

Part 2: About our Business 

Corporate Profile

We are an exciting and vibrant company. BC Ferries is one of the largest ferry operators in the world, our 5,000 employees provide year-round vehicle and passenger service on 36 vessels serving 47 terminals and 25 routes that stretch over 1,600 kilometres of coastline.



We are an essential transportation link that connects coastal communities and facilitates the movement of people, goods and services.

In fiscal 2019, we carried more than 22.3 million passengers and 8.9 million vehicles throughout coastal British Columbia.

Part 2: About our Business 

Where We Sail

Our most popular crossings sail between Vancouver Island and Metro Vancouver. They can last from about 95 minutes to two hours, depending on which route you take. There are three to choose from with frequent sailings every day of the year.



Shorter hops include service to the Southern Gulf Islands from both Vancouver and Vancouver Island, and to communities along the Sunshine Coast, northwest of Vancouver. There's also a shortcut between Brentwood and Mill Bay linking the Saanich Peninsula (near Victoria) with the Cowichan Valley.

Part 2: About our Business



Further up the coast, BC Ferries provides year-round service between Vancouver Island and a number of Northern Gulf Island communities.



4

Part 2: About our Business



BC Ferries' service between Port Hardy and Bella Coola opens up British Columbia's spectacular mid-coast.



It's the Discovery Coast Connector, so named because it opens up a part of the province that has been difficult to reach in years past.

Stops include McLoughlin Bay-Bella Bella, Shearwater on Denny Island, Klemtu and Ocean Falls.

5

Part 2: About our Business



For more of a "cruise line" experience, consider a voyage through British Columbia's majestic Inside Passage. This one is particularly popular with international travellers, going from Port Hardy at the northern end of Vancouver Island to Prince Rupert, gateway to southeast Alaska.



The crossing from Prince Rupert to Haida Gwaii is another fascinating travel opportunity. Sometimes referred to as the "Canadian Galapagos", Haida Gwaii provides habitat for many different species of wildlife. These Islands are the ancestral home of the Haida Nation and feature many unique cultural attractions.

Part 2: About our Business



Terminal Operations provide safe, efficient, reliable traffic management, ticket processing and ramp operations at 47 locations

- Employees: 800 – 1000 (peak season)
- Process over 22 million passengers/year
- Process nearly 9 million vehicles/year
- Parking revenue is approximately \$6.0 million/year



July 14, 2003



7

Part 2: About our Business 

Catering and Retail Operations Includes the food and retail services on ships and terminals which provides a valuable customer experience and produces \$102.8M in revenue.




- Utilize crew that are required within Transport Canada Minimum Safe Manning
- Generate \$63.7M profit and provide customer service offerings
- Employees: over 1,000

8

Part 2: About our Business 

- Coastal/Canoe Cafe – 16 outlets
- Pacific/Vista Buffet – 4 outlets
- Coastal Café Express – 12 outlets
- Sitka Coffee Place – 2 outlets
- Arbutus Coffee Bar – 2 Outlets
- Passages Gift Shop – 17 outlets
- Seawest/Aurora Lounge – 7 outlets
- Tsawwassen/Departure Bay Quay - 2
- Total – 62 Catering & Retail Outlets








May 12, 2023 9

Part 2: About our Business



Our crewing department ensures all ships and terminals are crewed to Transport Canada levels for safety

- Provide Transport Canada regulated crew levels to deliver service 365 days to all ships and terminals who deliver service to customers and communities
- Schedule approximately 3700 - 4,000 employees with an average of almost **12,000 shifts per week**
- 5 crewing offices with 51 employees



19

Part 2: About our Business



Our in-house Fleet Maintenance Unit respond to planned and unplanned ship repair to minimize the out of service periods to the ferry system

- Deliver ship repair modifications and maintenance in a safe, efficient and cost effective manner
- Employs over 150 trained, ticketed and certified employees across 14 trades, technical and support functions
- 37% of BC Ferries total ship repair, refit and modification services are delivered by FMU
- Certified under Green Marine for environmental compliance



Part 2: About our Business



Our Supply Chain group manages activities efficiently and reliably throughout the ferry system

- Strategic supply and sourcing solutions for the procurement of goods and services
- Purchased over \$400M of goods and services last year; including adding some additional vessels to the fleet
- Issues 16,000 purchase orders per year



12

Part 2: About our Business



Our ships and terminals are supplied through our own warehouse operations which transferred \$36.6m in food, supply and gift shop items at cost. That is 434,081 total transfer units or a whole lot of White Spot burgers and fries!



May 12, 2023

13

Part 2: About our Business



To keep all the pieces of our expansive operation moving safely, we have a state of the art Operations & Security Centre

- 24/7 Coverage staffed by personnel with expertise in security, safety, fleet, terminal operations and customer service
- Responsible for providing support for day-to-day operations and incident management
- Security Monitoring & Centralized Alarm Management
- Work Alone Monitoring
- Local and Centralized Video Management (2000+ Cameras)
- Host and support Corporate EOC (Emergency Operations Centre)



Part 2: About our Business



Commercial Services

This department works with all areas of the business from finance to operations, and offers customers two different services: the "live" service and the "drop-trailer" service.



60 tractors in the fleet now – that's an 11% increase from last year!

Part 2: About our Business New and Noteworthy



Arrival of The Island Class

Just after sunrise on January 18, the first two new hybrid-electric Island Class ferries arrived in B.C. waters and docked at Ogden Point. The ships were then floated off the transport ship and delivered by tugs to Point Hope Maritime in Victoria. It was a very exciting milestone in our commitment to further our environmental stewardship activities.

[Island Class Arrival \(video link\)](#)



16

Part 2: About our Business New and Noteworthy



On February 19th BC Ferries held a naming ceremony for the first of its two Island Class Ferries at Victoria's Point Hope Maritime. At the event, the names of the vessels - Island Discovery and Island Aurora - were revealed for the first time. The two ferries will enter service mid-2020, serving the Powell River-Texada Island and Port McNeill-Alert Bay-Sointula routes respectively.

[Island Class Naming Ceremony \(video link\)](#)



In a press release marking the occasion, BC Ferries stated, "The names celebrate the beauty of the journey and the important connections to the coastal communities the ferries will soon serve."

17

Part 2: About our Business New and Noteworthy



Travelling throughout the coast to engage local talent is critical to the growth of our team. This year we visited Texada and Alert Bay to highlight training and career opportunities, piloted on-site open houses and held Speed Recruitment events to promote our summer hiring of an additional 400 – 500 employees across the fleet.



18

Part 2: About our Business New and Noteworthy



Wine and Beer Pilot – Launch Date October 24, 2019

As an organization, we look for ways to enhance the customer experience and commenced a one year pilot to serve alcoholic beverages in the Pacific Buffet on the Spirit of Vancouver Island, Spirit of British Columbia and the Coastal Celebration.

Product Selection

- Philips Blue Buck (Ale)
- Parallel 49 Craft Lager
- Gray Monk Merlot
- See Ya Later Pinot Noir
- Poplar Grove Pinot Gris
- Tinhorn Creek Gewurztraminer



- The Wave, Winter 2020 Pg. 7

19

Part 2: About our Business New and Noteworthy



Northern Sea Wolf Serves the Discovery Coast

The vessel can carry up to 150 passengers and 35 vehicles on the 10-hour, direct-service journey. During its first year in service, the Northern Sea Wolf transported more than 5,750 passengers and 2,265 vehicles and served 5,305 coffees, 7,725 servings of eggs and 1,834 servings of bacon.

"Reliable, safe ferry service is essential for our coastal communities, First Nations and tourism visitors, providing access and connectivity to unique and world-renowned experiences," said Amy Thacker, Cariboo Chilcoot Coast Tourism chief executive. "We look forward to continuing our work with B.C. Ferries to grow the potential of this route."



20

Part 2: About our Business New and Noteworthy



We are Building the next generation of Ferries



We're getting ready to build five new ferries to replace four of our existing vessels. The new vessels will deliver enhanced environmental sustainability and service to our major routes.

As our next generation of ferries, they are expected to come into service in the mid 2020's.

-The Wave, Spring 2019 pg. 19

21

Part 2: About our Business New and Noteworthy



Terminal Engagement & Re-Development

- Across our service area, we have engaged numerous communities as we strive to provide an excellent end-to-end customer experience.
- Numerous events were held up and down the coast including:
 - Langdale (The Wave, Spring 2019 pg. 10)
 - Swartz Bay (The Wave, Spring 2019 pg. 11)
 - Campbell River (The Wave, Spring 2019 pg. 12)
 - Crofton (The Wave, Fall 2019 pg. 7)
 - Descanso Bay, Gabriola Island Terminal (The Wave, Winter 2020 pg. 5)

22

Part 2



Attachments

- 2018/19 Annual Report (2018/9 not yet released)
https://www.bcferrries.com/files/AboutBCF/AR/bcfs_annualreport_2018-2019.pdf
- Business Plan for the year ending March 31, 2019 (year ending March 31, 2020 not released)
https://www.bcferrries.com/files/PDFs/2019_Business_Plan.pdf
- Strategic Plan
<https://www.bcferrries.com/files/AboutBCF/2019-bcf-strategic-plan-summary.pdf>
- Our Executive Team
https://www.bcferrries.com/about/executive_team.html
- Our Board of Directors
https://www.bcferrries.com/about/board_of_directors.html

23



- **The Wave, Spring 2019**
<https://access.bcferrries.com/files/Documents/wave/2019-spring-thewave.pdf>
- **The Wave, Fall 2019**
<https://access.bcferrries.com/files/Documents/wave/2019-fall-thewave.pdf>
- **The Wave, Winter 2020**
<https://access.bcferrries.com/files/Documents/wave/2020-winter-thewave.pdf>
- **News Releases**
https://www.bcferrries.com/about/media_room/newsreleases.html

24



Part 3: About our Workforce


We have a very skilled and diversified workforce

Licensed marine professionals in Deck Operations and Marine Engineering join BC Ferries to pursue a dynamic career while remaining close to their families and homes in BC's spectacular coastal communities.

We also offer exciting careers in catering, retail services, terminal operations, supply chain, trades... just to name a few.


Each year, we welcome hundreds of seasonal employees at locations across the fleet, many of whom return the following summer or join our year-round workforce.

We also offer professional opportunities at our head office in Victoria, as well as in terminals around the fleet.



25

Part 3: About our Workforce BCFerries



26

Part 3: About our Workforce BCFerries

Come Sail with Us!

Here's just some of the exciting careers we offer:

- Catering, Customer Service Attendants
- Cooks, from Galley Helper to Red Seal cooks
- Chief Steward
- Terminal Attendants and Equipment Operators
- Ticketing
- Engine Room Assistant
- Licensed Marine Engineers and Chief Engineers
- Deckhand / DH Bridgeward
- Deck Officers and Masters
- Various trades opportunities
- Information Technology
- Purchasing and Supply Chain
- Retail Merchandiser
- Customer Care
- Travel Agent - Vacation Centre
- Commercial Services Drivers
- Accounting and Finance...



The career opportunities are endless!

27

Part 3



Attachments

- Types of Employment opportunities and Qualifications
<https://www.bcferrries.com/about/employment/qualifications.html>

- Employee profile #MeetTheCrew video

<https://www.facebook.com/watch/?v=2210008049031838>
<https://www.facebook.com/watch/?v=2246712975361345>
<https://www.facebook.com/watch/?v=2293936327305676>
<https://www.facebook.com/watch/?v=2401756606523647>
<https://www.facebook.com/BCFerries/videos/292953434732892/>
<https://www.facebook.com/watch/?v=1810215515680934>
<https://www.facebook.com/watch/?v=2522921671298082>
<https://www.facebook.com/watch/?v=2366658740014192>

28

Part 4: Physical Environment



WELCOME
to your corner office

We're hiring for #CareersOnTheCoast.

Join one of BC's Top Employers and a global leader in sustainable ferry transportation. We're looking to fill ship and shore-based positions for entry level and experienced roles. The open air and untamed waters of the west coast are calling.

Photo: Scott McAlpine, BCTF

29

Part 4: Physical Environment



Worksites with Awe-Inspiring Views

Worksites at BC Ferries span across the beautiful coast of British Columbia, and are comprised of 47 terminals, 36 ships, 1 Fleet Maintenance yard, Terminal Maintenance facilities, head office in Victoria, and a BC Ferries Vacations travel centre in downtown Vancouver.



30

Part 4: Physical Environment



Head Office – The Atrium

BC Ferries head office is located in "The Atrium" and is Victoria's most sought after commercial building. The building features forward thinking architecture, cutting edge systems and dynamic public areas including a large central atrium.

The Atrium is a seven storey class AA office building with a retail podium located in the heart of Victoria's central business district. BC Ferries is the anchor tenant of this Gold Leeds standard building taking up 93,000 SQ. FT



31

Part 4: Physical Environment



En route to the staff lounges on the 5th, 6th and 7th floors some beautiful paintings of our vessels, with gorgeous animal images integrated into the scenes. These are the originals of our new retirement prints, and were done by local artist, Robert Plante.



32

Part 4: Physical Environment



Employee Facilities - Shore

Employee facilities at terminals range from exercise rooms at many locations, markets with artisan vendors, shops and food services, outdoor seating, and full kitchens to prepare a healthy meal at work.



Did we mention the beach front office views?



33

Part 4: Physical Environment



34

Part 4: Physical Environment



Employee Facilities – Ship

Facilities onboard our vessels vary by ship, each one is equipped with a crew area for breaks and a place to prepare healthy meals. Employees also have access to catering on many vessels, and fresh outdoor air on even the smallest ship in the fleet.

Most of our employees are sea by day, and home by night. Live aboard vessels for long duration voyages offer well appointed employee cabins, balanced and fresh meals prepared daily, and entertainment facilities.

35

Part 4: Physical Environment

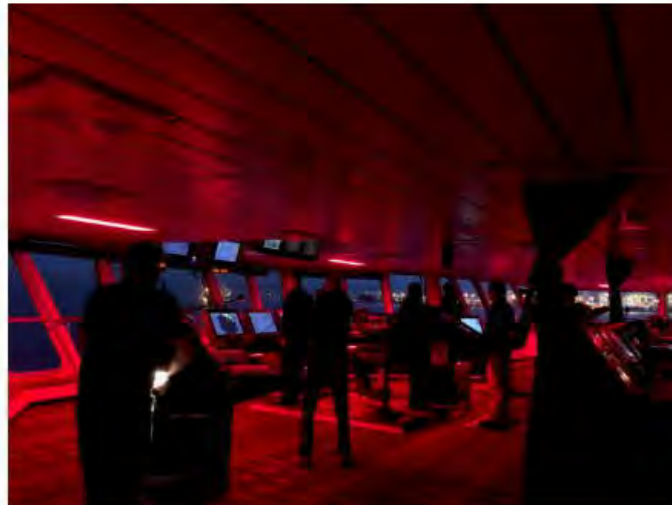


For those employees who live aboard, comfortable employees lounges and well equipped exercise rooms are just some of the familiar comforts of home.



36

Part 4: Physical Environment



Awaiting dawn on the bridge of the Spirit of British Columbia

37

Part 4: Physical Environment



BC Ferries Vacations Centre

Visit our Vacations Centre, we are conveniently located across from the Vancouver Convention Centre in the Fairmont Pacific Rim hotel. Employees have access to all the conveniences of beautiful downtown Vancouver.



Experience our amazing giant touchscreen media wall

Our agents will help you plan your next vacation on our 90-square-foot touchscreen media wall. This amazing interactive touchscreen allows you to browse and immerse yourself in British Columbia's best destinations, hotels, wildlife, activities, adventures and packages.

38

Part 4



Attachments

- JAWL properties "Atrium"
<https://www.jawlproperties.com/jawl-properties/atrium-800-yates-st>
- BC Ferries Terminal locations
https://www.bcferrries.com/at_the_terminal/terminal_addresses.html
- Tsawwassen Quay and Nanaimo Quay
https://www.bcferrries.com/at_the_terminal/
- Our-Fleet - Vessel specifications
<https://www.bcferrries.com/onboard-experiences/fleet>

39

Part 5: Work Atmosphere & Communications 

We are intensely committed to safety, customer service and our employees.




From ship to shore our employees work hard to provide a stellar customer experience.



We love what we do and it shows!

40

Part 5: Work Atmosphere & Communications 

Employee Communications – Electronic Communications

- **BC Ferries Employee Intranet – the source for all things BC Ferries**
- **SallSafe Employee Intranet – the source for all things Safety!**
- **Sample of Weekly "Safety Update" emails to all employees**
- **President & CEO Updates – Candid and transparent communications updates to all Employees directly from the President & CEO**

41

Part 5: Work Atmosphere & Communications



Employee Communications – Printed Communications

We have two printed magazines for our employees to view online, or flip through over a cup of coffee at their leisure.

- **The Wave (Employee magazine, Seasonal Issues)**
 - Catch up on the latest news, updates, customer feedback and awards from around the fleet.
- **Safety, Health & Environment (Safety & Health focused employee magazine, semi-annual Issues)**
 - SHE Newsletter (see attachments)

42

Part 5: Work Atmosphere & Communications



Employee Communications

Ensuring that all BC Ferries employees are informed and engaged is a top priority for us. We strive to keep lines of communication busy and open.

President & CEO Listening Sessions

Typically, our CEO tours the fleet to engage with employees where they work. This year, our CEO Mark Collins held a virtual listening tour as he was unable to tour the fleet due to hip surgery. He created a video addressing some of the top concerns of employees and had an accompanying questionnaire for employees to provide feedback. There were over 2000 downloads of the video, either in total or in part and many employees provided additional comments and suggestions via the questionnaire.

Many great employee ideas were generated in various topics including:

- 1. Safety structure and training
- 2. Employee scheduling ideas
- 3. Recognition /Retention

– See next page for summary (video available internally only)

5 Minute Briefings

- Ever hear the onboard announcement just before docking, calling all crew to the cafeteria for “the 5 minute” and wonder what that was all about? Each department has a daily 5-minute briefing during every single shift. This provides an opportunity to pass on important safety messages, safe work practice reminders, and celebrate safety “wins” from around the fleet. Suggested topics and informative supervisor guides are available to spark conversation!

43

Part 5: Work Atmosphere & Communications 

2019 CEO Listening Tour (Click to Download)

**Mark Collins,
President and CEO
Listening Tour 2019**




Table of Contents (20:40 total)

- 1:04 - Safety
- 3:15 - Work Alone Procedures
- 5:10 - Hiring and Retention
- 7:55 - Island Class
- 8:08 - Salish Class
- 8:23 - New Major Vessels
- 9:16 - Communication and Innovative Ideas
- 10:00 - Home Porting
- 10:59 - Relief Schedules
- 11:51 - Fleet Maintenance Unit
- 13:06 - Website and Fare Flexibility
- 15:05 - Performance Term 5 Price Caps Ruling
- 16:26 - Top 10 2019 Accomplishments


Video Formats: [320x180 \(103 MB\)](#) | [640x360 \(155 MB\)](#) | [1280x720 \(350 MB\)](#) | [1920x1080 \(558 MB\)](#)

44

Part 5: Work Atmosphere & Communications 

Coffee Klatch with the CEO

Every Tuesday morning, you can find Mark Collins (or one our VP's if he is out travelling the fleet) leading a Coffee Klatch on the 6th Floor balcony (Indoor) at The Atrium. In this informal setting, Mark and other Executives are available and share candid discussions, updates, and stories about the things that are top of mind over a cup of coffee and healthy snacks.



45

Part 5: Work Atmosphere & Communications 

We support activities that bring employees together

BC Ferries strongly believes in, and is prepared to support, activities that bring employees together on a social basis (barbeques, fishing derbies, fitness challenges, volunteer work, contests, and so much more!) throughout the year. Many of our colleagues band together to support important causes or spread some humour with great Halloween spirit. It's not every day a lobster, a pirate and Waldo walk into work together.



