

## **Code of Conduct for Driver Licensing Appointed Agents**

### **Context:**

The ICBC Code of Ethics provides concrete guidance in applying ICBC's corporate values to the working lives of all ICBC Board members, employees, and contractors (in the course of providing services to ICBC). In addition, ICBC has established this Code of Conduct for contracted Driver Licensing Agencies (**Appointed Agents**) which identifies the competencies and behaviours which are necessary to support ICBC's values.

This Code of Conduct forms part of the written instruction from ICBC to Appointed Agents in the performance of driving licensing services.

### **1. Appointed Agents will comply with the ICBC Code of Ethics and this Code of Conduct.**

1.1 Appointed Agents will ensure its staff:

- (a) complies with the ICBC Code of Ethics and this Code of Conduct; and
- (b) completes mandatory training and compliance tutorials as required by ICBC.

1.2 An Agent will immediately notify ICBC should any of the Agent's staff violate either the ICBC Code of Ethics or this Code of Conduct.

1.3 Appointed Agents will not aid, abet, counsel, or overlook any federal or provincial offences committed by another agents, or a driver in the context of driver licensing.

### **2. Appointed Agents will act with honesty and integrity recognizing that they are in a position of trust and authority.**

2.1 Appointed Agents will not:

- act in a misleading or deceptive manner towards customers;
- threaten, harass, physically or verbally abuse customers, other Appointed Agents, or ICBC employees or its agents;
- work while impaired by alcohol, cannabis, controlled drugs, or medication which affects their ability to work;
- allow customers to drive if they appear to be affected by drugs or alcohol;
- accept or solicit bribes or facilitate the bribery of ICBC employees or its agents; or
- improperly use their position or knowledge as a licensee for personal benefit.

### **Examples of misconduct:**

- Selling or assisting with the sale of drivers' licences outside of ICBC's established driver licensing standards and processes.
- Attempting to influence the outcome of a driver licensing application by offering gifts or other benefits to any ICBC employee or agent.
- Making any representation or promise regarding an outcome in advance to a customer.
- Evaluating a driver without using the established standards and process.

**3. Appointed Agents will treat all persons equally and with dignity and respect.**

3.1 Appointed Agents will not discriminate against a person because of the person's racial identity, colour, ancestry, place of origin, religion, marital or family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age, in accordance with the [Human Rights Code](#).

**Examples of misconduct:**

- Refusing service to a person because they are Indigenous or of other ancestral heritage, gender identity, or sexual orientation;
- Using inappropriate language or making obscene gestures or actions in the presence of customers or while conducting driver services;
- Making comments or displaying pictures or written materials depicting racial or sexual stereotypes or other demeaning content; or
- Making suggestive or derogatory comments about a person's physical appearance, racial or ethnic background, sex, gender identity, or sexual orientation.

**4. Appointed Agents will not engage in sexual harassment or inappropriate touching and will not conduct themselves in manner that could be construed as sexual harassment.**

**Examples of misconduct:**

- Unnecessary familiarity with customers such as deliberately touching the customer, other than for reasonable emergency first aid response.
- Making offensive jokes, lewd comments, or using offensive language.
- Displaying pictures or written materials that can be interpreted as offensive or obscene.
- Initiating communication of a sexual nature or asking questions about personal relationships.

**5. Appointed Agents will conduct themselves professionally and will strive to strengthen and uphold public confidence in driver licensing.**

5.1 This means that Appointed Agents will:

- protect the health, safety and wellbeing of customers and other road users;
- comply with all Government orders related to public health and safety;
- respond to customer inquiries or concerns with promptness and courtesy; and
- maintain appropriate standards of dress and personal hygiene.

5.2 This means that Appointed Agents will not:

- conduct themselves in a way that could diminish the reputation of the drivers' licensing industry, other Appointed Agents, or ICBC or its agents; or
- allow private interests to improperly influence professional conduct.

**Examples of misconduct:**

- Speaking negatively about another Appointed Agent to gain a customer's business.
- Making representations that may be damaging to the reputation of ICBC or its agents.

- Engaging in public confrontations with customers or ICBC employees or its agents.
- Wearing clothing with inappropriate language or pictures.

**6. Appointed Agents will support road safety and the provision of driver licensing services to British Columbians.**

6.1 Appointed Agents will not undermine road safety by disrupting the testing and licensing of drivers.

**Examples of misconduct:**

- Soliciting business at ICBC offices.
- Sharing photos, audio or video recordings, drawings, notes, or other representations that could undermine the integrity of ICBC testing.
- Requesting or directing a customer to request a specific staff member of the Agent or ICBC to obtain an untoward advantage.

**7. Appointed Agents will not disrupt, undermine, or interfere with ICBC's drivers' licensing process or ICBC business generally.**

7.1 This means that Appointed Agents will fully comply with ICBC's driver licensing procedures (colloquially referred to as the DLP) and must respect ICBC's processes and outcomes.

**Examples of misconduct:**

- Deviating from ICBC's DLP in the provision of driver licensing services, such as accepting and recording improper identification, improper collection or storage of customer personal information, improper maintenance of driver licence inventory, or improper completion of required documentation.

**8. Appointed Agents will protect the privacy of customers and safeguard any customer records they possess or control in accordance with the *Freedom of Information and Protection of Privacy Act (FIPPA)*.**

8.1 This means that Appointed Agents will not:

- use customer information for any purpose inconsistent with the purpose for which it was obtained; or
- share driving licensing customer information with a third party other than ICBC or RoadSafetyBC.

**Examples of misconduct:**

- Gossiping about a customer to a co-worker, friend/family or posting about a customer on a social network platform such as, but not limited to, Instagram or Twitter.
- Leaving a customer's personal information in plain view for other customers to see.
- Discussing a customer's licensure results with ICBC employees for a non-business purpose without the customer's written consent.

**9. Appointed Agents will ensure fairness when providing information to customers.**

9.1 This means that Appointed Agents will:

- provide consistent, quality service to customers; and

- ensure that the information given when speaking to customers is complete, accurate and fair.

**Examples of misconduct:**

- Suggesting to a customer that by placing a ticket in dispute temporarily, it may help them in avoiding other penalties
- Giving specifics on writing an application for a Driver Improvement Program (DIP) review to obtain a positive result.
- Leading someone inappropriately in a knowledge or road test (RT) such as more than just rephrasing a question or requirement and basically giving them the answer.