



**WCB–Alberta Statement of Ethics**



## ***What would you do?***

Every now and again you may be confronted with an ethical dilemma. Sometimes finding the right solution can be difficult. Equipped with WCB's Statement of Ethics Booklet, you'll be in a better position to think through the issues and come to a solution that's consistent with the organization's values as well as your own.

# Table of Contents

<b>Statement of Ethics</b>	<b>1</b>
Introduction – You Are WCB	1
<b>Ethics – Our values in action</b>	<b>2</b>
What are ethics?	2
What are WCB values?	2
Why have ethics?	3
Who is responsible for ethics at WCB?	3
<b>The Ethics Process</b>	<b>4</b>
Five stages of response	4
Guidelines for decision-making	6
<b>Summary of the Ethics Process</b>	<b>Inside Back Cover</b>

"It is not what we do, but also what we do not do, for which we are accountable."

*Molière*

"Always do right. This will surprise some people and astonish the rest."

*Mark Twain*

# WCB Statement of Ethics Booklet

## **You are WCB.**

Making decisions is a part of everyday life at WCB. And given the complex nature of our business, making sound ethical decisions is important. It can also take some practice. WCB is committed to maintaining an ethical workplace. The organization is also committed to providing employees with the necessary resources to make sound ethical decisions that reflect WCB's values.

As a WCB employee, each decision you make and each action you pursue reflects on the organization as a whole. You are personally responsible and accountable for your decisions.

*WCB's Statement of Ethics Booklet is designed to provide employees with a starting point for making good decisions and resolving ethical dilemmas in the workplace.*

*Looking for more information on making sound, ethical decisions at work? You can:*

- Check out the Ethics database on the Electronic Workplace (EW), located under Employee Information>Ethics.
- Attend one of WCB's Ethics Awareness sessions available to all staff. Information on the upcoming sessions can be found in the Employee Information>Corporate Training section of the EW.
- Speak with your supervisor and/or Human Resources (HR) advisor.



## Ethics—WCB’s values in action

### **What are ethics?**

Ethics are the guidelines for individual and corporate behaviour.

They are grounded in three principles:

1. Respect for the law.
2. Recognition of the rights and dignity of others.
3. Personal and organizational integrity.

### **What are WCB’s values?**

<i>Partnerships</i>	<i>Work together in partnerships, both internally and externally, to achieve shared goals.</i>
<i>Excellent Service</i>	<i>Provide customers with excellent services and products.</i>
<i>Achievement</i>	<i>Fulfill commitments and achieve desired results.</i>
<i>Respect</i>	<i>Treat everyone with dignity and interpersonal sensitivity, share information with staff, customers and partners, act with integrity and as trustees of the workers’ compensation system, and listen and respond to the needs of our customers.</i>
<i>Learning &amp; Growth</i>	<i>Demonstrate continuous personal and corporate improvement, and apply this knowledge to provide the best services and products.</i>

**Ethics represent WCB’s values in action.**

## **Why have *ethics*?**

*Ethics provide a solid foundation for individual and corporate success.* When there's a workplace of mutual dignity, respect and trust, employees feel valued. When employees treat stakeholders this way, they too feel valued. This means WCB's reputation and effectiveness are enhanced because people know they're dealing with a trustworthy organization and a good corporate citizen.



## **Who is responsible for ethics at WCB?**

Each one of WCB's employees has an obligation to act in an ethical manner. When faced with an ethical dilemma, staff are encouraged to follow the process outlined in this booklet. Unsure of what to do? Don't be afraid to ask questions and to seek the advice of peers, supervisors and experts.

Poor ethical decision-making reflects negatively not only on the person making the decision, but also on the organization. Ultimately it may lead to disciplinary and legal consequences for the individual and legal or financial liability for WCB. WCB's corporate reputation in the community is important.

**Remember, you are WCB, and ethics represent WCB's values in action.**

# The Ethics Process

## **Five stages of response to ethical questions**

An ethical dilemma may arise when two norms, values or desires are in conflict. There are five stages of response in WCB's ethics process. Each stage draws on more of the internal resources and expertise available. Remember, if you're having trouble coming to a solution on your own, other WCB staff are willing and able to help!

### **Stage 1**

*The first stage of the process requires that you perform one or more of the following three tests: the Values Test, Reasonable Person Test and the Credit Test. More information on each of these is found on page 6.*

### **Stage 2**

*Your supervisor is a great resource who can help you find an ethical solution to your problem. Many ethical issues are closely related to immediate work situations. Often these issues can be resolved with help from your supervisor since he or she is knowledgeable about WCB's Statement of Ethics Booklet and the people and circumstances involved.*

### **Stage 3**

*You may choose to go directly to HR, particularly if the problem involves your supervisor, is highly sensitive and complex, or involves someone from another area. HR staff can provide expert advice and guidance on WCB's Statement of Ethics Booklet, as well as HR policies and guidelines. If necessary, HR can also provide guidance on the disciplinary implications of any actions.*

While the process below outlines progressive steps, it's not necessary to follow them in a set order. For example, an issue may require the input of a technical expert such as a WCB lawyer or a Freedom of Information and Privacy (FOIP) specialist. Your first step would then be to contact Legal Services or the FOIP Office directly with your questions.

#### *Stage 4*

*The chair of WCB's ethics committee, as well as any of the committee members, can be contacted directly for confidential and personalized guidance. A complete list of committee members is located in the Employee Information > Ethics section of the EW.*

#### *Stage 5*

*You also have the option of submitting your ethical concern in writing to the chair or any member of the ethics committee for a formal opinion.*



### **Guidelines for decision-making**

It's neither possible nor practical to draft an exhaustive list of rules dictating what you should do in any given situation. It's important, though, to understand WCB's corporate ethics and practice the values underlying them.

If you find yourself in an ethical dilemma, the solution may be as straightforward as performing these three tests:

#### **The Values Test**



*Are you clear about the values reflected in your decision?  
Are they values you are proud to hold?*

#### **The Reasonable Person Test**



*Would a reasonable person in the community, having knowledge of all the facts, consider that you have acted fairly, honourably and rationally?*

#### **The Credit Test**



*If your action or decision became known to everyone, would it either bring credit or discredit to you and the corporation?*

## WCB's Ethics Process

- Refer to WCB's Statement of Ethics Booklet for guidance.
- Talk to your supervisor. Don't be afraid to ask for guidance and support.
- If you're facing an ethical dilemma that involves your supervisor, or if your supervisor isn't able to help resolve the issue, talk to a HR representative. He or she can also help when the problem is highly sensitive, complex or involves someone from another area.
- Talk to the ethics committee chair or a member of the ethics committee for informal, confidential and personalized guidance.
- Make a formal submission in writing to the chair or any member of WCB's ethics committee. Your issue will be discussed, and the committee will provide you with a formal opinion.





**WCB**

Workers'  
Compensation  
Board

Alberta

WCB-057 JUN 2010

 **Ethics**