Part 5: Work Atmosphere & Communications 

We have a fierce commitment to safety

The SailSafe Ambassador Team are the heart and soul of our SailSafe program, and have a voice that is helping change our collective future. Who are they? You can spot any one the 400+ ambassadors wearing the SailSafe Ambassador Team pin with pride!



The Annual SailSafe Treasure hunt is a widely popular contest, with over 4,300 employee entries taking a shot at winning one of the many great prizes including iPads, hotels stays, electronics, and gift cards.



Part 5: Work Atmosphere & Communications

We promote our values & our industry

International Women's Day

 BC Ferries
Published by Rhonda Daye (T) March 8

Women at #BCFerries are a driving force in the Marine Industry. On #IWD2020, today & every day we are proud to celebrate them. #InternationalWomensDay #EachForEqual For career opportunities visit <http://ow.ly/KB5DyFM7>



Women at #BCFerries are a driving force in the Marine Industry.
01:01

www.bcferrys.com

Women at #BCFerries are a driving force in the Marine Industry. [Learn More](#)

Video link:
<https://www.youtube.com/watch?v=4mN84PcDMg>

World Maritime Day

 BC Ferries
Published by Rhonda Daye (T) March 8

The theme of #WorldMaritimeDay is Empowering Women in the Maritime Community. Today, and every day, we're grateful to all the women at #BCFerries & across the globe for their vital contributions to the industry.

Photo: BC Ferries (Over Office Data Bookshot.com)



22 Comments

48

Part 5: Work Atmosphere & Communications

We encourage a fun and inclusive atmosphere



Our executive leadership team of elves delivered Christmas Cookies to over 400 employees.

49

Part 5: Work Atmosphere & Communications



We don't just work together, we work out together

With too many groups to mention, here's just a peak into how BCF crew members stay fit and work together. Many initiatives are funded through "The WHEEL" program (details in Part 6).

This year, we embraced Bike to Work Week, Vancouver Sun Run, a weekly Grouse Grind challenge, annual Fishing Derby, Tough Mudder, our annual Charity Golf Tournament, and even a Dodgeball team.



The BC Ferries' Coast Busters team competed in the Victoria Dragon Boat Festival, and came away with a silver medal in their competitive division, missing gold by less than half a second.

80

Part 5: Work Atmosphere & Communications



We support our Peers



Peer Support Advisors play a vital role in shaping and supporting our new employees as they join our workforce and promoting our safety culture.

Mentors create an "Ask Me" culture, encouraging new employees to bring forward questions when not sure, no questions too small. Participation in the program is voluntary.

Join the Peer Support Team

Are you dedicated to safety? Do you enjoy sharing your knowledge, experience and providing exceptional customer service?

We are looking for energetic individuals interested in joining our team to mentor the next generation of employees.

[LEARN MORE](#)

SAILSAFE

81

Part 5: Work Atmosphere & Communications



We are involved in our communities and environment

We support a variety of local organizations and give back to the communities we live and work in. Check out more details about the wide variety of charitable, community focused, and environmental initiative under the SeaForward Program in Part 13.



52

Part 5: Work Atmosphere & Communications



Attachments

- PDF SHE Newsletter – Winter – Spring 2019
- Safety Briefing Week 8 – MSI Prevention
- PDF President and CEO's Update – year end 2019

Please review the previously attached copies of "The Wave" for more in-depth coverage of many of employee communications.

53

Part 6: Health Benefits



Excluded Employees (16%)

- SunLife Extended Health and Dental
- SunLife Optional Life Insurance
- \$1000 Health Spending Account
- Short Term Illness and Injury plan - 1 year coverage
- Option to transfer up to 10 vacation day credits to Increase Health Spending Account
- SunLife Travel
- Short Term Disability coverage
- Long Term Disability coverage
- Homewood Health EAP
- Flu Shot Reimbursement
- "Lunch and Learns" on Physical and Mental Health Topics
- WHEEL - funding for employee health and wellness initiatives
- Additional \$200 for Quit Smoking products or programs

84

Part 6: Health Benefits



Bargaining Unit Employees (84%)

- Great West Life Extended Health and Dental
- Group Life Insurance - Employer covers first \$80,000
- Optional Spouse and Dependent Life Insurance
- Short Term Illness and Injury plan - 6 month coverage
- Flu Shot Reimbursement
- "Lunch and Learns" on Physical and Mental Health Topics
- Long Term Disability coverage
- Homewood Health EAP
- WHEEL - funding for employee health and wellness initiatives
- Additional \$200 for Quit Smoking products or programs

88

Part 6: Health Benefits

Health and Wellness with

Sprout is an online Health and Wellness community open to all BC Ferries employees. Over 1700 BC Ferries employees are Sprouting! Here are some new things you can do with Sprout:

- **Sprout Health Survey:** answer the questions to find your Health Index Score and a snapshot of your health risks. This is a dynamic number and you can take the survey as many times as you like. As your health improves, so will your score!
- **Photosharing:** now you can share a "healthy selfie" with photo sharing capabilities on mobile apps;
- **Connectivity:** now you can connect your iPhone's Apple Health app or Google Fit account for automatic steps tracking; and
- **Information sharing:** stay in the know with the updated weekly digest email.

84

Part 6: Health Benefits

We are always introducing new Sprout Challenges, Pop-Up contests, Lunch & Learns, and resources for Mental Health

Comment Below!

Don't forget to track your activity on the platform.

OVERVIEW

PROGRAMMING OVERVIEW

- January: 2012 Challenge
- February: Well-Being Survey Campaign
- March: Nutrition Motion Challenge & Superfood Campaign
- April: What's in Your Shampoo Campaign
- May: Green Soft-Bay Challenge
- June: Exercise at Work Campaign + *Save the Day Challenge*
- July: Mind, Body & Power Challenge Challenge
- August: Photo Sharing Campaign + *Superhero Challenge*
- September: Bring Your Laptop Challenge & Sugar Free Campaign
- October: 10K Challenge
- November: 2013 Team Challenge
- December: Stress Release Campaign + *10 Days of Wellness Pop-Up Challenge*

87

Part 6: Health Benefits



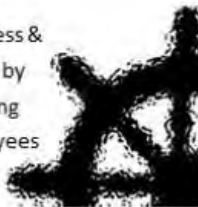
Need some financial help with your health and wellness goals?

Welcome to the WHEEL! This bursary-type program offers financial support to employee teams embarking on healthier lifestyles.

So far, the WHEEL has helped employees stage company events and challenges like a meditation area, the Grouse Grind challenge and the North Coast Fitness challenge. We've helped employees with their purchase of bikes, Fitbits for a new walking club, assorted gym memberships, bootcamps, rock climbing and golf lessons.

We've also invested in registration fees for many major events like the Tough Mudder, Whistler Gran Fondo, and multiple marathons and bike races.

Wellness &
Health by
Engaging
Employees
Locally



59

Part 6: Health Benefits



WHEEL utilization



60

Part 6: Health Benefits



Mental and Physical Wellbeing

As part of our commitment to mental health and employee engagement, numerous lunch and learn events are held for employees across various topics of interest.

- Insights Personal Effectiveness and Team Effectiveness
- Stress Reduction In the Workplace: A Natural Approach
- Project Management and Business Analysis Working Group Forums - facilitated by our IT PMO Office
- Project Management Leadership sessions - facilitated by PMO and an outside consultant
- Book clubs- (Endurance Shackleton's Incredible Voyage - leadership, teamwork, endurance), The Speed of Trust (Stephen Covey), I'm Right and You're an Idiot (James Hoggan)
- Toastmasters Club

In addition, a flu shot clinic was held at the Atrium and 75 employees were processed.

80

Part 6



Attachments

- SunLife Benefits Information - Exempt Employees
- Health Spending Account Information
- Optional Life Insurance
- All Aboard book for Exempt employees
- Benefits Information GWL - Bargaining Unit
- Examples of Homewood provider Newsletters
- Flu Shot Reimbursement
- Scent Safety In the Workplace
- Sprout Quarterly Newsletter
- PDF WHEEL Program Information
- Intranet for Mental Health Support

81

Part 7: Financial Benefits & Compensation



Compensation and Recognition

- Annual reviews and wage increases
- Public Service Pension Plan (Defined Benefit)
- Free Ferry travel for Employees and their dependents
- Employee discounts at many participating business throughout British Columbia
- BC Transit Subsidy
- Participation rewards from Sprout – our online wellness community
- Long Service awards
- “On the Spot” rewards include coffee shop gift cards
- Shift premiums for Bargaining Unit employees
- Excellence in Safety Awards
- Operational Excellence Awards
- Recognition in the Wave magazine

62

Part 7: Financial Benefits & Compensation



ProPASS

- BC Ferries has been part of the ProPASS program with BC Transit for over 10 years.
- ProPASS is a permanent bus pass purchased by employees at reduced rates through payroll deductions and is valid for travel in all zones within the Victoria Regional Transit System, 365 days a year.
- A primary goal of the ProPASS program is to reduce rush-hour traffic by encouraging employees to use transit whenever possible. The program also complements employer initiatives to reduce the number of vehicles being driven to the workplace.

63

Part 7: Financial Benefits & Compensation



Service Recognition and Awards

Employees who reach 5, 10, 15, 20, 25 year (or more!) milestones of service are recognized in each edition of the Wave magazine.

They also receive a token of gratitude such as pin, desk plaque, and congratulatory note from the President & CEO.

Employee who reach a 25 year milestone can select a gift of their choosing from OC Tanner. Examples of long service awards selected by our employees include:



- Hamilton Beach Grill
- Eureka Tent
- Swarovski Necklace
- Fenwick Fishing Rod
- Panasonic Audio System
- Womens Bulova Watch
- Samsonite Luggage Set
- Nikon Digital Camera
- Men's Citizen Watch
- Le Creuset Bakewear
- Hitachi Hammer/Drill
- Paderno 11-piece Cookware Set

64

Part 7: Financial Benefits & Compensation



Employee Referral Programs



Employees who help us seek out talent to join our team by referring a new team member are eligible for a bonus under one of our two programs:

Licensed Marine Personnel - \$2500 referral bonus

Information Technology Professionals - \$2500 referral bonus

65

Part 7: Financial Benefits & Compensation



Ferry Travel Pass Program

The Employee Ferry Pass Program is our signature employee engagement program and has been an integral component of our benefits offerings for more than 50 years.

Under the program, employees (including their vehicles) have unlimited personal ferry travel with the BC Ferries system. Family Passes are also available for up to 24 one-way trips per year.

When traveling for work, or to/from Company required training, the travel is not deemed a taxable benefit.

66

Part 7



Attachments

- Employee Ferry Pass Program Information
- Public Service Pension Plan and Retirement Benefits Information
- Employee Discounts
- ProPass Program
- Time bank / RRSP Transfer
- Awards and recognition

67

Part 8: Family Friendly Policies



Maternity Leave - Supplemental Employment Benefit

In addition to their Employment Insurance Benefits, all regular and casual employees (with benefits), on Maternity Leave are eligible to receive a supplemental top-up to an amount of 75% of their base pay for a period of 17 weeks.

69

Part 8: Family Friendly Policies



Other Family Friendly Policies at BC Ferries

- Flexible work schedules available
- Job-Sharing
- 35 hour work week
- Telecommuting for some positions
- Family Illness Leave available
- Extended Maternity leave options
- Special Leaves (up to 10 days with pay, per year) for reasons including marriage of the employee or employee's child, birth of a child, domestic emergencies, attend funeral, citizenship hearings, moving household, court appearance of child

69



Part 9: Programs for Experienced Employees

For experienced employees


Many employees choose to continue working with us after they become eligible for retirement, and we are glad to have their expertise. BC Ferries participates in the Public Service Pension Plan. In addition to the information and session available through the Plan provider, BC Ferries pension and benefits team host information sessions various locations around the fleet to help employees plan for retirement.

- Pre-retirement leave (with access to all benefits)
- Retirement Bonus (up to 6 months salary) for eligible employees
- Retiree Ferry Travel Pass Program
- Flexible part-time work available for retired employees






70



Part 9: Programs for Experienced Employees

Retirement Prints



In addition to a plaque and long service awards, retiring employees have the option of selecting one of the following framed retirement prints, one of the beautiful paintings of our vessels, with gorgeous animal images integrated into the scenes. These were done by local artist, Robert Plante. We thought you would find it interesting to know the names of each painting, and the associated "story", so please read on!

The Last Ferry

The last ferry of the day arrives safely in the harbour.

It is a strong symbol: the work is done, the day is over, and people can go home. The full moon casts its magic spell over the water and makes us realize that we live in a very special part of the world. The water is quiet and peaceful. Tomorrow there will be a new day, with new opportunities, and new adventures.

71

Part 9: Programs for Experienced Employees

Retirement Prints



Departure and Arrival

This ferry is calmly heading towards her destination; the terminal is already in full view.

This is symbolic for all the milestones in our life, when we reach our goals, arrive in new places, and a journey and start a new one. Porpoises accompany the vessel. They remind us to embrace new experiences and unexpected moments, cheerful, and full of adventure.

72

Part 9: Programs for Experienced Employees

Retirement Prints



Welcome Home

Cormorants are welcoming the ferry in the harbour, like the people waiting for their loved ones in the terminal.

There is a strong wind, creating whitecaps on the waves. The wind and the waves are symbolic for the ups and downs in life. But a good captain and an excellent crew -on board and on land- know how to navigate and bring the people safely to the other side. Everything will be just fine.

73

Part 9: Programs for Experienced Employees

Planning for Retirement

The Public Service Pension Plan offers an online course and in-person workshops to answer pension questions. BC Ferries employees are provided with support to access this information

- **Getting to Know Your Pension** is a 15-minute online course. It's a quick and easy way to discover the value and benefits of being a plan member.
- **Making the Most of Your Pension** is a two-hour interactive workshop. Discover how the decisions you make in your career can affect your pension: learn how having a child or separating from your spouse may affect the value of your pension.
- **Approaching Retirement** is a two-hour workshop for plan members nearing retirement. We'll talk about choosing your best pension option, how to apply for your pension, your income needs throughout retirement and the implications of returning to work.

74

Part 9: Programs for Experienced Employees

Attachments

- Congratulating our retiring team members (see all three copies of The Wave)

75

Part 10: Employee Engagement



SailSafe is an innovative cultural, organizational change program with a foundation of safety. SailSafe is the name used to signify the commitment to safety from all people employed at BC Ferry Services Inc. It is an **internationally recognized, award-winning program** based on concepts of a 'just' culture, trust, teamwork, commitment, inclusiveness, openness and respect.

All things SailSafe are 100% Employee Driven

76

Part 10: Employee Engagement



SailSafe - Overview and Success

SailSafe is a joint initiative between BC Ferry Services Inc. and the BC Ferry & Marine Workers Union that builds on BC Ferries' current safety practices and reflects the company's and union's commitment to safety as an essential part of our business and our daily work.

SailSafe is driven by the employees who know and understand BC Ferries and who are the eyes and ears of the operation each and every day. Since the inception of SailSafe in 2007 many hundreds of employees have had a direct hand in guiding and helping the program and thousands of employees have created direct inputs through the ALERTs and other multiple tools generated through this program.



77

Part 10: Employee Engagement

SailSafe – Employee Engagement

BC Ferries and BC Ferry & Marine Workers' Union SailSafe representatives are hard at work on multiple initiatives. Where do these areas of focus come from?

Like everything "SailSafe", our employees decide!

SailSafe is a program that has supported over 100 stand-alone employee-driven projects. Current projects are: Drills, Fatigue, Safety Reporting, Respect & Inclusion, Safety Committees, Town Halls, Treasure Hunt, and multiple communication tracks including the employee-only website.

During March 2019 the Treasure Hunt (an annual employee engagement event) propelled over 4,000 entries. The game is based on safety knowledge of employees and includes fun and popular prizes such as hotel stays, event tickets, iPads, electronic packages, etc. .

www.SBILSAFE.com

78

Part 10: Employee Engagement

Celebrate the Wins

"Catch Someone Doing it Right"

2019 1470, December 22, 2014
ALERT #50

ALL LEARNING EVENTS REPORTED TODAY

Inflatable Life Jackets Re-armed Incorrectly

Issue: Safety Equipment Operator and OPA3 crew members often see life jackets bagged. Note the consequences for the equipment will be critical, visible and easily avoidable.

The Result: During a Vancouver Bay Life Safety Committee meeting the difficulties and complications of the jump in water were again raised. After much conversation, debate, and research, a decision was reached to have a dedicated backpack that would support the center's weight (with more events held occasionally than the current 44kg-carry jump kit). This new backpack will tag the entry access to the safety inventory of medical supplies on all the projects and will enhance, reporting, and ensure.

The Win: This is a prime example of the Life Safety Committee, in collaboration with local OPA3, striving to improve working conditions and in a result, provide a higher standard of patient care that can be implemented fleet wide for "critical operators."

Issue: During an annual inspection of the floating inflatable life jackets on the Coastal Ketchikan, four of the life jackets failed the manual inflation test.

Issue: Upon inspection it was identified that the re-arms had not been checked correctly and the re-arms kit was not yet been made.

Issue: If this equipment were to be used in a high emergency, the life jackets would be rendered useless.

Lessons Learned:

- If the re-arming kit is original inventory, a kit may not be found. The manufacturer's instructions for the re-arming process must be followed when re-arming inflatable life jackets.
- The bag on the re-arming kit must be present through manual inflation of the life jacket may not hold in an emergency.

Preventive Actions:

- The manufacturer's instructions must be followed when inspecting and re-arming life jackets.
- The re-arming kit should be maintained prior to re-arming life jackets. See: http://www.ketchikanbcferries.com/Portals/0/Portals_Equipment_rearming_instructions.pdf
- Re-arming inflatable life jackets must be necessary inflated for 24 hours before re-packing to ensure a seal is made.
- The annual inflation test must be recorded on each life jacket log sheet and a master tracking sheet is required in the vessel's safety participation folder.

If you see something, say something!

79

Part 11: Training and Development BCFerries


WE ARE A LEARNING ORGANIZATION FOCUSED ON EMPLOYEE DEVELOPMENT

We offer extensive training development programs and initiatives designed and delivered to help our BC Ferries employees navigate their careers. An overview:

- **BC Ferries Academy**
 - SEA Training (Standardized Education and Assessment)
 - Operational Training (Safety and Regulatory)
- Education Programs – Marine, Engineering, Professional Cooks
- Cadets, Fully Funded Apprenticeships, and Paid Internship Opportunities
- Ongoing Professional Development, Membership Dues & Fees

80

Part 11: Training and Development BCFerries



The screenshot shows the BC Ferries Academy website interface. At the top, there is a navigation menu with links for HOME, EVENTS, COURSE, VIDEO, RESOURCES, NEWS, TRAINING NEWS, and CONTACT. Below the menu, a prominent banner features the text '* New Dangerous Goods Level 1 (Hemiker) Recertification Process' accompanied by several hazard symbols (flame, gas, biohazard, radiation, and a bar chart). A sub-header below the banner reads 'As of Sep 1 the DG Level 1 Recertification has moved to an online process. No more paperwork!'. At the bottom of the screenshot, there are three thumbnail images labeled OPERATIONS, TRADES, and ADMINISTRATION.

BC Ferries Academy

BC Ferries Academy is responsible for:


- **Over 120 different programs** that include regulatory, safety, operational and job-specific training
- Delivering over **30,700 days** in 2019
- Overseeing **\$12.2 million** dollars dedicated to SEA training programs in 2019
- Total of **\$7.7 million** spent on Operational and regulatory training in 2019
- Over **600** of our employees have the opportunity to temporarily leave their job to contribute as a trainer, teaching an event to their peers.

81

BCFerries

Part 11: Training and Development

- The majority of our training is custom fit to our employees. We build our own training and work with contractors to fine-tune it specifically to the employees needs.
- We are a big fan of having employees work as SMEs to make the material and program as a whole meet the needs of the students. We are lucky that we are able to use this technique to help us build the best programs possible.
- Increased use of on-line and blended learning. Blended learning provides the best outcomes for students, allowing them self-guided online learning, classroom and hands on practical training.
- The Academy website provides all training resources in one spot. The employee can find information about a course they are scheduled to attend, provides new updated information to all employees, helps employees career plan etc. It is an excellent resource.



