Code of Ethics for Suppliers

Strategic Supply Management

Purpose

This Code of Ethics for Suppliers (the "Code") ensures that our suppliers share ICBC's commitment to maintaining the confidence and trust of people living in British Columbia when they provide goods or services to ICBC or our customers.

Scope

This Code applies to organizations and individuals who contract with ICBC (or have a direct billing relationship) and provide goods or services to ICBC or our customers ("Suppliers"). Suppliers include:

- Operational Suppliers that are engaged directly by ICBC (such as information technology providers, professional services providers or consultants); and
- Claims Services Suppliers that are engaged by ICBC's customers (such as health care providers or material damage vendors).

This Code adds to, but does not replace, any ethical, professional or legal obligations that are set by an applicable regulatory body (like a college), a professional association, a contract or the law.

If there is a conflict between an obligation in the Code and an obligation in the Supplier's contract with ICBC, then the obligation in the Supplier's contract with ICBC will prevail.

Suppliers will not aid, abet, counsel or overlook any violation of this Code.

ICBC may require Suppliers to agree to this Code in writing.

Supplier Expectations

Supplier will comply with the following expectations:

1.1 **Honesty**: Supplier will be honest, reliable and transparent with ICBC and our customers.

1.2 **Professionalism**: Supplier will act professionally and will not threaten, harass, intimidate, humiliate, abuse or discriminate against ICBC, our customers or any other person.

1.3 **Respect**: Supplier will respond to customer inquiries or concerns with respect and courtesy.

1.4 **Authority**: Supplier will act within their authority and will not make unauthorized promises, representations or commitments on behalf of ICBC or our customers.

1.5 **Proactive Disclosure**: Supplier will proactively provide material information to ICBC or our customers that is relevant to their provision of goods or services, or to their relationship with ICBC.

1.6 **Health & Safety**: Supplier will protect the health and safety of ICBC's and Supplier's customers, employees, contractors and suppliers.

1.7 **Impairment**: Supplier will not provide goods or services to ICBC or our customers while impaired by alcohol, cannabis, controlled drugs or medication which affects their ability to work.

1.8 **Sustainability**: Supplier will support ICBC's sustainability efforts when reasonable and appropriate.

1.9 **Reconciliation**: Supplier will support ICBC's reconciliation efforts when reasonable and appropriate.

1.10 **Culture:** Supplier will foster a respectful environment, with due regard for cultural differences.

1.11 **Conflict of Interest**: Supplier will not allow private interests to improperly influence professional conduct.

1.12 **Personal Transactions**: Supplier will not use their role as a Supplier to gain an advantage in a personal transaction with ICBC. If Supplier has a personal interest in a transaction with ICBC and Supplier wishes to escalate a concern related to that matter, Supplier must refer the matter to the Fair Practices Office.

1.13 **Reputation**: Supplier will act in a manner that maintains the confidence and trust that British Columbians have in ICBC and ICBC's Suppliers.

1.14 **Fair Competition**: Supplier will compete fairly with others, and Supplier will not participate in any bribery, corruption or collusion.

1.15 **Acting Legally**: Supplier will comply with the letter and spirit of applicable laws and obligations of applicable regulatory bodies as set out in Supplier's contract with ICBC.

1.16 **Privacy & Confidentiality**: Supplier will only collect, receive, access, use, protect and disclose personal and confidential information as set out in Supplier's contract with ICBC.

1.17 **ICBC Assets**: Supplier will only use ICBC assets and resources for legitimate business purposes and only as set out in Supplier's contract with ICBC.

1.18 **Reporting & Accountability:** Supplier will promptly report any suspected breach of this Code to ICBC and cooperate with any resulting review or investigation.