (Toll-Free): **1-866-921-6714**
 - Email: bctransit@integritycounts.ca
 - Web: <https://www.integritycounts.ca/org/bctransit>
 - Available 24 hours a day, 7 days a week

What qualifies as wrongdoing under PIDA?

The Public Interest Disclosure Act (PIDA) deals with serious wrongdoing that are significant issues that the public should know about. Examples include:

- A serious act or omission that, if proven, would constitute an offence under an enactment of B.C., or Canada
- An act or omission that creates 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 an employee’s duties or functions
- A serious misuse of public funds of public assets
- Gross or systemic mismanagement
- Knowingly directing or counselling a person to commit wrongdoing as described above

If the wrongdoing you wish to report does not fit on the list or is not in the public’s interest to know about, you still need to speak up through another process.

How to make a report under PIDA

If you are a BC Transit employee and wish to report wrongdoing under PIDA, you can make your disclosure:

Internally, to one of the following people:

- Your People Leader or People and Culture
- Or
- BC Transit’s confidential and anonymous Code of Conduct and Ethics Hotline by:
 - Phone (Toll-Free): **1-866-921-6714**

- Email: bctransit@integritycounts.ca
- Web: <https://www.integritycounts.ca/org/bctransit>
- Available 24 hours a day, 7 days a week

Or

Externally, to:

- The Office of the Ombudsperson (confidential and anonymous)
 - 1-800-567-3247 (toll-free) or 250-387-5855 (Victoria)
 - Email: report@bcombudsperson.ca
 - Web: <https://bcombudsperson.ca/public-interest-disclosure/how-to-report-a-wrong-doing/>

INVESTIGATIONS

Reports will be investigated promptly, confidentially, and impartially. Reporting can be done without fear of action being taken against the reporting individual, when made in good faith. All reports will be dealt with in confidence, unless disclosure of information is authorized or required by law. Depending upon the severity and after appropriate investigation, the executive officers and/or the Board of Directors will be advised of any disciplinary or preventive actions taken, up to and including dismissal.

In the event of criminal or other serious violations of law, the appropriate government authorities will be notified.

Because of the seriousness of a false allegation and the resources that will be expended to investigate complaints, BC Transit reserves the right to discipline anyone who knowingly makes a false accusation or provides false information to BC Transit.

- If you are not a BC Transit employee and would like to report a violation, please contact
- <http://bctransit.com/victoria/contact> or
- transitinfo@bctransit.com or
- Customer relations agents are available by phone at 250-382-6161. Their hours can be found at <https://bctransit.com/contact>