62

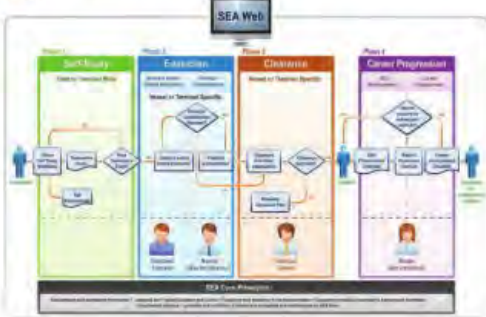
BCFerries

Part 11: Training and Development

SEA Training - What is SEA?

The award winning SEA Program, brings the best part of education to students. It has a 4 phased approach that includes self study, practical and instructor led training, followed by practical consolidation and a checklist which allows a student to self direct their ongoing learning with the assistance of a Mentor.

This program is auditable, customizable, and as work processes change we can easily modify the material.



63

Part 11: Training and Development



The SEA program is an intensive blended (on-line and in-person) approach to job, vessel, and route-specific training. SEA is supported by a web-based LMS (Learning Management System) specifically designed to support training in the maritime context.

Leading the Industry

The SEA program is the first LMS purpose-built for marine industry training, and it's got the industry's attention... Disney and Carnival Cruise lines are adopting the SEA program.



84

Part 11: Training and Development



Operational Training

The Operational Training group works to ensure employees receive mandatory regulatory training like Passenger Safety Management, Firefighting, Emergency Response, as well as other training such as Prevention of Violence in the Workplace.



Practice Makes Perfect

The crew on the Mathews Expedition undergo Restricted Proficiency Survival Craft (RPSA) training.



85

Part 11: Training and Development



Marine Education Program – Deck and Engineering

BC Ferries is committed to sponsorship of Deck and Engineering Officer development for employees working towards higher certification and for employees maintaining current International Certificates to meet Transport Canada STCW regulatory requirements. These courses are in addition to the ongoing investment through BC Ferries Academy and our leadership development programs.

In 2019, The Marine Education Program invested \$761,632 to 117 employees for 186 course sponsorships.

The Engineering Education Program invested over \$400,000 in furthering Engineering Officer career development by providing sponsorships to 54 employees in 2019.

28

Part 11: Training Development



In the last fiscal year alone, through the Marine Education Program alone, BC Ferries invested **\$1,745,000** to sponsor employees. Types of financial assistance may have included the following:

- payment of tuition costs
- providing required text books from our Academy Library
- use of travel pass for 'business' when travelling to/from the courses
- mileage for one return trip over duration of the course
- daily allowance to assist with costs of accommodations, meals, daily phone calls and all other personal expenses
- weekly allowance for employees who do not require hotel accommodations, but to assist with costs of parking and mileage
- upon successful completion of on-line, self-study and in-class courses, reimbursement of hours into their CTO bank, up to a maximum of 50% of course time

29

Part 11: Training and Development



The Simulator Training Centre

The Simulator Training Centre offers several programs that focus on improved teamwork, understanding and applying navigational specifics and enhancing situational awareness. We also have the ability to re-construct incidents and customize activities to allow for applied learning specific to the group being trained.

The Simulation Training Centre developed and delivered navigation and bridge team training, locally accessible, integrated within normal operating cycles and tailored to meet the needs of our employees through delivery of 63 courses to 286 deck officers in 2019.



29

Part 11: Training and Development



Cadetship Programs

BC Ferries partners with 4 marine education institutions across the country including British Columbia Institute of Technology (BCIT Marine Campus), Memorial University Marine Institute, Georgian College and Nova Scotia Community College in providing 2-6 month Cadetship experience to 1st and 2nd year Engineering and Nautical Sciences (deck) cadets.

In 2019 we welcomed 17 cadets to join our fleet to gain on-the-job experience towards their Marine education.

Cadets are provided with mentorship, real life opportunity to apply their skills, learning resources, stipend, and accommodation including meals on applicable routes (live-aboard).



30

Part 11: Training and Development



Apprenticeships

Our Terminal Maintenance actively supports employees in the trades through apprenticeships. In 2019 we have had 9 apprentices in red seal trades programs registered with ITABC (3 Mechanical, 2 Electrical, 1 Millwright and 1 Plumber)

These are four year programs that call for our employees to be in school each for required training. This is in addition to on-the-job training with a mentor in their trade.

Apprentices are entitled to 95% of their current pay and no waiting period for EI via a supplemental unemployment benefit plan (SUP) applied for and approved by the Government. BC Ferries then tops up their salary to 100%. We also cover the costs of course and books.

90

Part 11



Attachments

- Operational Training summary
- HR Policy on Employee Development and Education Refund
- Annual Talent Management Process

91

Part 12: Vacation and Paid Days Off



Bargaining Unit employees are also eligible for the following paid days off:

- Special Leave at regular pay (up to additional 10 days) for reasons including marriage of the employee or employee's child, birth of a child, domestic emergencies, attend funeral, citizenship hearings, moving household, court appearance of child
- Family Illness Leave
- Deferred Salary Leave (6-12 months)
- Sick or Bereavement leave during vacation is credited back to the Employee's vacation bank

92

Part 12: Vacation and Paid Days Off



Attachments

- Exempt Employee Vacation Policy
- Bargaining Unit Employee - Collective Agreement
 - Paid Holidays and Vacation Entitlement
 - Health & Welfare Entitlements
 - Special Leaves
 - Entitlements upon retirement

93

Part 13: Community Involvement



The SeaForward Program demonstrates BC Ferries commitment to the environment, conservation & sustainability and community well-being. We are committed to supporting our employees and the communities we serve in working together to improve these common goals.

SeaForward brings all these initiatives under one umbrella to enable us to identify opportunities to engage with our local communities and communicate both internally and externally the amazing work being done.

Part 13: Community Involvement



Part 13: Community Involvement



We have some of the best crews with some of the biggest little fans. Malaspina Sky – Kindergarten Tour



This month, our crew welcomed the kindergarten class from Kelly Creek Community School in Powell River for a tour on board the #MalaspinaSky. After their tour, the class got to work on some epic drawings of the ferry. Looks like there's a few future mariners in the group! ^ta



Partnership with Children's Wish



BC Ferries @BCFerries Dec 1, 2019
We were delighted to welcome families from @childrenswish on board this week for their trip to @powellriver & @malaspina with @bcferries & @seamaster.

It was our privilege to play a small part in your special day with Santa. Merry Christmas from our crew to yours! 🎅🎄👶👶



BC Ferries @BCFerries Jan 28
Today, the @powellriver @seamaster crew had the honor of welcoming @childrenswish, @sarah & @derek on board for their partner to @seamaster & @childrenswish trip to Egypt! It was great showing you around & we'll be ready to welcome you back on board after your big adventure! 🇪🇬🌊



Part 13: Community Involvement



Supporting Learning in our Communities

Coastal Naturalist Program

- 14th season of the Coastal Naturalist Program in partnership with Parks Canada and Ocean Wise
- Hired 13 Coastal Naturalists and expanded the program to 16 weeks
- Coastal Naturalists made 195,000 contacts over the course of the season

Nicholas Sonntag Marine Education Centre

- Sponsored two "free" days at the NSMEC & 2 "good bye" parties for animals returning to Howe Sound
- Activated at the NSMEC on two occasions with Coastal Naturalists

Live It

- Sponsored "Salmon Run" live educational programming to 8,000 students and "Ocean Plastics" live education programming to 6,000 students across BC and Canada

Stream of Dreams

- Supported five workshops at major terminals over the summer to teach children about local watersheds through painting wooden fish

Part 13: Community Involvement



BC Ferries Media Charity Golf Classic

In 2018 and 2019, BC Ferries hosted the annual Media Charity Golf Classic. It is an opportunity for B.C.'s top media and business leaders to support charities in our community. BC Ferries Media Charity Golf Classic raised **\$100,000 for Big Brothers and Sisters** in those two years; bringing our historic total to over **\$840,000**.

United Way Campaign

In addition to the above, multiple other employee lead initiative raised another **\$21,000 towards the United Way in 2019**.

Our employees are always finding fun ways to give back to the community, examples:

- Abrium employees donated **275 lbs of food to Mustard Seed**
- Donated **\$3430 for Mayne and Pender Island Food Banks**
- Supported **450 community and non-profit organizations** across British Columbia with In-kind travel

99

Part 13:Community Involvement



Our Customer Care raises funds to purchase Christmas gifts for seniors at a local care home. We receive wish lists from 10 to 15 seniors without families and shop, wrap and deliver the gifts before December 25. Our team members also sign up to purchase gifts to contribute. A most rewarding experience!



The lottery tree, with tickets donated by staff, has all the proceeds going to a local charity.



99

Part 13: Great Canadian Shore Clean-Up



Over 350 volunteers cleaned 1725kgs of garbage from coastal British Columbia and cleaned 30 beaches and 50kms of shoreline.

Volunteers included BCF employees, family members and partner organizations (NSMEC, Tourism Victoria, Wilson's Transportation).



100



101

Rasmussen, Shauna

From: Tremblay, Dana
Sent: May 11, 2023 12:33 PM
To: Tremblay, Dana
Subject: FW: [EXTERNAL] BC's Top Employers: 2021 Winners

From: Richard Yerema & Kristina Leung <editorial@mediacorp.ca>
Sent: October 26, 2020 1:02 PM
To: Peel, Aggie <Aggie.Peel@bcferries.com>
Cc: Tremblay, Dana <Dana.Tremblay@bcferries.com>
Subject: [EXTERNAL] BC's Top Employers: 2021 Winners

CAUTION: This email originated from outside of BC Ferries. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Aggie,

It is our pleasure to inform you that your organization has been selected as a 2021 winner for the following:

<i>Competition</i>	<i>Announcement Date</i>	<i>Publication</i>
BC's Top Employers	February 16, 2021	Special announcement magazine in the Vancouver Sun and on Eluta.ca

*****IMPORTANT***** If you plan to issue a press release or public statement regarding your selection, please wait until the appropriate announcement date to release the news outside your organization.

Beginning February 16 with BC's Top Employers, we will publish our editorial Reasons for Selection detailing why your organization was selected this year. These reasons will appear on your employer review on Eluta.ca as well as in the official announcement magazine we are co-publishing on the same day with the Vancouver Sun.

As a winning employer, your organization is entitled to use our official 2021 logos from the announcement date until next year's winners have been announced. To obtain our logo and usage rules, kindly request via logos@mediacorp.ca

Please accept our congratulations on being selected as one of BC's Top Employers for 2021 -- it's a significant achievement in these times.

Best regards,

Richard Yerema & Kristina Leung
Canada's Top 100 Employers
Mediacorp Canada Inc.

7 St. Thomas Street, Suite 501
Toronto, ON M5S 2B7

T 416-964-6069 x5334

<https://www.canadastop100.com/bc>



APPLICATION FOR THE 2022 CANADA'S TOP 100 EMPLOYERS PROJECT

Dear Employer:

We invite your organization to apply to the 2022 *Canada's Top 100 Employers* project. Attached is the application form for the national competition, plus 18 regional and special-interest competitions managed through our annual project. Employers complete a single application for all the competitions.

Over the summer, our editorial team will review your application to compare your organization to others in the same industry and region. We look for interesting employers, large and small, with innovative programs that attract and retain talented employees.

Employers chosen for this year's *Canada's Top 100 Employers* list will be announced this fall in a special magazine featured in *The Globe and Mail*. Our editors' detailed Reasons for Selection, explaining why each winning employer was selected, are published simultaneously on our job search engine, *Eluta.ca*, used by millions of Canadian job-seekers annually. Winners of our regional and special-interest competitions will be announced in a series of magazines published with our newspaper and magazine partners starting in the fall.

This year marks the 22nd edition of the *Canada's Top 100 Employers* project. Since the first edition, the competition has stood as an editorial project, with our writers publishing detailed 'reasons for selection' explaining why each winner was chosen. We take the time to write out lengthy reasons so other employers can learn from these best practices and improve upon them. Before starting your application, we encourage you to review this year's editorial reasons, accessible via the [competition homepage](#).

By publishing written reasons, we also aim to provide job-seekers with a better understanding of what leading employers offer, while providing transparency in the selection of winners.

Keep in mind that no employer offers every perk and benefit we ask about in this application — our job is to seek out current best-practices and, to do this, we ask a lot of questions. We have also continued the application fee introduced in 2002 to offset the costs of managing the competition and the review process. (A letter explaining the fee is available [online](#).)

This year's deadline for receipt of completed applications is May 7, 2021. This year's application must be submitted online — you'll find instructions in Part 16 on how to upload your application securely. We ask that you be judicious in attaching ancillary materials (e.g. news reports, benefit plan booklets, annual reports).

On behalf of our entire team, thank you for your interest in this year's *Canada's Top 100 Employers* project. We look forward to reviewing your application.

Yours very truly,

Richard Yerema, Managing Editor
richard.yerema@mediacorp.ca

Yours very truly,

Anthony Meehan, Publisher
anthony.meehan@mediacorp.ca





Canada's Top 100 Employers (2022 Competition)

Request for Information

Instructions for Employers:

To be considered for the 2022 *Canada's Top 100 Employers* project, you must complete this form and submit it to us by May 7, 2021.

We encourage you to follow the application form for all responses. Please include additional materials (e.g. benefits plans and annual reports) if they are relevant. If you prefer to submit a Word version of this application form, you can download it [here](#). Completed applications must be submitted online this year – please contact ct100@mediacorp.ca to receive a secure upload link for your organization.

We will confirm receipt of your completed application by email. Over the summer, our editors may ask shortlisted candidates to confirm aspects of their applications.

Employers selected for our 2022 national list will be announced in a special magazine published this fall and featured in *The Globe and Mail*, with our editors' detailed reasons for selection published on our popular job search engine [Eluta.ca](http://eluta.ca) the same day. *If you have any questions about this year's application, please contact us at ct100@mediacorp.ca*



PART 1: CONTACT INFORMATION

1. Employer name (use full legal name):

British Columbia Ferry Services Inc.

2. Mailing address (head office in Canada):

Suite 500
1321 Blanshard Street
Victoria BC
V8W 0B7

3. Telephone (main):

(250)978-1187

4. Website URL:

www.bcferries.com

5. Please provide URLs for your social media sites (e.g. Instagram, Twitter, LinkedIn, Facebook, etc.):

<http://twitter.com/bcferries>
<http://www.facebook.com/pages/119015647934#>

6. Person responsible for this application (not published):

(a) Contact name and title:

Aggie Strzelecka

(b) Your direct email address:

aggie.strzelecka@bcferries.com

(c) Your direct telephone extension:

250-978-1349

7. (a) Alternate contact and title, for this application:

John D'Agnolo - Director, Corporate Human Resources

(b) Alternate contact's email address:

john.dagnolo@bcferries.com

(c) Alternate contact's telephone:

250-978-1349

8. Alternate contacts. Complete the attached schedule if you have additional contacts for our competition or our media partners.

Completed Schedule 5 is attached

PART 2: ABOUT YOUR BUSINESS

9. (a) Please provide a brief summary of your organization's operations. (Attach sheet if needed.)

BC Ferries is one of the largest ferry operators in the world, providing year round service on 24 routes to 47 terminal, with a fleet of 36 vessels. We are an essential transportation link that connects coastal communities and facilitate the movement of people, goods, and services.

NEW (b) Please describe any significant business developments during the past year. You can also use this section to summarize your organization's response to the pandemic (e.g. work from home, office furniture loan program etc.).

This year challenged every part of our operation; while a tough year, the best of our organization and employees shone through. We never lost sight of our values, or caring for each other and connecting communities. We came together, rolled up our sleeves and got the work done. Our employees have made the world around them a better place when customers and colleagues needed it most, always keeping in mind that for coastal communities, the services we provide are a lifeline. Our marketing Department commemorated this extraordinary year with the Spring 2021 edition of "The Wave" magazine (attached) highlighting our corporate Top 20 for 2020 and many other critical aspects of our company's resilience, evolution and spirit.

10. Has your organization laid off employees in the past year because of economic conditions?

No Yes (Explain how the layoff was handled)

11. Are you a publicly listed company?

Yes

Stock symbol:

12. Revenues for last fiscal year (if publicly disclosed):

13. What is the NAICS code of your primary business?

841.1 (\$ millions) (Find our NAICS code)

14. If applicable, who is your main competitor in Canada?

483116

15. Major hiring locations in Canada (city and province):

Ferry operators, Airlines, Water Taxi, Freight & Shipping Companies

16. Year organization founded:

British Columbia
Victoria

17. Parent company name, if applicable:

1960

18. Parent company head office location:

BC Ferries Inc.

PART 3: ABOUT YOUR WORKFORCE

Important: Except as noted otherwise, please use March 1, 2021, as the effective date for all questions in this Part 3.

19. Number of employees on March 1, 2020:

Full-time Part-Time

(a) At this location: 3616 1144

(b) Total in Canada: 3616 1144

(c) Total worldwide: 3614 1144

20. Number of employees on March 1, 2021:

Full-time Part-Time

(a) At this location: 3359 900

(b) Total in Canada: 3359 900

(c) Total worldwide: 3359 900

- 21. Percentage of your workforce who are engaged on a contract basis.....
- 22. Longest number of years any worker has been with you on contract.....
- 23. Number of job applications received in Canada in the past year.....
- 24. Total jobs available to outside candidates across Canada in past year....
- 25. Average age of all employees at your organization (all levels, in Canada)....
- 26. Years that longest-serving employee has worked at your organization.....

27. Voluntary turnover rate for full-time employees in Canada in past year.....

28. Please indicate in the table below the percentages of employees who are members of the groups shown:

Percentage who are...	Women	Visible Minorities	Indigenous	Disabled Persons
(a) All Employees	<input type="text" value="35%"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
(b) Managers	<input type="text" value="41%"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
(c) Executive Team	<input type="text" value="33%"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0%"/>
(d) Board of Directors	<input type="text" value="38%"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

PART 4: PHYSICAL ENVIRONMENT

29. **Neighbourhood.** We are interested in the distinctive features of the neighbourhood where your head office is located:

(a) Nearby amenities:

- Park or wilderness area. *Name:*
- Local recreation centre. *Name:*
- Other amenities. *List one or two:*

(b) Check any commuter amenities that apply:

- Nearby public transit (within 5 minutes' walk)
- Transit subsidy for commuters
- Online carpool sign-up system
- Free onsite parking Subsidized parking
- Sheltered bicycle parking onsite
- Nearby bicycle sharing station
- Electric vehicle charging stations
- Corporate ride-sharing account

30. (a) **Head Office.** Briefly describe any interesting features of your head office building (e.g. office tower, renovated warehouse, custom-built facility) and the area where it's located (e.g. trendy neighbourhood, etc.):

Head office building has an open central atrium from the ground floor to glass ceiling, and balconies for with many open seating areas to work or relax on a break.
 -Even the "inside" offices have windows to allow natural light
 -Fully equipped fitness facility, shower and change rooms.
 Amazing flower shop, cookware store and a barber shop round out the great (non-food) retail offerings and some great food shops we detail later.
 -Environmentally friendly building - LEED Gold certified (pg. 31 presentation)

(b) **Employee Consultation.** Were employees consulted in choosing the location and design of your head office?

Yes. *Briefly describe how the consultation was done:*

NEW (c) **Pandemic Response.** Briefly describe the safety and mitigation protocols for any employees required to work onsite over the past year:

The capital city of British Columbia, Victoria boasts many historic buildings and some of the best museums in Western Canada.

The area is also home to some of the country's most exhilarating scenery: there's an ocean or mountain (or both!) vista around every corner, and the city's flower gardens are famous the world over.

Whether your taste runs to golfing, hiking, biking and fishing, or you're more the shopping, dining and theatre type, Victoria has you covered. And bring the kids - the city was included in the Top 10 Family Vacations in Canada in TripAdvisor's 2011 Travelers' Choice awards.

