

The BCSC's InvestRight and outreach program provides investor education seminars, online and printed resources in languages for those from the South Asian, Chinese and Korean communities.

BCSC staff met with various community leaders from ethnic groups to promote and raise awareness about the BCSC, investment fraud and education, as well as how to report fraud in their communities.

BCSC staff also continued to participate in a series of multicultural workshops hosted by the City of Surrey – presenting investor education to seniors with Korean, Chinese and South Asian backgrounds.

BC Transit

MANDATE

BC Transit is the provincial Crown Corporation charged with coordinating the delivery of public transportation throughout British Columbia (outside the Greater Vancouver Regional District). BC Transit serves more than 1.5 million people, providing transit services to 130 communities in collaboration with 58 local government partners.

BC Transit's mandate includes planning, funding, marketing, managing fleets and contracting for the operations of transit services. According to the British Columbia Transit Act (Section 3.1), BC Transit is to "plan, acquire, construct or cause to be constructed public passenger transportation systems and rail systems that support regional growth strategies, official community plans, and the economic development of transit service areas" [and] "to provide for the maintenance and operation of those systems."



EXECUTIVE COMMITMENT TO MULTICULTURALISM

As a public transportation service, BC Transit supports diversity and multiculturalism with our employees, partners and customers. With Integrity as one (1) of BC Transit's six (6) values, we are committed to conducting ourselves honestly and respectfully.

To uphold our commitment to multiculturalism, BC Transit has the following policies in place:

- » **Recruitment and Selection:** BC Transit supports diversity and multiculturalism through the application of recruitment and selection processes and procedures that are non-discriminatory, fair and provide equal employment opportunities.
- » **Discrimination:** To ensure the application of the Human Rights Code, BC Transit also has a Discrimination Policy in place which ensures that the workplace is free of discrimination.
- » **Code of Business Conduct and Ethics:** All new employees sign a Code of Business Conduct and Ethics. The code promotes a culture where all employees, customer, suppliers and contractors are treated with dignity and respect and are valued as individuals.
- » **Bullying and Harassment:** BC Transit promotes the well-being of employees by identifying and preventing bullying and harassment in the workplace.

BC Transit has reinforced our policies through a confidential AlertLine that has been in place since 2010 to support our employees and promote an organizational culture free from discrimination. AlertLine enables BC Transit employees to voice concerns that may compromise BC Transit's Code of Business Conduct and Ethics. AlertLine is available 24 hours a day, seven days a week by telephone or website through a third-party provider, Navex Global (previously known as Global Compliance). Promotion of AlertLine is done as part of the orientation program; posters, brochures and wallet cards about the program are located throughout BC Transit's premises.

To measure our level of awareness with employees, BC Transit conducts a bi-annual work environment survey through BC Statistics. As part of this survey, specific questions are asked about diversity, discrimination and harassment. Survey results from 2011 to 2013 showed a positive increase in employees agreeing that diversity is valued and the workplace is free from discrimination and harassment.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

To support other languages spoken, employees that are members of the Canadian Office and Professional Employees' Union (COPE – Local 378) are provided a Second Language Premium. Positions within this union are responsible for answering our Bus Line which provides front-line support to our customers.

BC Transit also employs a number of students in co-operative education positions from a number of local post-secondary providers. For the fiscal year 2013/2014, BC Transit had six (6) co-op students and various interns over the 12-month period.

HIGHLIGHTS OF INITIATIVES

Within this fiscal period, BC Transit implemented a Bullying and Harassment Policy with corresponding procedures. These documents provide clarity regarding the expectations for employees as well as the procedures to follow when reporting any incident or complaint of workplace bullying and harassment. To create awareness and education of this new policy and procedures, training sessions were provided to staff. In addition, all directors of the organization were supplied with the Bullying and Harassment Toolkits created by WorkSafeBC.