Established in 1843 as a fort for the Hudson's Bay Company, Victoria's British ancestry is apparent in the double-decker buses, horse-drawn carriages, formal gardens and tearooms. The city is now a cosmopolitan centre with a lively entertainment scene and a wonderful array of attractions.

31. **On-Site Features of Your Main Location.** We are interested in learning more about the distinctive physical features of your main location:

(a) **Employee Work Areas & Comfort.** Describe the employee work areas at your main location (check all that apply):

- Open-concept workstations
- Traditional offices
- Industrial or factory setting
- Windows that open (for fresh air)
- Ergonomic workstations
- Workstations for telecommuters
- Sit-stand workstations
- Meditation/religious observance room
- Private sleep/nap room
- Sleep pods
- Private phone booth

(b) **Onsite Food Options** at your main location features (check all that apply):

Free snacks while you work. What free snacks are available today? List specific brands/items:

Depending on the day: fruit, granola bites, cookies and gluten free treats during our CEO coffee klatch. Free meals daily as listed below on live aboard vessels.

- Free coffee or tea Free juice/soft drinks
- Full-service cafeteria:
 - Healthy menus Subsidized meals
 - Special diet menus Take-home meals
 - Free meals daily
- Self-serve lunchroom
- Discounts at local restaurants

If you don't provide free juice/soft drinks, what's the price of a soft drink? \$

If you have a cafeteria, what's the price of a typical sandwich (or similar lunch item) today? \$

(c) **Other food options** at your main location (e.g. market-style cafeteria, food court with third-party coffee shops or vendors). *Point-form is fine:*

Drinks are free while working, food is 50% at our catering outlets. Discounts at other local restaurants. Employee on live-aboard vessels receive fully prepared meals. H/O has Jusu, Habit Coffee and Super Baba (Middle Eastern cuisine)

(d) **Employee lounge or break areas** at your main location feature (check all that apply):

- Comfortable couches Foosball table
- Fireplace Table hockey
- Music Table tennis
- Television Board games

Video games. Name of latest game:

- Pool table
- Outdoor patio/deck
- Outdoor barbecue

Other interesting lounge/break area features:

Employee areas vary by work site from industrial, world class refit facilities to modern office buildings and one of a kind beach views. (pg. 30 - 38)

(e) Do you have an **Onsite Fitness Facility** at your main location? Check one of these three options:

- No (skip to Part 5 below)
- Yes: others also use it; or only our employees use it.

Our onsite fitness facility offers:

- Free membership Elliptical trainer
- Subsidized membership Rowing machines
- Treadmills Weights
- Stationary bikes Basketball court
- Stairmasters Sauna
- Instructor-led classes. Shower facilities

Most popular class (e.g. pilates, yoga):

- Online instructor-led classes during pandemic NEW
- Other interesting features of fitness facility:

Head office is shared gym for all building tenants that also includes onsite physio/massage, punching bag filtered water bottle filling machine.

Fitness facilities around the fleet are for employee use only. In areas without a fitness facility, employees are encourage to apply for health and wellness funding through the WHEEL (pg. 58 & 59)

PART 5: WORK ATMOSPHERE & COMMUNICATIONS

32. **Overall Atmosphere.** Check the following items if they are available at your workplace (*feel free to attach a sheet to describe any of them in more detail*):

- Business-casual dress daily
 - Dress-for-your-day policy
 - Casual dress (e.g. jeans) daily
 - Casual dress Fridays only
 - Concierge service
 - Can bring pet to work
 - Employee sports teams
 - Radio/music while working
 - Company-subsidized social committee.
- Operating since (yyyy):
- Committee Name:

NEW 33. **Celebrations & Social Events.** Please attach a sheet describing any social events that took place over the past 12 months, including in-person or virtual events (e.g. games nights, cooking classes, pub nights, etc.).

34. **Company-wide Communications.** Does your organization offer the following communications/feedback tools?

- Company newsletter. Newsletter name:
- Intranet site
- Traditional or email suggestion box
- Internal social media (*attach description*)

NEW Please use an attached sheet to describe any additional communications initiatives your organization introduced in the past year (e.g. enhanced leadership communications, CEO updates, virtual lounges, etc.).

PART 6: HEALTH BENEFITS

35. **Description of Health Plan.** Please attach a copy of the booklet that your company provides to new employees describing your company's health benefits plan. **Important:** If you have different benefit plans for employee groups (e.g. union, non-union, management), copy this page and complete a separate Part 6 for each employee group.

- We have multiple health plans. This Part 6 covers these employees:
- Plan insurer: and they comprise % of our total employees in Canada.

36. **Basic Health Benefits Plan:**

- (a) Your company pays % of the premiums associated with your basic health benefits plan.
- (b) We have a flexible plan with custom coverage. Employees can transfer unused credits to:
 - Salary or savings plan
 - Extra paid time-off
- (c) Hours per week that employees must work before they can join your basic health plan:
- (d) Days new employees must wait before coverage under basic plan starts: days after joining.
- (e) Are family and spousal coverage offered under your basic health benefits plan?
 - Yes, company pays % of premiums
- (f) Does your basic plan provide coverage to retirees?
 - Yes, company pays % of premiums
 - No, company does not cover the premium cost
 Is there an age limit for retirement coverage?
 - Yes, up to years of age; or
 - No age limit, coverage lasts until death

(g) Please indicate whether the following health benefits are included in your basic health plan (*use the space below Question 38 to describe any of these benefits in more detail*):

- Routine dental: % covered; \$ annual max, or no max
- Restorative dental: % covered; \$ annual max, or no max
- Orthodontics: % covered; \$ lifetime max, or no max
- Eyecare: \$ every years
- Fitness club subsidy (offsite), \$ annual max
- Health spending account, \$ annual max
- Wellness spending account, \$ annual max
- Prescription drugs
- Basic fertility treatment (IUI)
- IVF treatments, \$ lifetime max
- Employee assistance plan (EAP)
- Mental health practitioner benefit, \$ annual max
- Semi-private hospital room
- Medical equipment and supplies
- Medical travel insurance
- Massage (RMT) therapy
- Chiropractor
- Naturopathy
- Osteopathy
- Nutrition planning
- Podiatrist
- Home care
- Acupuncture
- Physiotherapy
- Virtual health care services/telemedicine **NEW**
- Other benefits included in your basic plan (*describe after Question 38*)

37. **Optional & Extended Health Benefits.** Please list any other related benefits that employees can obtain (for an additional premium) beyond your basic health benefits plan:

Ambulance service, prosthetics, hearing aids, hair pieces, hospital charges, travel Medi assist, medical exams, diabetic supplies, orthopedics, optional life insurance, short term illness and injury plan, long term disability plan.
Group life insurance, Time off for medical, Extended Health coverage includes: \$1500 hearing aids every 48 months, Retiree Benefits covered by Public Service Pension Plan (for both BU and exempt)

38. **Additional Health & Wellness Programs.** Please describe any other health and wellness initiatives that your organization manages in-house, e.g. mental health strategy, wellness committee:

Also covers ambulance service, prosthetics, hearing aids, hair pieces, hospital charges, Travel Medi Assist, medical exams, diabetic supplies, orthopedics, optional additional life insurance, short term injury and illness plan, and long term disability plan.

PART 7: FINANCIAL BENEFITS & COMPENSATION

39. **Financial Benefits.** Please indicate whether the following financial benefits are available at your company (if necessary, attach a separate sheet to describe in more detail). Include your employee pension booklet, if you have one. **Important:** If you have different financial benefits for employee groups (e.g. union, non-union, management), copy this page and complete a separate Part 7 for each employee group.

Financial benefits vary by employee group. This Part 7 covers: and they comprise % of our total workforce in Canada.

Share purchase plan for:

- All employees
- Some employees only

Annual profit-sharing plan for:

- All employees
- Some employees only

NEW

Deferred profit-sharing plan for:

- All employees
- Some employees only

Signing bonuses for:

- All positions
- Some positions only

Year-end bonuses for:

- All positions
- Last year's range, from:*
\$ _____ to \$ _____
- Some positions only

Defined-benefit (DB) pension plan for new employees, with employer contributions to _____% of salary

Defined-contribution (DC) pension plan for new employees, with employer contributions to _____% of salary

Matching RSP plan with employer contributions to _____% of salary

Non-matching RSP plan with employer contributions, to _____% of salary

Basic RSP plan with payroll deductions, but no employer contributions

Life & Disability insurance

Employee referral bonuses: Min: \$ _____ Max: \$2500

Discounted home insurance

Discounted auto insurance

Low-interest home loans

Discounted auto lease rates

Subsidized home Internet

Discounted company products or services (attach description)

Corporate discounts at retailers, etc. (attach description)

Other financial benefits:

Ferry pass for personal or family travel

40. (a) Do you participate in outside salary surveys?

Yes. How often? Every: 6 Months 12 Months 18 Months 24 Months

No. How do you determine if salary levels at your company are competitive? Attach description.

(b) How often do you review salary levels with individual employees?

Every: 6 Months 12 Months 18 Months 24 Months

PART 8: FAMILY-FRIENDLY POLICIES

41. Family-Friendly Policies. We use the information in this part to consider your organization for our national and regional competitions, as well as [Canada's Top Family-Friendly Employers](#), which we announce each year. **Important:** If you have different family-friendly policies for various employee groups (e.g. union, non-union, management), copy this page and complete a separate Part 8 for each employee group.



Family-Friendly benefits vary by employee group.

This Part 8 covers: who comprise % of our workforce in Canada.

(a) **Family-Friendly Benefits.** Please indicate whether your company provides any of the following:

Maternity leave top-up for mothers:

Top-up to % of salary for weeks

Parental leave top-up for mothers:

Top-up to % of salary for weeks

Parental leave top-up for fathers:

Top-up to % of salary for weeks

Parental leave top-up for adoptive parents:

Top-up to % of salary for weeks

Compassionate leave top-up:

Top-up to % of salary for weeks

Adoption assistance: \$ per child

Formal policy lets employees extend parental leave to become unpaid leave of absence

Phased-in return to work for new parents

Onsite childcare at your main location:

Free Subsidized: \$ per child per year

Number of spaces:

This childcare is exclusively for our employees' use

Number of childcare workers (in FTEs):

Waiting list: months

Emergency/short-term daycare onsite

Other childcare information (*attach description*)

Offsite childcare subsidy: \$ per child

Academic scholarships for employees' children

Maximum annual scholarship: \$ per child

(b) **Flexible Work Options.** Please indicate if your organization offers any of these flexible work options:

Flexible start/finish work hours

35-hour work week (with full pay)

Shortened work week (fewer hours, less pay)

Compressed work week (same hours, full pay)

Telecommuting/work from home

Reduced summer hours option (*attach description*)

Formal "earned days off" (EDO) program (*attach description*):

Employees can work extra hours each day and

receive day(s) off each month

Other (*please attach description*)

PART 9: PROGRAMS FOR EXPERIENCED EMPLOYEES

42. Experienced Employees. We use the information in this part to consider your organization for our national and regional competitions, as well as the [Top Employers for Canadians Over 40](#). Winners of this competition are announced nationally each spring. We want to learn about any interesting programs that assist employees as they enter the second half of their careers.



(a) Does your organization have any programs specifically designed to assist older employees?

Yes. *Please attach a brief description.*

No.

(b) Do you actively recruit new employees aged 40+?

Yes. *List some typical positions:*

(c) Check if the following benefits are offered for older employees:

Top Employers for
Canadians Over 40

Previous work experience at other employers counts towards annual paid vacation allowance

Mentorship programs to transfer retirees' skills

Assistance with succession and retirement planning

Phased-in retirement (e.g. part-time before leaving)

Paid health benefits for retirees (*attach booklet*)

Organized social activities/volunteering for retirees

Include a brief description of these or any other programs offered by your organization for employees aged 40+.

PART 10: EMPLOYEE ENGAGEMENT

43. (a) Does your HR department conduct periodic in-house employee surveys?
 Yes Every 12.0 Months
- (b) Do you use an outside consultant to conduct periodic employee surveys?
 Yes Every _____ Months
44. (a) How often do employees receive formal reviews?
 Every 12.0 Months
- (b) Do your managers receive training in conducting effective performance reviews? Yes
- (c) Do you operate a 360-degree feedback program, providing employees with performance-related feedback from co-workers and other managers?
 Yes. *Briefly describe process below.*
- (d) Can employees provide confidential feedback on their manager's performance? Yes. *Describe process below.*
- (e) Do you conduct exit interviews with departing employees? Yes
- (f) You may also attach a page that provides a succinct overview of the key features of your performance management program in two or three paragraphs.
 Overview attached
45. **Employee Engagement Survey.** If you have completed a recent employee engagement survey, you may enclose the results (and questionnaire) with this application. Please indicate below (or attach) a brief description of the survey and its principal conclusions. ****Important: please ensure that your survey provider allows you to release your results.**

Our survey is completed in conjunction with the President & CEO Tour, (pg. 43-44) Employees are encouraged to provide feedback, including regarding their manager and or leadership team.

46. **Performance-Based & Other Rewards.** Please indicate if your organization offers any of the following performance-based rewards:
- Individual performance bonuses
- Individual "on-the-spot" rewards
- Peer-to-peer recognition awards
- Online recognition platform
- Unique awards tailored to the recipient
- Long-service awards
- Other rewards (*point-form is fine*):

PART 11: TRAINING & DEVELOPMENT

47. (a) Please indicate the annual amount spent on training, per full-time employee: \$ _____
- (b) Does your organization offer any of the following continuing education and professional development programs (*please use an attachment to describe any of these benefits in more detail*):
- Tuition subsidies for courses related to an employee's current position: No annual max.
100 % of tuition. Annual max: \$ _____
- Tuition subsidies for courses not related to an employee's current position: No annual max.
 _____ % of tuition. Annual max: \$ _____
- Subsidies for professional association memberships
- In-house apprenticeship and skilled trades training programs (*details attached*)
- Mentoring program (*details attached*)
- Financial bonuses for completion of professional accreditations and development courses:
 From \$ _____ to \$ _____ (*details attached*)
- Career planning services
- In-house training programs (*details attached*)
- Online training programs (*details attached*)
- Online employee skills inventory (*details attached*)
- Unpaid internships (*details attached*)
- Paid internships (*details attached*)
- Other initiatives (*details attached*)

PART 12: VACATION POLICY & PAID DAYS-OFF

Important: If vacation and paid days-off policies at your organization vary by employee group (e.g. union, non-union, management), copy this page and complete a separate Part 12 for each employee group.

Vacation and paid days-off vary by employee group. This Part 12 covers: and they comprise % of our total workforce in Canada.

48. **Vacation Allowance.** How many weeks of paid vacation does your company offer to employees with the following lengths of tenure? *If you have different vacation entitlements for various employee groups (e.g. union, non-union, management), be sure to supply this information for each employee group.*

- (a) 1 Year weeks
- (b) 2 Years weeks
- (c) 3 Years weeks
- (d) 4 Years weeks
- (e) 5 Years weeks
- (f) 6 Years weeks
- (g) 7 Years weeks
- (h) 8 Years weeks
- (i) 9 Years weeks
- (j) 10 Years weeks
- (k) Max weeks

We offer unlimited vacation allowance for all staff.

49. **Leaves of absence.**

- We offer unpaid leaves. Max length: _____ months
- Self-funded/deferred salary. Max length: _____ months
- Paid educational leaves. Max length: _____ weeks

50. **Paid Days-Off.** In addition to the paid vacation allowance in Question 48, calculate the additional paid days-off that employees at your location receive each year:

- (a) Statutory holidays days
- (b) Paid summer shutdown..... _____ days
- (c) Paid December 27-31 shutdown..... _____ days
- (d) Paid sick days (no doctor's note)..... _____ days
- (e) S-T disability (doctor's note req'd)... _____ days
- (f) Paid personal days-off, where employee can choose the days* _____ days
- (g) Paid personal days-off, where company specifies the days* _____ days

Total of items 50(a) to (g) above days

* If there are restrictions on how these days may be used, describe these briefly on a separate sheet.

PART 13: COMMUNITY INVOLVEMENT

51. We are interested in learning about notable community or charitable projects where your employees are actively involved in helping others, particularly those involving skills or talents unique to your employees or organization.

(a) Geographic scope of all charities assisted:
 Local National International

(b) Does your charitable program have a particular focus? (e.g. youth, environmental, etc.)
 Yes. Please describe:

(c) Total number of charities assisted by your organization last year:

(d) Please list the main charities supported in past year and describe any noteworthy projects (attach sheet):

Examples include:
United Way - Saturday Breadbasket Club - AIDS Vancouver - Battered Women Support Services - BC SPCAWILD Aro - Dea's Orphan Kitten Fund - Epilepsy & Peridorms - Local Food Bank - Heart and Stroke - Nansimo Unique Kids - Opioids Community Services - Primary Schools in Africa - Salvation Army - Scouts Canada - Van Isl Kids Club - Zajez Ranch

(e) Are employees involved in choosing the charities supported? Yes. Use attached sheet to describe.

(f) Do employees receive paid time-off to volunteer?
 Yes. How much time? _____ days/year

(g) Total employee volunteer hours (on company time) spent on charitable projects in the past year:

(h) Do you match employee donations?
 Yes. Max annual donation/employee:

(i) Do you match employee volunteer hours with company donations? Yes.
Maximum donation: \$_____ for every _____ hours

(j) Did your organization undertake any community or charitable projects related to the pandemic in the past year? Yes. Use attached sheet to describe. NEW

PART 14: PHOTOS & CAPTIONS

52. Photos & Captions. If your organization is selected as one of the 2022 winners, we may use photos you submit in our announcement magazines featured in our newspaper partners, on your employer review and on social media. *These photos reach millions of readers, showing job-seekers what it's like to work at your organization. Ideally, they illustrate interesting stories or benefits described in this application:*

- Upload your photos directly to our servers for our editors to review. Request your custom upload URL by emailing photos@mediacorp.ca
- Our editorial team will review your photo uploads and your draft captions – our [photo hints](#) describe what we're looking for
- Your photos won't be displayed publicly unless your organization is selected as a competition winner

Please check box:

- We have uploaded our photos for this year's application.



PART 15: SPECIAL-INTEREST COMPETITIONS

53. Special-Interest Competitions. Our larger special-interest competitions have separate application forms, which are attached as optional schedules. *To apply for one or more of these competitions, check the relevant box(es) below and attach the related schedule(s) to your completed application:*

- Canada's Best Diversity Employers – Schedule 1
- Canada's Top Employers for Young People – Schedule 3
- Canada's Greenest Employers – Schedule 2
- Canada's Top Small & Medium Employers – Schedule 4

PART 16: CERTIFICATION & APPLICATION FEE

I certify the foregoing information is complete and accurate. We authorize publication by you (and your editorial partners) of all information and items included with this application, including photos or other items submitted. If selected, we agree to abide by the [competition rules](#) for the Canada's Top 100 Employers project, including the logo usage rules.

- I consent to add my email address shown in Question 6(b) above to your official mailing list for the Canada's Top 100 Employers project. *(You'll receive a verification email and can unsubscribe at any time.)*

We have paid the [application fee](#) of \$1,395.00 plus 13% HST (Registration #134051515 RT0001) by:

- credit card (use the [online payment form](#) and attach the receipt to your application); or
- bank EFT (contact accounting@mediacorp.ca for details).

NEW

The fee is non-refundable and a receipt will be emailed to you, together with our editors' confirmation that your application has been received. Good luck! *The person signing this form must be the contact person listed in Question 6 above.*

Signature

Date

This year, we request that all applications be submitted online.

NEW

To obtain a secure upload link for your organization, please contact us at ct100@mediacorp.ca

Application deadline: May 7, 2021

**SCHEDULE 1
CANADA'S BEST DIVERSITY EMPLOYERS**

Canada's Best Diversity Employers. Published annually since 2008, Canada's Best Diversity Employers recognizes employers across Canada that have exceptional workplace diversity and inclusiveness programs. The winning employers are announced each year in a special magazine featured in The Globe and Mail and online on Eluta.ca. This competition examines a range of diversity initiatives, including programs for five major employee groups: (a) Women; (b) Members of visible minorities; (c) Persons with disabilities; (d) Indigenous peoples; and (e) Lesbian, Gay, Bisexual and Transgender/Transsexual (LGBT) peoples.



Complete this page to be considered for the 2022 Canada's Best Diversity Employers competition:

- (a) Is your organization regulated under any of the following Employment Equity programs?
 - Yes, *Federal Contractors Program/FCP*
 - Yes, *Legislated Employment Equity Program/LEEP*
 - Yes, provincial employment equity legislation
 - Yes, other legislation: _____
 - No, we aren't regulated under any of the above

- (b) Does your organization offer programs designed to improve workplace diversity and inclusiveness?
 - Yes. *Check all applicable:*
 - Women
 - Persons with disabilities
 - Members of visible minorities
 - Lesbian, Gay, Bisexual & Transgender
 - Indigenous peoples
 - New Canadians
 - Other (e.g. mental health) _____

- (c) Does your organization have a senior executive position responsible for overseeing diversity and inclusiveness initiatives? Yes

Position title:

Year established:

- (d) Does your organization have a clearly defined strategy to achieve diversity and inclusion goals?
 - Yes, *attached.* Year last updated:

- (e) Has your organization implemented initiatives related to (*check all applicable and explain below*):
 - recruitment and selection of diversity groups
 - retention and development of diversity groups
 - training and education in diversity
 - diversity employee resources/affinity groups
 - diversity leadership/management accountability
 - customer and market diversity
 - vendor and supplier diversity
 - community partnerships to support diversity

- (f) Are job opportunities posted on your website accessible to visually impaired applicants?
 - Yes
- (g) Do you track any of the following diversity measures?
 - Yes (*check all applicable and explain how tracked*)
 - number of employees from diversity groups
 - recruiting from diversity groups
 - employee perceptions of discrimination and harassment
 - management and leadership behaviour
 - benchmarking external best-practices
 - overall progress in creating an inclusive workplace
- (h) What specific actions has your organization taken in the past year to support your diversity and inclusion programs? *Explain below or attach sheet*

SCHEDULE 2 CANADA'S GREENEST EMPLOYERS

Canada's Greenest Employers. Launched in 2007, this award recognizes employers with interesting environmental programs and Earth-friendly policies that actively involve their employees. Specifically, we are interested in employers that have incorporated environmental values into their corporate culture — and are attracting employees (and retaining them) because of these values. Competition winners are announced each April just before Earth Day.



Complete this page to have your organization considered for the 2022 Canada's Greenest Employers competition:

(a) Employee and Senior-Level Involvement:

Formal employee "green team"

Team name:

Informal employee-led green initiatives. *Highlight interesting employee-led green initiatives over the past year below, or use attached sheet:*

More details on our green initiatives in the attached package.

We have a senior executive position responsible for overseeing environmental initiatives:

Position title:

Year established:

Formal green strategy/policy statement (*attach*).

Last updated (year):

(b) Environmental Management Programs:

In-house waste reduction and recycling programs that extend beyond municipal minimums (e.g. e-waste collection, waste diversion rates). *Use additional sheet to describe.*

Partner with community organizations (e.g. Tree Canada, Bike-to-Work Week, etc.). *Use additional sheet to describe.*

Other green initiatives, from unique "line-of-business" products to programs that encourage clients and customers to incorporate environmental considerations. *Use additional sheet to describe.*

Have ongoing monitoring/environmental management system (EMS) to measure environmental initiatives and progress. *Use additional sheet to describe.*

Recently conducted environmental audit:

In-house audit. Year completed:

External audit. Year completed:

Completed by:

Publish a "Sustainability Report" or similar document that is available to the public. (*please attach report*)

Last published (year):

Carbon-neutral in (year):

We have not established carbon-neutral goals.

Green procurement policy for products and services purchased. *Use additional sheet to describe.*

(c) Building Footprint:

LEED Head Office:

Platinum Gold Silver

Certified in (year); or

pending certification.

LEED Other Buildings:

Platinum Gold Silver

Certified in (year); or

pending certification.

Other building accreditations (e.g. BOMA, ISO). *Use additional sheet to describe.*

Building(s) include following green features:

Green roof Rainwater collection

EV charging Solar heating sheets

PV solar panels Geothermal heating/cooling

Solar hot water Other (e.g. LED lighting):

**SCHEDULE 3
CANADA'S TOP EMPLOYERS FOR YOUNG PEOPLE**

Canada's Top Employers for Young People. First published in 2001, this annual competition recognizes the employers that lead the nation in [helping college and university graduates](#) make the transition from school to work.

In addition to offering great opportunities, these employers have well-established entry-level recruitment programs that offer the best opportunities for ongoing career development and advancement.

The winning employers will be announced in a special magazine featured in The Globe and Mail and on Eluta.ca.

Complete this page to be considered for the 2022 Canada's Top Employers for Young People competition:



(a) **Recruitment Programs.** Our organization participates in the following student recruitment initiatives:

on-campus recruitment

summer student recruitment.

How many last year?

co-op and work term placements.

How many last year?

paid internships for young people.

How many last year? *Attach description of type of work, duration, weekly hours.*

unpaid internships for young people.

How many interns? *Attach description of type of work, duration, weekly hours.*

(b) **Overall Intake.** Total number of recent graduates that your organization hired on a full-time basis last year:

(c) **Workforce Composition.** What percentage of your full-time employees in Canada are under 30 years of age?

 %

(d) **Health Benefits & Flexible Work Options.** Are the benefits you described in Parts 6 and 8 above available to new graduates when they are hired on a full-time basis? Yes

(e) **Training & Development.** Our organization provides the following training and development programs for recent grads:

orientation program (*attach description*)

leadership development (*attach description*)

opportunities for recent graduates to interact with senior managers, e.g. special lunches and on-boarding events (*attach description*)

employee resource/affinity groups for young people (*describe below*)

other development programs (*describe below*)

(f) **Other.** Describe below any other interesting or unique initiatives that make your organization a good place to start a career.

Helpful hint: Apply at no cost to [The Career Directory](#) – our online guide that lets recent grads match their degree or diploma with great employers with entry-level recruitment programs. For an application, email: tcd@mediacorp.ca



**SCHEDULE 4
CANADA'S TOP SMALL & MEDIUM EMPLOYERS (SME)**

Canada's Top Small & Medium Employers (SME). Canada's SME sector is tremendously important and is responsible for: over half of the nation's gross domestic product; nearly 90% of the private-sector labour force; and over three-quarters of the new jobs created in the last decade. Published annually since 2014, [Canada's Top Small & Medium Employers \(SME\)](#) recognizes small and medium enterprises that lead the nation in creating exceptional workplaces and progressive human resources policies. Employers are evaluated using the same eight criteria as our national competition, but must meet the Statistics Canada [definition](#) of a "small or medium" enterprise. The winners are announced each spring in a special magazine featured in The Globe and Mail and online on [Eluta.ca](#).

Your responses from the main part of this application will determine our editors' selections for Canada's Top Small & Medium Employers.

To be considered for this competition, you must confirm that your organization meets the definition of a "SME" by answering "Yes" to the following three questions:

(a) Commercial Enterprise:

Yes, we are a for-profit commercial enterprise.

(b) Less than 500 Employees:

Yes, we employ less than 500 people worldwide.

(c) Ownership & Related Companies:

Yes, our company is owned by an individual or corporation that employs less than 500 people worldwide. *If your company is a subsidiary of another organization or a member of a larger group, please provide the name and head office address of your parent organization, plus the number of people it employs worldwide:*



**SCHEDULE 5
PUBLIC RELATIONS & ALTERNATE CONTACTS**

You can use this schedule to designate:

(a) Public Relations Contact:

Name	Title	Phone	Email

(b) Third contact for this application, in addition to the alternate contact listed in Question 7:

Name	Title	Phone	Email

(c) Contact for Media Partners (advertising/marketing opportunities in the announcement magazines):

Name	Title	Phone	Email

After submitting your application, you can always change any of these alternate contacts by emailing a revised copy of this schedule to ct100@mediacorp.ca

THE

wave

TOP 20 STORIES OF 2020



BC FERRIES' EMPLOYEE NEWSLETTER >> SPRING 2021

 **BCFerries**



Contents

Message from the President	3	Focus on Customer Service	32	Recognizing Long Service	42
Top 20 of 2020	4	Engagement Corner	34	Retirements	44
Focus on Safety	20	Environment	35	In Memoriam	45
Around the Fleet	22	Sustainable Procurement	36	Customer Compliments	46
Around the Terminals	26	This & That	38		
Around the Office	28	Community & Social Investment	41		



Message from the President

Hi folks,

This time last year, we were at the beginning of a Journey that tested every part of our operation. The global health crisis that is COVID-19 hit us hard – not even a well-run company like BC Ferries was immune.

We've been through crises before, but this one is different. In my career, I've seen teams fail and excel during moments of challenge. Nothing compares to how our BC Ferries family rose to this occasion.

While a tough year, the best of our organization and employees shone through. You never lost sight of our values, or caring for each other and connecting communities. We came together, rolled up our sleeves and got the work done. You have made the world around you a better place when customers and colleagues needed it most, always keeping in mind that for coastal communities, the services we provide are a lifeline.

I know it hasn't been easy. There were troubling and uncertain moments. There were times when trust and loyalty seem tested. But we have come through. Today we are on an even keel, ready for what is next.

This edition of *The Wave* highlights the many wonderful things you did to get us through one of the most challenging periods in our Company's history. In the next several pages, you'll read stories submitted by employees about acts of kindness, innovation, and caring. We feature your extraordinary commitment to safety (14 SailSafe WINS in 2020, the most in any year!). We feature work done safely at lightning speed to implement plans and processes to keep everyone, from ship to shore, healthy and safe.

I believe you'll also enjoy reading of the many ways we propelled our business forward by thinking outside the box, maintaining our commitments to the communities we serve. We introduced the Island Class. We swiftly implemented work-from-home processes. Sourcing equipment on short notice so 70 Call Centre employees could work remotely,

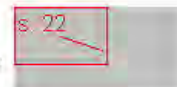
for example, was no easy feat. Neither was adjusting seasonal Call Centre training to a remote platform, but the efforts paid off.

Despite the challenges, you made time for special requests and you found ways to continue to provide the world-class service we're known for. From the Northern services to the Atrium, your generosity made the year brighter for seniors and children in our communities.

Perhaps most importantly, you looked out for each other. You'll read about how employees on the *Northern Expedition* came together to make a support quilt to lift the spirits of those struggling during the pandemic. Employees contributed square swatches and messages of support, with one employee sewing them together. It's heartwarming to read how teams came together to provide care, support and motivation to one another at times when it felt hard to keep going.

From thinking about ways to improve safety and efficiency, to showing kindness towards customers and your colleagues, you went above and beyond. Following an incredibly difficult year, it's perhaps more important than ever to celebrate these wins and the many others we didn't have a chance to publish.

I hope these stories lift your spirits as they did mine. Reading through all the submissions, I continue to be tremendously proud of all of these moments. There is still a way to go to get through the pandemic and I want to thank you for your dedication to your work, your colleagues, and to the communities we serve.



Mark Collins
President & CEO



The view from the Bridge as the Island Aurora goes under the Johnson Street Bridge in Victoria. This photo was taken by Deck Officer Joel Bridle while the ship was at Point Hope Maritime. It inspired a collaboration between Marketing and Fleet Operations on the From the Bridge photo series. You can see more photos from that series on pages 22-23.

Cover: The third Island Class ferry just before entering the water at Damen Shipyards Galati in Romania in October.

Top 20 of 2020

At the end of December, President & CEO Mark Collins put out a call for some of the top stories of 2020, and you delivered! Below is a selection of what was submitted, and is listed in no particular order. The commitment you demonstrated to safety, reliability and excellent customer service – all throughout a global pandemic – did not go unnoticed!



01

EMPLOYEE INJURIES DOWN CLOSE TO 47 PER CENT

Safety continues to be our top priority. From April to December 2020, we saw a 46.9 per cent decrease in Time Loss injuries, and a 22.8 per cent decrease in Days Lost compared to the same time period the previous year. While some of this may be due to the reduced number of sailings because of the global COVID-19 pandemic, it's important to recognize there was a decrease in Time Loss injuries in virtually every month compared to the previous year. For example, December 2020 saw seven Time Loss injuries compared to 13 in December 2019. Congratulations to all of you who, during a time of increased stress and pressure, were able to keep safety as your highest priority.



The PPE organizer on the Queen of Oak Bay. Special mention to the Queen of Oak Bay crew for setting the bar high – four WINS in one year, a new record!

02

SAILSAFE RELEASES MOST WINS EVER IN 2020

Sailsafe is all about sharing good news stories, and this year did not disappoint! This year saw the release of 14 WIN bulletins, the most in the 11 years we've issued the bulletins. The WIN bulletins are about honouring your safety successes, and sharing innovative solutions fleet-wide.

Some of the bulletins featured in 2020 included the Queen of Oak Bay's PPE organizer, FMU's table-top plex-glass barriers for their lunchroom and Operational Training, and new signal lights at Westview terminal to advise drivers when they can access the trestle. Since the launch of Sailsafe it's clear that when it comes to safety, your commitment and involvement is the reason for our successes. This year had many WINS to be proud of! If you have a story you'd like to submit as a WIN, please email sailsafe@bcferries.com.

Catch someone doing it right!

The new signal lights at Westview terminal.



03 QUILTING SUPPORT FOR ONE ANOTHER

The pandemic brought about stress for many at BC Ferries, and for the Catering team on the *Northern Expedition* it was a difficult time. Endless washing and sanitizing led to rough and worn out hands. Wearing goggles and a mask felt like living in a constant fog. The necessary sanitizing of the ship made for what could be a very monotonous work environment. When it came to the pandemic, there were confusing messages on what we could and could not do for our health and safety. Many were feeling very lonely without social contact at home or in the workplace.

And then an idea was born to help bring the team together safely. In the crew's spare time and in between cleaning, the team was able to discuss how to accomplish this plan. Ideas flourished and overall life returned to the usual day-to-day. Word spread about what Catering was up to, and soon crew from Engineering and Deck wanted to get involved as well.

That is how a very unique quilt was made. Employees from all departments provided their swatches and the talented Stephany Thompson sewed them on. While the quilt itself may not have anything to do with the pandemic, the activity of making it brought the crew closer together. Everyone's individual talents rose to the surface as they worked safely as a team, and collectively learned to be grateful for what they have. This quilt is now a permanent reminder of how the *Northern Expedition* team got through a long journey together. Congratulations team!



Employees from the Northern Expedition joined together to make this quilt, an activity which gave many support during COVID-19.



Some of the team involved in making the quilt. Pictured from l to r: Stephany Thompson (Catering), John Nelson (Engineering), Daphne Ling (Catering), and Sherrill Lewney (Catering). Missing from photo are Catering team members: Perchval Payayab, Jenevieve Stenmark, Richelle Marleau, Usa Olsen, Anne Cavanagh, Debi Henderson.

04

NEW AGREEMENT WILL MARK 22 YEARS OF LABOUR STABILITY

Despite a year marked with difficult circumstances, BC Ferries and the BC Ferry & Marine Workers' Union reached a five-year collective agreement, which was ratified in December. The five-year agreement provides wage and benefit increases for our valued employees, while continuing to provide an efficient and dependable ferry service. Quick facts:

- The Collective Agreement provides for wage increases of 0 per cent, 2 per cent and 2 per cent over the first three years of the agreement, with years four and five having wage re-openers.
- The term of the new Collective Agreement is from October 31, 2020 through October 31, 2025.
- Approximately 4,000 employees are covered by Collective Agreement as members of the BC Ferry & Marine Workers' Union.

05 SPREADING THE LOVE IN 2020

While 2020 marked a significant decrease in our traffic levels, that didn't stop our teams from helping spread the love for some customers.

Nickola Manipula is a long-time customer of ours, and as fate would have it, BC Ferries played a significant role in her love story! On May 29, Nickola travelled from Vancouver to Victoria to meet her now husband in person for the very first time after they had spoken online for a while. It was a special sailing for that very reason, and in late 2020 Nickola reached out to Customer Relations to ask if it was possible to reprint the boarding pass from May 29. She was hoping to frame it and give it to her husband Justin before their wedding, as she had lost her paper copy.

While she provided all of the sailing details, reprinting the boarding passes is not as easy as it sounds as our servers only hold 60 days of data. However, Customer Relations Advisor Kyla Napiorkowski thought maybe it could be done. Kyla reached out to Nav Atwal, Operations Subject Matter Expert for IT projects, with the IT department, who then shared it with Doug James, Ludek Nesnidal and Tony Horbas from IT. From that point on, everyone was touched by this heartwarming story and wanted to help. Not only was IT able to reprint the pass by emulating a Point of Sale transaction from May 29, but they were even able to make the security word LOVE for the special occasion.

Time was ticking and it was a little tight to get these recreated passes to the happy couple in time for their wedding. So, Customer Relations Assistant Manager Ellsabeth Broadley arranged a physically distanced meetup at Uptown mall in Victoria with the couple to ensure they got the passes in time. Nickola was thrilled, and sent along the following message:

"Oh my gosh this is so perfect!!! Thank you so much!

Thank you to the IT guys too. I'm literally crying right now. After this pandemic craziness going on and with the wedding a few days away from now, this really means so much. Thank you.

Again, my heartfelt thanks to all of you. BC Ferries will always be part of our love story and in our life. Thank you so much. Thank you for your service, transporting and reuniting families."

A big thanks to everyone involved in recreating this special memory for Nickola and Justin – a truly heartwarming story amidst a difficult year!



Nickola and Justin held a very small wedding in Sidney in December as per COVID-19 protocols. Above is a photo from their wedding day. Congratulations Nickola and Justin!

IT Senior Developer Doug James with the recreated boarding passes, including the special LOVE pass.



The special passes were framed and given by Nickola to Justin as a memento of the first time they met in person.



06 CALL CENTRE GOES REMOTE

In mid-March it became clear many departments within BC Ferries needed to transition to working from home for everyone's safety, including the Customer Service Centre. The Centre had around 70 employees that needed to be set up at home, so the Customer Service Centre Manager and Assistant Managers began quickly gathering everyone's information on what equipment would be needed for each employee's home set-up. The equipment was then sourced quickly and tracked as it was given out. Job-aids were created to help get employees set up at home, and everyone was up and running in two weeks. This was no easy feat!

At the same time, the Centre had just started a training class for summer seasonals and needed to adapt the training. They gave the trainers a week to put together material for remote learning, and handled the equipment provisioning for the class. Everyone was set up within that week. They even came up with a way to have new hires shadow experienced agents remotely using 3-way calling and screen share through Jabber.

While at the end of April a difficult decision was made to stop the training, as we weren't seeing call volumes to support hours for these new hires, it was so successful we kept all the new hires information on file so we could bring them back once we were ready. That came sooner than expected as call volumes at the end of June and beginning of July rebounded to 95 per cent of the previous year. Within two weeks we brought back any of those new hires still available from that training class and as many returning seasonals as we could. They completed a simplified version of training with our new portal through Hybris to get them taking calls as quickly as possible. These agents became fully productive, with metrics on par with our other agents within one month. To put that in perspective, this would normally take at least two to three months.

These training adjustments were so successful the team will be repeating them with upcoming seasonal hires, and will be shortening the initial training from six weeks down to four using the new Hybris ASM. Congratulations to everyone on your hard work to make this a smooth transition!



Customer Sales & Service Representative Danielle Chevalier is all set up and working remotely from home.

07 45 YEARS OF REPORTING WHALE SIGHTINGS

The BC Cetacean Sightings Network received 350 sightings reports from BC Ferries' vessels in 2020. This is our 45th year of reporting sightings!

In addition, in 2020 the hydrophones installed at our terminals detected Southern Resident Killer Whales (SRKW), Northern Resident Killer Whales (NRKW), Biggs Killer Whales and Humpback Whales. Killer whales (all ecotypes) were detected off our terminals on at least* 80 days, and humpbacks were detected on at least 250 days.

**Note: this does not include the whale detections recorded on hard drives not yet analyzed or the Google auto-detection algorithm that were too faint to confirm.*

08 DEBIT AT TERMINALS

In early 2020, a project to install Interac (debit) as a form of payment at our terminals was well underway. However, just as the COVID-19 pandemic was starting, it became clear how important touchless payment would be for the health and safety of our employees and customers. Between February 27 and March 20, the Chip and PIN project completed installing 84 PIN pads at our terminals.

These PIN pads with debit capabilities were in addition to the ones already installed on board the ships. The Tap and Pay capability minimized touch points between customers and Ticket Agents, allowing customers to process their own payments by tapping their cards. This collaborative effort between the Chip and PIN project team, Terminal Operations, and Marketing and the Sign Shop was no easy feat. Congratulations to all involved!



One of our new PIN pads that accepts debit.

09 140,000 SAILINGS AND COUNTING

Of the approximately 140,000 sailings in 2020, 99.3 per cent of them were completely uneventful, which is extraordinary. The fact that so few employees were infected with COVID-19 at work is proof, also, of the effectiveness of the safety plans and processes that you developed and implemented. Well done!



The Queen of Cumberland was responsible for some of our approximately 140,000 sailings in 2020.

10 SUPPORTING THE COMMUNITIES WE SERVE

Supporting the communities we serve has always been a passion for many of you and in 2020, despite incredibly difficult circumstances, you certainly rose to the occasion. Below are a few examples of the stories we heard about employees going above and beyond to support their local communities. Well done to all!

- Christmas is a challenging time for many and from Bella Bella to Langdale to the Atrium in Victoria, employees rose to the occasion to support the local community. The crew on board the *Queen of Surrey* took part in the local Salvation Army's Adopt-a-family Sponsorship program. Sponsored families are anonymous and together, the crew collected donations of gifts, toys and treats, as well as over \$250 in cash. See photo below.
- *Klitsa* Ticket Agent Paula White went above and beyond in decorating the *Klitsa* lounge windows, and in particular the tree. Paula took it upon herself to make the tree a "giving tree". Mittens and masks were placed on the tree for passengers to grab if they needed them.

- The crew on board the *Northern Sea Wolf* went above and beyond to support some of the more remote communities we serve. They put together some Christmas gifts for children and seniors in Ocean Falls and Bella Coola. Great job *Northern Sea Wolf* team!
- In 2020 many in-person fundraising events were cancelled. But for Business Solutions Manager Debbie Futter, that didn't mean the fundraising had to stop. Debbie participated in the Great Cycle Challenge Canada in August, raising \$1,400 to help fight kids' cancer through the SickKids Foundation. Well done Debbie!

- The Customer Care department has adopted 10 to 15 seniors without family and purchased gifts for them to open Christmas morning each year since 2011. This year, Manager of Customer Relations Rhonda Daye put out a call to all employees at the Atrium inviting them to participate by signing up to purchase a gift or donate funds, as she was unable to do the traditional fundraising for seniors at The Heights at Mt. View care home. The response was overwhelming! Many signed up to purchase items and more than \$2,000 in cash was donated, which allowed Rhonda and her team of elves to add more seniors to the list. This year 27 seniors received their 'wish list' gifts to open Christmas morning – a new record! The seniors and caregivers were absolutely thrilled and sent virtual hugs to all to show their gratitude. A big thank you to everyone who helped out with this heartfelt task, it was truly a team effort!

See more photos on page 10-11.



Chief Steward Lani Ingram (left) with Salvation Army Sunshine Coast's Food Bank Assistant Tanika Allen and the donations from the *Queen of Surrey*'s crew.

SUPPORTING THE COMMUNITIES WE SERVE CONTINUED...

"The seniors were beyond excited. There were many, many tears of joy. All that you and your team did for our residents was so appreciated, especially over this past Christmas. I can't begin to tell you how thankful we are to have you all go to such great efforts to make a difference in their lives, and you most definitely did! It also means so much to all of the caregivers here to share these gifts with the individuals and see how they light up and feel so, so appreciated. I must add that every single person who came into contact with these gifts couldn't believe how wonderful the wrapping was - it's very apparent how much time and thought went into each and every step of the process!"

— Maria, The Heights at Mt. View Care Home



Ticket Agent Paula White's creation, the "giving tree", was set up on board the Klitsa with mittens and masks for passengers to take.

Dear A Watch, B Watch

Thank you for the jewelry designer. I like it a lot. There are so many beautiful beads! I can't wait to make some things with it. I already have some great ideas. You all have been so kind to me and my brothers.

Thank you also for the hot chocolate. It was delicious!

I hope you have a great Christmas and we will see you next year!

Your friend, Angela.

Angela from Ocean Falls expresses her thanks to the crew from the Northern Sea Wolf.



The Customer Care team with gifts wrapped for seniors at Mt. View.

Jan 13/21

The Ferry Princesses

Words can not thank you enough for the beautiful Christmas tlamper. The knitted slippers and dishcloths were such a big hit. I kept our Common Room stocked up the whole holiday. To think of us Seniors is hard to ~~thin~~ describe. Most of us don't have family here and this past year has been really hard - we have been very good boys and girls and have stayed home. lol. ~~but~~ we want to be safe and stay healthy!!

So again Thank you very much and some still asking "Why did they give us all this" - no one has before"? Darrell Fritz got to have Christmas Dinner with us for his ongoing help and thoughtfulness for us - my right hand man!

Elaine McLean
Mountainview Lodge Seniors Apts.
Bella Coola BC.

A thank you card for the Northern Sea Wolf team from the Seniors in Bella Coola.



The gifts are all wrapped and ready to be delivered to seniors in Bella Coola.



Debbie getting her kilometres in on her bike during the fundraiser in August.

A thank you card from Sebastian in Ocean Falls.

Thank you a watch, b watch for all the stuff you gave me. I like the 2 Dinosaurs Puzzles. I'm especially excited about the Dinosaurs educational Box. It has stickers and a Dinosaurs model kit. my dad is going to help me make it. You are so nice! Your Friend, Seb.

11 ADJUSTING SERVICE LEVELS TO MEET DEMAND

In April 2020, as a result of the COVID-19 pandemic, we adjusted our service levels across multiple routes to ensure the health and safety of our employees and the communities, as well as the resiliency of our ferry service. Some of the adjustments included suspending the Horseshoe Bay – Departure Bay route, and reducing sailings on the Tsawwassen – Swartz Bay – Tsawwassen – Horseshoe Bay – Langdale, Tsawwassen – Southern Gulf Islands, Inside Passage, Haida Gwaii and Discovery Coast Connector routes.

As these are bookable routes, there were already many customers with pre-existing bookings that needed to be changed. Once the Tariff and Revenue team had made the booking system updates, the Customer Care Key Accounts team jumped into action to deal with the more than 5,190 sailings that were impacted between

March 19 and June 9. This included contacting the customers by a phone call pre-recorded message and emails. When we gradually started reintroducing service, the Tariff and Revenue team again updated or rebuilt our sailing schedules. The Key Accounts team jumped into action as well to communicate the updates to our customers. During the entire time, support was provided by the Customer Care call centre by handling calls and waiving certain fees for specific situations.

Overall, keeping up with the changes to schedules, new policies and regular updates to our website Travel Advisory and also enCompass to ensure messaging was up-to-date for our Customer Centre Representatives, was no easy feat. It was a lot of work, and a job well done to everyone involved!

12 A SAILING FIT FOR A WEDDING

On September 23, 2020, Lynyja Howse's youngest sister Margaret turned 40. The Campbell River Terminal Operations Supervisor wanted to surprise her sister, so she and Margaret's fiancé Nathan organized for their wedding to take place on board the *Powell River Queen*. Lynyja acknowledges this sounds like a bit of a disaster, but knowing Margaret, she knew her sister would appreciate the small COVID-safe affair and did not want the stress of organizing a wedding.

Margaret started to know something was up just before the big day, so the beans were spilled. And just as Lynyja expected, her sister was excited and thankful to be a bride not having to organize a thing! The wedding took place on a scheduled sailing with officiant Craig Gillis, bride and groom Margaret and Nathan, their son Woodrow and unborn daughter Poesy. Margaret confirmed it was "such a special and stress free day" that she was happy to share in *The Wave*. See photos on the right of the wedding on board and the happy couple.



Margaret, Nathan and Woodrow at Quathiaski Cove.

From left to right: Nathan, Officiant Craig and Margaret during the ceremony on board the Powell River Queen.



13

ENGINEERING SPONSORSHIP PROGRAM CARRIES ON

As with so many other departments in 2020, the Marine Education Program for Engineering had to reduce, regroup and realign their goals. It was critical that the program continue to provide certificates to support the fleet. The team focused on the core and shortlisted individuals already accepted into the sponsorship program that had the required sea time.

While many courses were cancelled, the team worked together with Human Resources and Industry partners (Transport Canada, BCIT, the Justice Institute and Western Maritime). As COVID-19 protocols were established, critical courses were realigned with reduced class sizes and increased cleaning protocols. Transport Canada required individual letters to confirm that BC Ferries had a business need to support each individual's application. The Engineering sponsorship program team developed a template and worked with Transport Canada to get candidates through the process.

The group also had a number of employees who passed their exams and achieved a higher ticket. They were also successful in assisting eight Engine Room Assistants complete the required courses to proceed with their 4th Class exams. Congratulations to everyone involved! See more on the program on page 40.



14 GOING THE EXTRA MILE

BC Ferries is known for its world-class service, and not unexpectedly we heard many stories of our employees going above and beyond for customers. Whether in the months leading up to the pandemic, or during the pandemic itself, it's a true testament to your level of dedication to customer service and deserves to be celebrated. Well done!

Salish Class Chief Steward Mike Koole went above and beyond for a young ferry fan in January, before the onset of COVID-19, and it's an experience both he and the young fan won't soon forget.

Mike encountered the young 8-year-old autistic super fan and his father on board, and decided to take them on a tour of the Bridge. While they were on the Bridge, the young boy was elated. He listed off every ferry fact he knew, sat in the Captain's chair and posed for photos with his Dad. He was such a huge fan he even had one of the Captain's hats from our gift shop.

Unfortunately, the young boy had long outgrown his Captain's hat, and his father had done everything he could to make it fit (including cutting the back). As the

tour was ending, Mike learned the young fan's 9th birthday was coming up. He had a plan, and asked the Dad for their mailing address so he could send the boy a birthday present.

Mike knew he had the perfect gift. When he started with BC Ferries, he had frantically ordered every piece of uniform that he could get his hands on, including an officer's peaked cap. Ironically, the cap he ordered was too small for him, but he had never gotten around to returning it. At this point, it was too late to send back. However, it would make the perfect gift for one of BC Ferries' top fans, and one that he could grow into. Mike eagerly mailed it off to the young fan, and was glad to receive a thank you card from him and his father shortly after.

Mike's younger brother has learning disabilities, and this particular scenario really struck home for him. While a small gesture on his part, he knew how much it would mean to the young boy. Once the COVID-19 pandemic subsides, Mike encourages any BC Ferries employee who comes across a super ferry fan not to be afraid to make their day. Great job, Mike!

15 COVID-19 SAFETY PLANS IN ACTION

Many employees submitted entries for the top stories about the success of their COVID-19 safety plans, and we wanted to highlight a few here.

In late March 2020, Lisa Verhagen, Regional Manager for Terminal Maintenance, and the crew at Sidney Terminal Maintenance went above and beyond to ensure everyone stayed healthy, felt safe coming to work, and limited exposure to the virus as much as possible. In turn, the Terminal Maintenance team was able to keep our assets up and running.

One idea that emerged early on was to split the crew into two shifts. Lisa came up with a plan to for them to work extended hours and have a longer period of days off between shifts, and the team received permission from the Union and Employee Relations to split in two watches. The Sidney Terminal Maintenance crew all readily agreed to this change of shift as it had many benefits including that each crew would be isolated from the other.

This change meant if anyone on one watch became ill, only half of the crew would need to isolate and the department could still run. Other safety measures included only one person in a company vehicle at a time, the development of a tool and equipment cleaning policy, ensuring enough room in common areas for the crew working to distance, and providing laser pointers for the Admin staff to assist anyone with computer issues and allow them to safely distance while still helping their co-workers.

While this is not a permanent solution, the Sidney Terminal Maintenance team believes it is working well during the pandemic. Well done! See photos of the team on page 15.



This photo shows the plexi-glass barrier used to separate the Chief Engineer and First Engineer's workspace.

Annual refits required special thought when it came to COVID-19 safety protocols. The refits involve lots of vessel crew and tradespeople working on board, which made physically distancing a challenge. Among various proposals, including vessel action plans, the C-Class Engineering crew on board the *Queen of Albern* came up with the following additional measures that worked very well:

- Separate entrances and exits, so no one crossed each other's path
- All contractors were required to meet outside the Main Control Room (MCR) with the Chief Engineer. Once they understood the protocols and underwent the COVID-19 health check, they started working and avoided entering the MCR when crew were present
- A plexi-glass barrier was installed to separate the Chief Engineer and First Engineer's workspace. See photo on bottom left.
- Crew used the cafeteria for meal breaks as it provided a larger space to physically distance

On board the *Queen of Oak Bay* at the outset of the pandemic, the Catering crew were getting used to the sanitizing measures that were put in place fleet-wide. However, they needed a way to document and ensure all the touch points were sanitized. C watch Customer Service Attendants Nicole Pattison and Chelsea Noble took the initiative to implement a sectioned off rotation of the lounge seating using the ship's plan. This system ensures the sanitizing is distributed equally among all of the assigned catering staff, which helped lessen cleaning fatigue. It also ensures the lounge seats were all being sanitized the required number of times in a shift, without missing any or double cleaning.

Each assigned team of two Catering Attendants sanitize a section per turn around while the ship is in dock. The system is fair, ensures that all areas are being cleaned as required and has been embraced by the crew.

Nicole and Chelsea also evaluated the sectioned off area in the Coastal Café that wasn't being used, drafted and implemented (with Sr. Chief Stewards approval) a seating plan for that area to allow for more seating when the passenger counts were rising in August. Well done, what a great safety initiative on board the *Queen of Oak Bay*!



Shelley Cartmell, Material Coordinator at Sidney Terminal Maintenance, wearing her face mask while at work.



Administrative Assistant Maryann Harper with her face mask while she's at work.



Trades Helper John Echle wearing his personal face covering while subbing into a Welder position.



The new website launched in September 2020.

16 NEW WEBSITE PROVIDES CHOICE AND CONTROL

In September, BC Ferries launched its new mobile-friendly website, which lets customers easily book and manage their bookings online and delivers dynamically updated schedules and current conditions information. The website allows customers to plan, book and pay online through the device of their choice. Since being introduced until the end of December 2020, customers have made more than 390,000 bookings through the new site.

Some new features include dynamically generated, real-time daily and seasonal schedules available for all routes, as well as travel conditions at major terminals to provide greater travel certainty. Enhanced account management capabilities let customers manage all their bookings in one place, and add, change or cancel bookings with ease on their own. The new trip planner tool helps customers find sailings and calculate fares on any route before travelling.

Another big difference was combining the BC Ferries and BC Ferries Vacations™ websites together, so creating a customized vacation package with hotel and ferry in the same booking is more convenient once it's safe to resume travel. Congratulations to everyone involved in the website project, it was a job well done!

17

CREATIVE THINKING DURING THE PANDEMIC

One thing we can all agree on about the pandemic is it caused us to rethink our entire operations. We received many submissions on how employees were able to think outside the box and implement some creative solutions. In many cases, these solutions continue to be used and were shared around the fleet. And in some cases, these solutions helped control costs. Well done to everyone who put on their thinking caps to help our operations. Here are a few examples:

Historically, Nanaimo-based Catering employees were required to travel to Transport Canada's office in Victoria to renew Passenger Safety Management (PSM) and Restricted Proficiency Survival Craft (RPSC) certifications. In Spring 2020, Catering Administrative Assistant Rick Meyers questioned why this was the case. He was concerned about the safety of these employees, as they needed to drive the Malahat highway at all times of the year, and their health as well as we entered the pandemic. Rick thought there must be a better way to help get these employees their certification.

Rick took it upon himself to contact Transport Canada in Victoria and developed a great working relationship with an employee there. They both agreed there could be a way to reduce the amount of employees travelling from Nanaimo to Victoria, and the safety risk that goes along with that. Together, they came up with a procedure making it simpler for all. This plan was shared with Nanaimo Fleet Ops, who also adopted the procedure.

Catering Superintendent Bonnie Lone and Marine Superintendents Captain Lance Lomax and Captain James Bradley sent out a memo advising employees to contact Rick when they required recertification. Once he's contacted, Rick assists each employee in getting all the information required, and then the employee comes in to the office for a quick photo. Rick then forwards all of the required information to Transport Canada in Victoria, and they mail the renewal back to the employee at their home address.

Not only is this a safety win for everyone involved, it has also helped the Company with cost savings. Due to the employee's time and mileage it would take to get to Victoria and back, there was a cost associated with the renewals. The new plan has been in place since August 2020 and contributed to a savings of more than \$15,000 in the Catering budget, with these savings continuing to grow. Other departments such as Engineering have now also adopted the initiative. Well done Rick on a great initiative!

For the health and safety of our employees and customers, BC Ferries closed all food and retail outlets at terminals and on board our ships as we adjusted service. This was done to support physical distancing and reduce interactions between customers and employees. But the Catering team knew there was a way to re-introduce it safely with some innovative ideas.

The main issue with the food services was how to physically distance customers and employees in the cafeteria with the seating. As everyone in B.C. was being encouraged to eat takeout food, the Catering team opted to do the same with our menu options. Once limited food service began to return in June, all hot food was (and still is) served in packaging for customers to take to their vehicles, outer deck or limited cafeteria seating. Customers are encouraged to take meals back to their car if they drove on board the upper car deck.

This effort to rethink how to deliver meals to customers helped ensure the safety of passengers and crew by supporting physical distancing in food service areas. Well done, team!

Long Harbour Terminal Services Attendant Sandy Scott has created several documents the terminal uses to help ensure more efficient operations. In addition to general documents and job aids for other Ticket Agents, Sandy also created clear and precise weekly and monthly check off schedules for fire containment kits, oil spill kits, drills and others. She also created a manifest document for the Dangerous Goods that travel to and from the Southern Gulf Islands. All of Sandy's documents help ensure accuracy, save time and ensure more efficient operations. Well done, Sandy!

18

SIGNS, SIGNS, EVERYWHERE A SIGN

The COVID-19 pandemic brought about lots of changes to the way we operate, and we needed to let our customers know. A big tool we use to let customers know is through signage, both on board our ships and at our terminals. To date, the Sign Shop at FMU has used more than 24,300 square feet of vinyl to support fleet and terminal operations with signage related to the pandemic.

Adjusting to the changes and doing up signage was no easy feat, and accomplished through a collaboration between the Marketing team and the Sign Shop. Then, Supply Chain was responsible for distributing the updated signs fleet-wide, often under a tight deadline. Terminal Maintenance, Fleet and Terminal Operations and the Sign Shop worked together on installation. Congratulations to all involved in designing, producing, distributing and installing these key products for our operations – truly a team effort!



Douglas Rodgers (left) and Bryan Marshall (right) make up part of the Sign Shop crew responsible for producing all of the signs needed for our operations. Missing from photo: William Lee.



COVID-19 decals ready to be distributed at the Sign Shop.

19

WORKING FROM HOME A SMOOTH TRANSITION

In March, when the pandemic was just getting started, it became clear that BC Ferries' administration offices would need to start transitioning employees to work from home.

This was no easy feat! The number of remote staff the IT department supported grew from about 20 to more than 800 at peak times.

Field Technical Services (FTS), Network Services, the Service Desk, and Technology Services had completed long-term planning that proved helpful. The FTS team worked hard to support employees working from home. They supplied more than 250 monitors, 90 docking stations, 120 keyboard/mice as well as deploying 116 laptops. All of this was completed while providing ongoing support to the Fleet on a daily basis.

The FTS team also moved forward with other initiatives like the Windows 10 upgrades. Since May 2020, more than 60 to 75 per cent of all vessels are now updated to Windows 10. Great job, team!

20

THE FUTURE LOOKS CLEAN

It seems fitting to end the top 20 stories of 2020 with some big achievements for the future of our operations. The Shipbuilding and Vessel Replacement teams achieved some major milestones in 2020, including the launch of the first two Island Class ships, as construction of four other Island Class and one Salish Class continued.

In June 2020, the *Island Discovery* and *Island Aurora* officially entered service on the Powell River – Texada Island and Port McNeill – Sointula – Alert Bay routes, replacing the *North Island Princess* and *Quadra Queen II*. The *North Island Princess* was retired, while the *Quadra Queen II* became a relief ship.

The Island Class ships are the first in a series of hybrid-electric ships designed for future full electric operation. The ships are fitted with hybrid technology that bridges the gap until shore charging infrastructure and funding becomes available.

While these ships were being introduced into service, our teams in Romania and Poland continued with the construction of four more Island Class ships and one additional LNG-fuelled Salish Class ship. At the end of 2020, two of the Island Class and the one Salish Class launched successfully at Damen Shipyards Galati in Romania and Remontowa Shipbuilding S.A. in Gdansk, Poland, respectively. These ships are much quieter and better for the environment than the ships they will replace, and a big step in our efforts to use cleaner sources of energy and mitigate our impact to underwater radiated noise.

You can read more about these important shipbuilding milestones on page 24. Congratulations to our Vessel Replacement Team, both in Victoria and overseas, on these massive achievements.

The Island Discovery entered service on June 10, 2020, on the Powell River – Texada Island route.



Focus on Safety

Finding the New Normal

When Doctor Bonnie Henry ordered a provincial lockdown, the Regional Safety Officers (RSOs) immediately started looking for a way to get back out to the ships and terminals in their regions. These safety professionals knew they were needed on the ground to do what they do best: help crews identify, assess and manage risk to prevent unsafe situations that could result in an injury.

It didn't take long for the RSOs to realize there was no manual to guide them through this process. Safely getting back out to support worksites could not be based on previously established best practices or past experience. This was uncharted pandemic territory that first required acknowledgment that a majority of risk reduction strategies would be based on criteria that had never been considered before. Getting back out to the sites required a new approach and out-of-the-box thinking.

The RSOs gathered (virtually, of course) on a daily basis and brainstormed possible risk scenarios they had never encountered or considered before. They examined everything they could think of to reduce the possibility of virus contamination or transmission. Long days were spent completing Task Analyses and Risk Assessment worksheets. The RSOs were also aware that their presence at work sites may raise the anxiety level of crews. They explored and found ways to reduce the number of visits while still meeting WCB regulatory and BC Ferries policy requirements.

The Task Analysis worksheets were filled with seemingly bizarre comments like *"only stopping at a gas station on the way from a worksite and not on the way to a worksite"*. Procedures like *"packing a lunch from home (not the local deli)"* actually became

a risk control. Recommendations included driving vehicles on board even if they were taking a round trip. Long hours became the norm, where previously an overnight stay would have allowed for a more manageable time sheet. Strategies included when and/or how to best support each other during times of self-isolation.

By the time the Task Analysis and Risk Assessment worksheets were completed, the RSOs were armed with a stack of protocols and confidently made their way to their sites. As professional risk assessors they knew their regions needed them more than ever. Once they were back out at the terminals and on the ships, they continued to regroup several times a week to ensure concerns and issues were being addressed as consistently as possible on board and at terminals. High levels of communication within the group were diligently maintained, and continue to this day.

Today the RSOs continue to safely support their sites through safe visitations. The ever changing COVID-19 landscape has required minor revisions to their protocols, but mostly they continue using the protocols they originally established. The new visitation schedule has become the regular schedule. Scheduled group meetings are weekly now. The new approach isn't as unique any more, but the need to continually think outside-the-box has not stopped. COVID-19 is still with us and as long as we continue to identify risk reduction strategies, then we have achieved the best measure of defense against the spread.

Individually – or in our small groups, pods, or families – we may take slightly different paths as we navigate COVID-19, but one thing remains the same: we are all still in this together living in the new normal.



Departure Bay Relief Terminal Manager Juanita Coupl (left) and Regional Safety Officer (RSO) Shawn Cancela (right) meet safely and with the appropriate PPE to discuss safety.

Regional Safety Officer Dan Phillips conducts his work safely while out in the fleet.



Pandemic Companions

Working from home (WFH) has become a daily reality for many of our BC Ferries employees. It can be challenging to work away from our co-workers for an extended period of time, and many have turned to the steady peace and comfort a pet can bring to the home office. Pandemic puppies became adorable features on every day walks outside. However, the increased demand for furry companions saw potential adopters unexpectedly being placed on waitlists during 2020 for considerable amounts of time.

Enter OSH/WCB Coordinator Jennifer Wildin. Jennifer played kitten matchmaker more than once this past year, helping two members of the Safety team find and adopt new kittens to keep them company during their WFH day. Jennifer herself also adopted a senior dog she was fostering named Loki.

Safety, Health & Environment Coordinator Martene Hartnell describes how having new kitten Mila at home makes her work day extra enjoyable. "She likes to nap on a cushion on the corner of my desk and I love her company since I don't get to see my co-workers as much as I used to. Kittens are also great at reminding us to take micro-breaks throughout the day. Giving them a pet, tossing them a toy mouse or just watching them do something cute helps give me a small break and refocus my mind. Pets are definitely therapeutic and I'm very grateful to Jennifer for finding me Mila!"

Whether it's relaxing to the sound of a kitten's purr after a busy Webex meeting, or taking the dog for a little movement and fresh air break, WFH companions have definitely become a 'pawsitive' feature of the home office!



Nootka, seen here sleeping on the job, is a kitten OSH/WCB Coordinator Jennifer helped find a new home within the BC Ferries family.



Safety, Health & Environment Coordinator Martene's adorable new WFH colleague Mila.



Loki, a senior foster dog adopted by OSH/WCB Coordinator Jennifer during the pandemic, loves to help her get outside for some fresh air during the day.

Around the Fleet

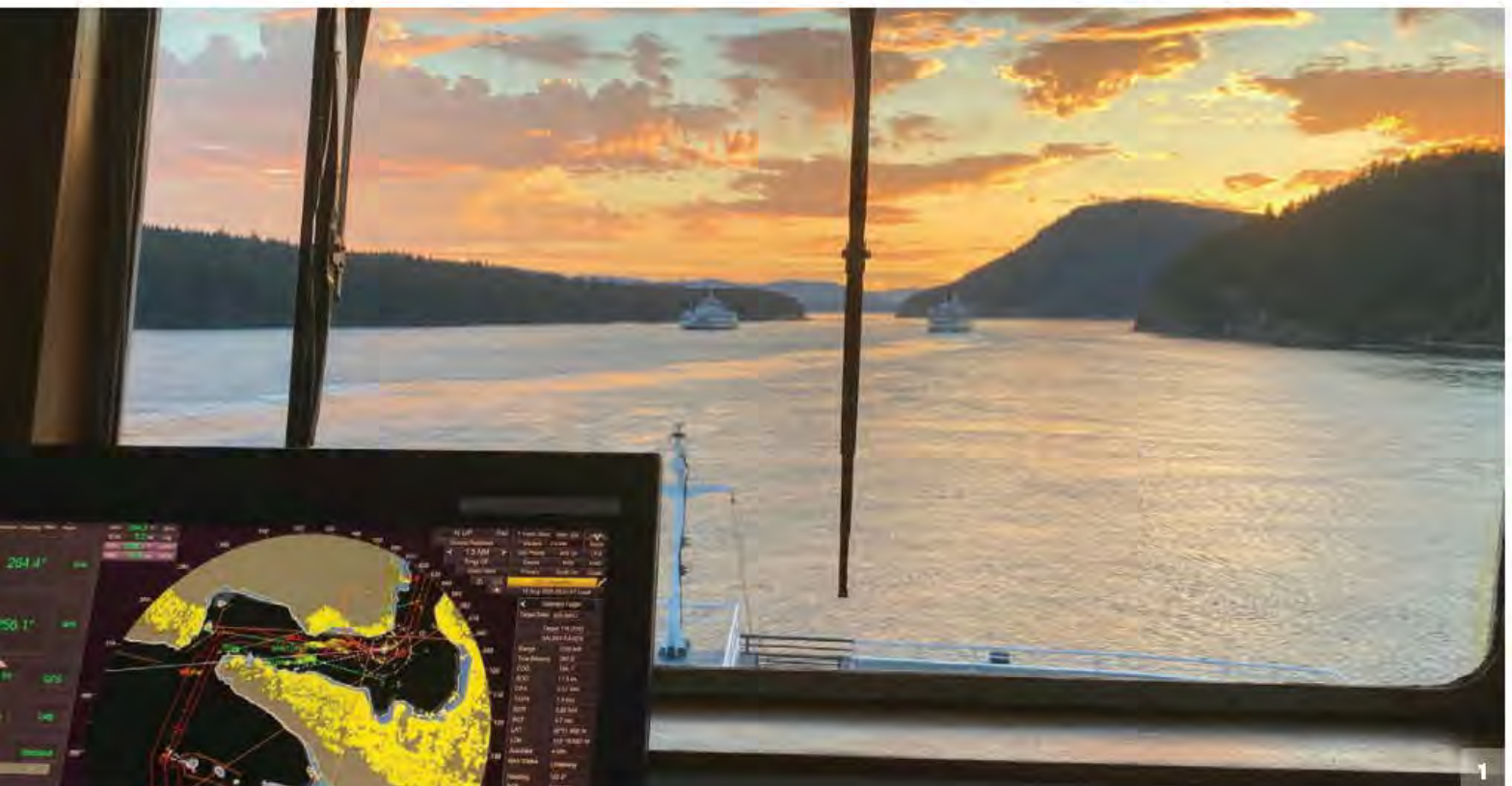
From the Bridge Photo Series

In January 2021, inspired by a stunning photograph that was taken by Deck Officer Joel Bridle from the Bridge of the *Island Aurora* (see inside cover of this issue of *The Wave*), Corporate Marketing collaborated with Fleet Operations to share a **From the Bridge** photo series across our social media channels. Our followers loved it!

The photos give a point of view perspective from the Bridge on board a number of BC Ferries vessels at sunrise or sunset. The unique view from the Bridge during the early morning or late at night makes for a great photo. The response to the series has been overwhelmingly positive with a high amount of likes and reshares.

Thank you to the Captains and crew who took the time to take these photos and share them for this series. If you have suggestions for a future photo series or if you would like to submit photos for consideration to be shared on our social channels, please email BC Ferries' Social Media Specialist Maria Japson at maria.japson@bcferries.com.

1. Captain Blair Brown captured this beautiful shot from the Bridge on the *Queen of Cumberland*.
2. Equipment lights up the Bridge on board the *Salish Eagle*. Photo courtesy of Captain Fabian Esser.
3. Captain Blair Brown captured another great shot from the Bridge, this time on board the *Salish Raven*.
4. Deckhand Jason Dickinson's view from Bridge on board the *Quinsam*.
5. Captain Michelle Letourneau's view on board the *Queen of New Westminster*.
6. This view comes from the Bridge on the *Queen of Capilano* as captured by Captain Darcy Corder.





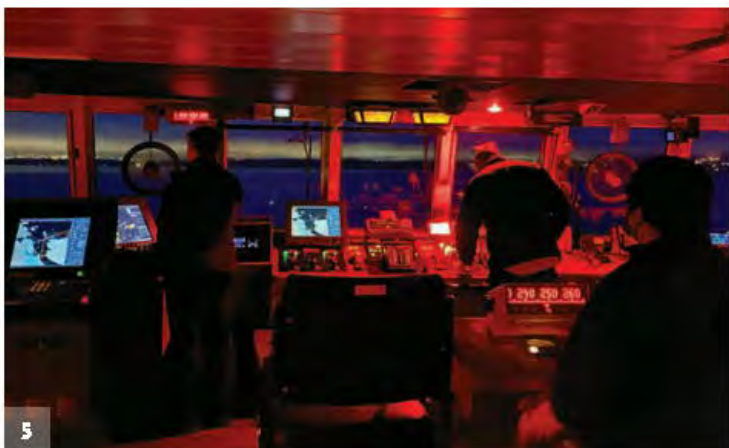
2



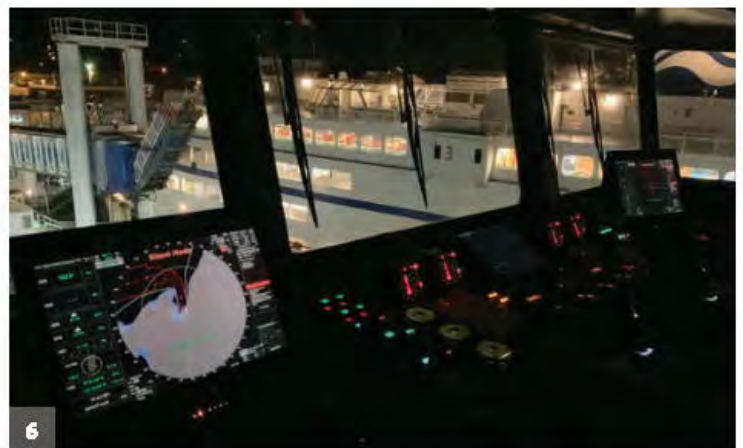
3



4



5



6

Island Class Three, Four, Five and Six

The third, fourth and fifth Island Class ships were successfully launched in October, December and February respectively at Damen Shipyards Galati in Romania. The sixth ship is expected to launch in April. Work will continue on the new ships until scheduled sea trials in the Spring for ships three and four. Following successful sea trials, the third and fourth vessels will make their way to Point Hope Maritime in Victoria in the summer and fall 2021 for final preparations. The fifth and sixth ships are expected to make their way over later in 2021.

The yet-to-be named ships are the third, fourth, fifth and sixth in a series of six Island Class vessels joining the BC Ferries fleet. Ships three and four are both assigned to the Campbell River – Quadra Island (Quathiaski Cove) route. Two-ship service is scheduled to begin on the route in 2022, replacing the existing *Powell River Queen*. Ships five and six are assigned to the Nanaimo Harbour – Gabriola Island route, beginning service in 2022.

By replacing one larger ship with two smaller vessels on the route, our customers will notice increased capacity per hour (from 59 to 94 vehicles per hour, on average), receive more frequent service, and experience reduced vehicle line-ups, improved safety, as well as reduced congestion on local roads. It also eliminates the need to consume more greenspace to increase the size of terminal holding compounds by moving more traffic through the same amount of space.

The Island Class is a diesel-electric hybrid ferry with a number of



The fourth Island Class ship launches at Damen Shipyards Galati in Romania in December.

key features that already support BC Ferries' Clean Futures Plan and our goal to be efficient and environmentally responsible throughout our ferry system. When electric charging technology matures to make electricity available in the quantities required, we will make modifications to operate these new ships as fully battery-electric ferries, using clean energy. In the interim, these ships will use an on board low sulphur diesel hybrid system. Island Class ferries have the capacity to carry at least 47 vehicles and up to 400 passengers and crew depending on configuration, and allow for fleet redeployments and retirements of existing diesel-fuelled vessels.

The first two Island Class ships were deployed on the Powell River – Texada Island route and the Port McNeill – Alert Bay – Sointula Island route in mid-2020. If you would like more information on the Island Class project, you can visit the project page under the 'In the Community' section on bcferries.com.



Salish Heron Launches

The fourth liquefied natural gas (LNG)-fuelled Salish Class ship launched successfully at Remontowa Shipbuilding S.A. in Gdansk, Poland, just before Christmas. Work on the ship continues there until scheduled sea trials in late 2021. Following successful sea trials, the ship will make the 10,440 nautical mile journey from Gdansk, Poland to British Columbia in early 2022 for final preparations.

The ship is scheduled to go into service in the Southern Gulf Islands in 2022 and will replace the *Mayne Queen*. In March, we announced the ship's name. We are also commissioning an artist to create designs for the new Salish Class vessel in partnership with the First Peoples' Cultural Council.

Salish Heron, under construction at Remontowa Shipbuilding S.A. in Gdansk, Poland, launched successfully in December 2020.

Fleet Operations



Year in Review

2020



6,918

iSail incidents processed

We welcomed the Operations and Security Center to Fleet Operations group, they handled more than 6,000 iSail incidents in 2020!



99.3%

Sailings without incident

140,000 sailings in 2020 were executed safely and without incident.



224

FOM policy revisions

Fleet Operations Manual (FOM) policy revisions and updates completed.



69

After-hours ambulance runs.



8

Marine search and rescue incidents.



2

Two new Island Class ships joined the fleet.



In 2020, Fleet Operations continued the downward trend of navigation-related incidents.



The **Nautical Standards Group** conducted **33** Navigation Assessments and assigned **70** follow-up tasks, of which **93%** are already complete.



The **Simulation Training Center** received ABS accreditation and, built and rolled out BOSS-Leadership Essentials as an online course.

Around the Terminals

Transfer Deck Life Extension at Horseshoe Bay

We are currently conducting construction work to maintain some aging infrastructure at the Horseshoe Bay terminal. This work will extend the infrastructure's life to ensure we continue to provide a safe, reliable and efficient service for our customers.

The Horseshoe Bay Terminal Development Plan remains the long-term vision for the terminal. While we revisit our capital planning in light of the impact of the COVID-19 pandemic on our business, we will complete these critical infrastructure upgrades.

The project started in March and is expected to be complete by the end of July 2021. The terminal's transfer deck requires concrete restoration work to extend the structure's life. The work requires some lane closures at the terminal that we do not expect will impact our operations from Horseshoe Bay.



The photo above shows what area makes up the Horseshoe Bay Transfer Deck.

Swartz Bay Berth 5 Upgrade



This photo shows Phase 1 of the Swartz Bay Berth 5 Upgrade.

We are upgrading Berth 5 at Swartz Bay terminal in order to prepare for the arrival of a Salish Class vessel to operate on the Swartz Bay to Southern Gulf Islands route. The project work is being done in two phases. The first phase of construction is expected to begin in November 2021 and carry on until Spring 2022. The second phase is expected to be carried out from June 2022 to Winter 2022.

The work being done includes blasting and dredging of the rock outcropping at the entrance of Berths 4 and 5, construction of habitat compensation reefs at Long Harbour, and construction of new dolphins with tie-up infrastructure for the new ship.

The use of a Salish Class vessel on this route will significantly improve our customers' experience by adding more capacity and the use of a new vessel that operates on natural gas, which is better for the environment. The new Salish Class vessel will be deployed on the Swartz Bay – Southern Gulf Islands route in April 2022.

Accessibility Buttons Installed at Nanaimo Harbour terminal

In November, Customer Care received a comment from a passenger about the need for accessibility buttons in the accessible washroom at the Nanaimo Harbour terminal. The customer is confined to a motorized wheelchair and has limited strength in both their arms. They had gone to use the accessible washroom at Nanaimo Harbour, and a BC Ferries employee had held the door for them to enter the washroom. Once finished, the customer realized they couldn't open the spring-loaded door, and there was no automatic door opener. It wasn't until the customer's wife came looking for them that they were able to get out of the bathroom.

The safety and dignity of all people at BC Ferries is paramount. We had previously not received any comments about this door but it was important this was actioned quickly. Customer Relations connected immediately with Nanaimo Terminal Maintenance and Nanaimo Harbour Terminal Operations. By the end month, the following was completed:

- Nanaimo Terminal Maintenance ordered and installed a fully functional automated door in the washroom
- Customer Relations reported back to the passenger about the fix, who was very grateful for the quick action and response
- Terminal Operations confirmed that automated doors are installed on all accessible washrooms throughout the fleet

Accessibility and inclusiveness matter. BC Ferries is committed to helping create a world without barriers and, thanks to the quick and coordinated action of these three BC Ferries teams, one more physical barrier to equity has been removed. Great job!



Now there are buttons on the outside and inside of the accessible washroom at Nanaimo Harbour terminal to automatically open the door.

THIS STORY IS A GOOD REMINDER TO ALWAYS CONSIDER ACCESSIBILITY NEEDS IN BOTH THE WORKPLACE AND FOR OUR CUSTOMERS.

Chuck the Squirrel



Meet Chuck the squirrel. The crew at Bear Cove named Chuck for his uncanny ability to throw pinecones at them. Chuck visits them daily and they've now set up a little cafeteria for him. Nice to meet you, Chuck!

 @BCFerries

A big THANK YOU to Punita for the excellent education and safety orientation aboard the @BCFerries Spirit of British Columbia AND for the bonus colouring books!

Around the Office

New Fare Choices Available Now on the Three Vancouver – Vancouver Island Routes

On March 3, we introduced new fares so our customers can enjoy more savings, more choice and greater travel certainty once travel restrictions are lifted. The new choices offer:

Fare	Price	Booking & payment	Changes & cancellations
NEW Saver	from \$49 Free reservation \$49 - \$73.70 - Car & driver	Pay in full when you book.	\$5 change fee (plus price difference, if applicable); \$20 cancellation fee. Cancel up to 11:59 PM the day before departure. Not valid for thru fare travel.
PREPAID Prepaid	From \$84.70 \$10 - Reservation \$74.70 - Car & driver	Pay in full when you book. \$10 reservation fee when booked more than 7 days in advance. \$17 reservation fee within 7 days.	\$5 change fee. Cancel up to 1 hour before booked sailing for a full refund, less the reservation fee. Unclaimed bookings will be automatically refunded 7 days after departure, less reservation fee.
Reservation Only	\$91.70 \$17 - Reservation \$74.70 - Car & driver	Pay the \$17 reservation fee when you book, pay the car and driver fares at the terminal.	\$5 change fee. Reservation fee is non-refundable. Cancel up to 1 hour before booked sailing.
At Terminal	\$74.70 No reservation \$74.70 - Car & driver	Pay in full when you arrive at the terminal. Travel after reserved sailings, sailing waits possible.	Changes and cancellations not applicable for this fare type.

The fare choices we announced on March 3.

MORE VALUE

- Saver fares (our lowest fare starting from \$49 available for travel later this spring) will now be available on select routes year-round for customers who have flexibility in their travel plans.

MORE CHOICE

- Saver and Prepaid fares are now available for a discount when you book in advance and pay in full. At Terminal and Reservation Only fares will continue to be available.

GREATER TRAVEL CERTAINTY

- Lower fares on select sailings will help spread traffic out more evenly throughout the day, reducing sailing waits on our busier sailings. Plus, with more options to book in advance, you can feel confident knowing when you're sailing.

Right now, these new fares will benefit customers travelling for essential reasons. Once it's safe to resume non-essential travel, all of our customers will benefit from the new fare choices.

Given the impact COVID-19 is having, distributing traffic throughout the day so that there are fewer passengers on our busier sailings is more important than ever. Congratulations to the team involved in launching this new initiative!

Accessing Online Training Courses Easier than Ever

Employee Self Service (ESS) was recently updated to make accessing online training courses for employees easier. Now, employees can access the training content for online courses through ESS from any computer outside of the office without the need to be on the BC Ferries network. This means there is no need for employees to have Citrix or VPN. Simply access your ESS by visiting <https://ess.bcferrries.com/>.

This is an outstanding improvement for our employees. Congratulations to everyone involved including Operational Training, IT EBS, IT Security, IT Data Services, IT Networks and IT Infrastructure (Unix).



A screenshot of the Employee Self Service site.

HR Intranet Launch

Working at BC Ferries means you have a team of dedicated HR professionals that are committed to supporting you and guiding you as the subject matter experts of your employee experience. To better serve you and allow you 24-hour access to information, the HR team developed a comprehensive HR Intranet page.

The intranet is divided into 4 areas:

- Payroll and Benefits
- Careers and Training
- Employee Wellness
- Retirement

This was created to provide answers to HR-related questions, access forms and information, and as a tool to use as your first stop for any required HR resources. In addition to these sections, there are now "New Employee Orientation" documents online for new employees to use as an introduction to the Company.



This document is easy to access from our intranet homepage and can be found under the Human Resources tab for Departments.

We invite you to visit the page in detail and if you have any recommendations, questions or comments, feel free to contact Dana Tremblay, Manager, Talent Strategies at dana.tremblay@bcferries.com.

This screenshot shows where you click to find the new HR Intranet page.

BC Ferries Recognized as Top Employer Again in 2021

As an organization committed to supporting our employees, we continually strive to create a safe, healthy and adaptive workplace where people want to work; and we take pride in our all or our ongoing workplace initiatives. We're proud of the work we do and we are very pleased to have been chosen again for the fifth year in a row as one of BC's Top 100 Employers by the editors of Canada's Top 100 Employers. This special designation recognizes the British Columbia employers that lead their industries in offering exceptional places to work.

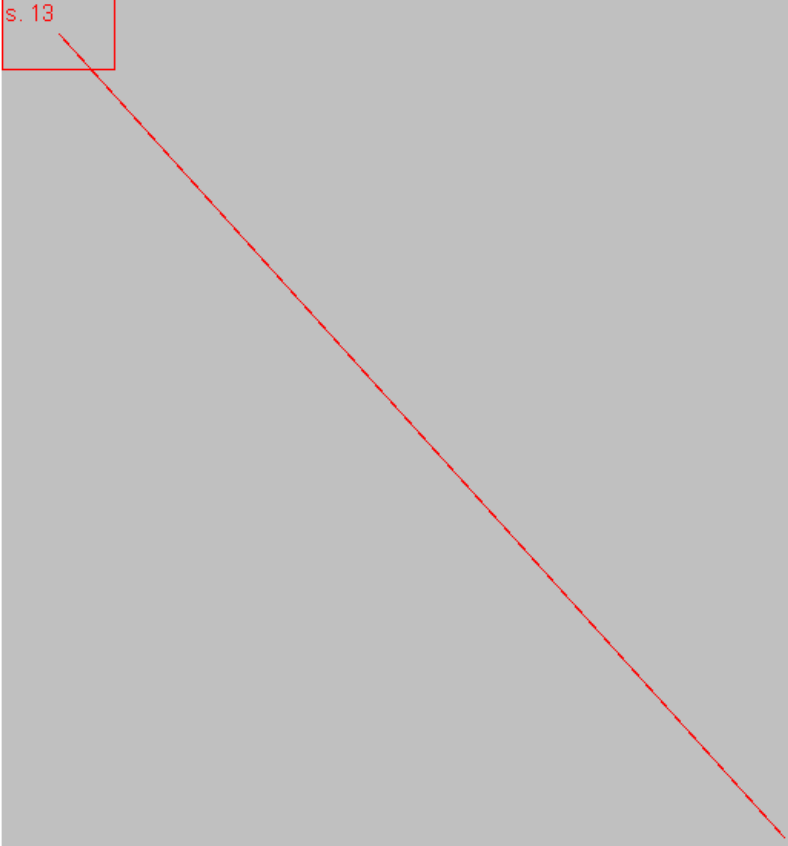
This past year we ushered in new electric hybrid vessels, introduced speed recruiting and local open house events across the fleet, launched a new website, engaged in multiple terminal and new vessel conversations with our customers and most importantly, showcased how adaptable we are as we weathered COVID-19 and numerous and often challenging changes to how we operate. While it was a tough year, the best of our organization shone through.

So, what's considered when selecting the top employers? To be selected, employers are evaluated by the editors of Canada's Top 100 Employers using the following eight criteria:

- Physical Workplace
- Work Atmosphere & Social
- Health, Financial & Family Benefits
- Vacation & Time Off
- Employee Communications
- Performance Management
- Training & Skills Development
- Community Involvement

Employers are compared to other organizations in their field to determine which offers the most progressive and forward-thinking programs. Being selected for a fifth year is a great achievement!

Modelling Business Processes at BC Ferries



Page redacted

Focus on Customer Service

Meet Dalin Hunter, Ticketing Supervisor at Tsawwassen

When did you first join BC Ferries and what did you do before that?

I immigrated to Canada in 2004, and my first job was working as a line/prep cook at a pub in Ladner. While working there, I was also pursuing a diploma to become an assistant nurse. After working at a care home for a few years, I joined BC Ferries in June 2010.

You've held a variety of positions here at BC Ferries, tell the readers about them.

I first started at Tsawwassen terminal as a Ticket Agent before moving on board the vessel as a Customer Service Attendant with my Occupational First Aid Level 3 designation. After a few years, I took a regular Terminal Attendant position, eventually working as a relief Equipment Operator. In June 2018, I decided to take a regular Ticket Agent position and eventually transitioned into the position I am in now. I currently work as a Ticketing Supervisor and a SEA Trainer for the ticketing department.

What is the nature of your current position?

The nature of my job is built on the basis of customer service and safety. I work with my team to ensure passengers have a good experience at their first point of contact at the terminal, and we work together to resolve daily issues that may arise. I believe the most important part of my job is to support my front-line team so they have the resources to deal with a variety of situations in a safe and efficient manner. Another aspect of my job is to ensure that customer inquiries are answered and that their shore to ship experience is enjoyable time after time.



Dalin Hunter is a Ticketing Supervisor at Tsawwassen terminal.

Describe your typical day at BC Ferries.

We provide coin and media orders to vessels, process dangerous goods before they board the vessels, and deal with any revenue issues that come up during the day. I typically come in to work a little earlier so I have enough time to changeover with the previous supervisor and be informed of all the necessary updates required for my shift. I then proceed to check my emails, making sure I have all the relevant information such as traffic stats, weather conditions, and other special events that may affect traffic levels. This is to help ensure I run a smooth shift.

My day is then spent going around the terminal, checking on Ticketing Agents at the vehicle and foot booths, resolving any customer-related issues, and ensuring vessels receive their requested coin orders to run their day smoothly.

What is the most interesting part of your role?

The most interesting part of my job is the different people I meet every day and having the opportunity to work with different departments to efficiently carry out our operations. What happens in one department can have a domino effect on the other departments, and as such, communication is key when working with my terminal and shipboard co-workers. I believe this is the first position I have worked where teamwork has never been more pertinent to my role.

This year has presented challenges that most people have never experienced before. What have you done to stay positive through all this?

I think the way to stay positive through all the challenges presented is by focusing on kindness, empathy, and having a strong

Continues on following page...

Continued...

support system. At work, without a group of motivated and supportive Ticket Agents, my job would be that much more stressful and difficult. I am very fortunate to be working alongside a dedicated team during such unprecedented times. I work to always approach things from a positive perspective and welcome all learning opportunities.

What does customer service mean to you?

Customer service means actively listening to the customer and understanding their needs. Travelling can be very stressful for some people and it is important to be able to put ourselves in our customers' shoes. When travel plans do not go as planned, people can get flustered and frustrated, not knowing how to express themselves at times. In my experience, showing kindness and empathy to a frustrated customer can not only calm them down, but makes them more inclined to work with you to resolve the issue at hand.

Share a time when you have gone above and beyond to assist a customer or co-worker.

Last year, we had a customer returning from an international trip to make their way home to Vancouver Island. Because they had just missed the ferry and were required to quarantine from other passengers, they were moved to a separate location to wait two hours for the next ferry. I offered to get them food and a beverage as they were not able to leave the specific area, due to quarantine conditions.

A few weeks later I received a letter of appreciation from this passenger, acknowledging how grateful and appreciative they were with my attentiveness. Although at the time I did not think I was offering anything out of the ordinary, that little bit of kindness and gesture made a big impression to the passenger. I am more proud of how my

team handled this particular scenario and how they went above and beyond to ensure the passenger felt comfortable during these challenging times.

Is there anyone at BC Ferries who stands out as a mentor or who has positively impacted your career here?

The person who has most positively impacted my career so far is my current Manager, Megan Caldwell. Not only has she been an immense support system for me, but she has also provided guidance and shared leadership advice, which continues to help shape the development of my supervisory skills. I believe we have a strong professional relationship where I feel comfortable sharing my ideas and perspective, as well as sharing different opinions in resolving daily issues. With Megan's support, I continue to grow every day in my role as a supervisor.

Do you have any words of advice for someone new to BC Ferries?

If I can give any advice to someone new to BC Ferries, it would be to be on time, be respectful and be considerate. Each employee plays a crucial role in our daily operations and one late crew member can greatly affect the workflow and the workload of the other team members.

Teamwork is very important no matter what role you play within the Company. Diversity is also something BC Ferries takes pride in, which is why being respectful is so important. No matter what a co-worker's or passenger's background may be, as an ambassador of the Company, we must be respectful and mindful with our interactions at all times.

Lastly, as I mentioned before, it is important to be considerate towards one another. Putting yourself in another person's shoes can often change the way you look at a difficult situation. Being considerate shows that you

care and you may be surprised how far a smile and a simple 'thank-you' can go. I believe with a good attitude and strong work ethics, along with my own personal experience, there are many opportunities for advancement within BC Ferries — especially if you have the desire to pursue those opportunities!

 @BCFerries

Sometimes I am critical of @BCFerries (see: ferry Wi-Fi comments), but we are lucky in B.C. to have a well running, organized, clean, ferry service that has made great efforts to keep folks healthy and safe during the pandemic. So... thanks.

 @BCFerries

We are regular coastal travellers and offer an unreserved HUGE THANK YOU to every #BCFerries employee from the bottom to the top, and in between, for all of your hard work through these trying times! Have a stellar long weekend folks and see you soon! #WeLoveBC

Engagement Corner

EMPLOYEES AND COMMUNITY MEMBERS COME TOGETHER TO FORM PROJECT WORKING GROUP FOR SUNSHINE COAST ENGAGEMENT

Part of growing our engagement practice involves finding better ways to gather feedback from our employees when it comes to projects and problem-solving. Recently we tried something a little different. As part of our recent engagement efforts on the Sunshine Coast, we created a Project Working Group that consisted of 15 community members from the Upper and Lower Sunshine Coast, and included four employees from the Horseshoe Bay – Langdale route (Route 3).

Our four employee representatives brought a broad range of terminal and vessel knowledge to discussions. They provided comments and explanations during meetings, which added to everyone's understanding of the reality of the operational environment on this busy route. Having that information come from the 'feet on the street' had a huge impact on other meeting participants.

A big shout out to Nicole Green (Langdale terminal), Marjorie Baliog (Route 3 Catering), Harmandir (Jimmy) Dhaliwal (Route 3 Deck) and Stuart Pelly (Horseshoe Bay terminal) for all of your time and energy on this project.

The Project Working Group generated 11 ideas to improve ferry travel to and from the Sunshine Coast in the near term, using the assets we currently have. The community supported all 11 ideas as being worth exploring further. Through Spring 2021, BC Ferries and key stakeholders, including employees, will work to turn the proposed ideas into tangible solutions. BC Ferries workshops were completed early this year. The engagement team will continue to provide project updates to the community and employees as next steps progress, and will initiate additional engagement over the coming months as ideas progress through to solutions and implementation.

If you have any questions about this project, or suggestions on how to improve employee engagement in specific projects and initiatives, please reach out to our Manager of Engagement, Carrie McIntosh at carrie.mcintosh@bcferries.com.

JANUARY 2021



Moving Ahead Together on the Sunshine Coast Phase II Engagement

While we continue to explore options to increase year-round service for the Sunshine Coast, we are looking at ways to make travel easier, more comfortable, and less stressful for Sunshine Coast residents and visitors today.

WHAT WE ASKED

The Moving Ahead Together Project Working Group and BC Ferries developed 11 ideas to improve travel on the Sunshine Coast in the near term, and asked the community to tell us which ones they would like to see developed further.



WHO WE SPOKE TO

We engaged with:



WHAT WE HEARD

The community felt all ideas proposed were worth developing further and noted several key considerations as we go forward:

IDEA PROPOSED:

OTHER KEY CONSIDERATIONS (NOTED BY THE COMMUNITY)

TRAVEL CERTAINTY

- 1 Modifying the way we handle/allocate reservations
- 2 Staggering the release of reservations
- 3 Piloting ways to ease travel for those taking more than one ferry

- Ensure modifications benefit all travellers
- Maintain flexibility for those with routine and last minute travel needs
- Explore operational, reservation, and scheduling adjustments that make it easier for those taking more than one ferry

MEDICAL TRAVEL

- 4 Provide access to reservation capacity for Travel Assistance Program travel
- 5 Provide access to reservation capacity for Medical Assured Loading travel
- 6 Enhance information available about medical travel
- 7 Create system for being placed in an accessible spot on the ferry

- Enhance communications around medical travel, e.g. easier to find, more information etc.
- Create reservation processes to better support medical travellers
- Explore operational adjustments that prioritize medical travellers and could make medical travel easier

COMMUNICATIONS

- 8 Enhance information that helps customers plan their travel
- 9 Increase and improve information that helps customers on the day-of-travel
- 10 Create a mobile app to access preferred travel information

- Work with other transportation providers to improve service connections
- Provide information that will help customers make informed decisions when planning travel and on the day-of-travel

MANAGING DEMAND

- 11 Encourage use of capacity over the day for those who have flexibility in their travel plans

- Use communications and fare structures to manage demand
- Consider changes to schedule & fleet deployment

OUR NEXT STEPS

BC Ferries internal workshops to develop solution options

Key stakeholder workshops to refine solutions

Community engagement (where warranted) to gather feedback on solutions

Finalize and implement solutions, keeping community informed throughout





Working Together to Help Support the Recovery of Southern Resident Killer Whales*

On the West Coast, we are not strangers to working together to help save marine mammals. Years ago local governments, Indigenous partners, industry and citizens joined together to support the recovery of the humpback whale population. With the survival of the iconic and beloved Southern Resident Killer Whale (SRKW) threatened, the Government of Canada is committed to their protection and recovery. This is why we are working together with Indigenous groups, partners and stakeholders like BC Ferries to help them recover and thrive in the waters of the Pacific Northwest.

One of the biggest challenges to their recovery is underwater noise. Killer whales use sound and echolocation to feed, socialize and navigate in our waters. The noisier the water, the harder it is for whales to survive. Reducing underwater noise is therefore a top priority. Transport Canada appreciates the efforts and

collaboration of BC Ferries in helping address this pressing issue.

By adopting an underwater noise management plan and testing new technology to quiet their vessels, BC Ferries is showing leadership in helping the SRKW population. Working with the Government of Canada, BC Ferries has launched two scientific projects to reduce underwater noise caused by vessels without jeopardizing the ship's efficiency:

- Optimizing the propeller design for the Coastal Class and Spirit Class vessels; and
- Covering the hull of the *Queen of Oak Bay* with a special low friction coating.

In addition, Transport Canada acknowledges BC Ferries' great work in co-developing the Whales in our Waters training with the ECHO Program and Ocean Wise, the addition of Whale Trail B.C. signage at select terminals,



*A pod of Southern Resident Killer Whales.
Photo credit: Jared Towers, DFO.*

**This article was submitted by Transport Canada*

and supporting efforts to implement the Whale Report Alerting System to help alert vessel operators to whale presence.

BC Ferries' employees are playing an important role in helping to educate the public on the various measures in place to protect the SRKW. Materials concerning SRKW seasonal interim protection measures are available to passengers on ferries. On certain sailings when killer whales are nearby, ship Captains broadcast their location so ferry passengers can get a glimpse of these wonderful animals. These actions help improve the general public's understanding of these creatures.

Together, through innovative projects and ongoing teamwork, BC Ferries and the Government of Canada are addressing underwater noise, helping to educate the public, and setting the stage for the SRKW to flourish again.

Page redacted

Page redacted

This & That



Terminal Services Attendant Jane Scheider captured this photo from Village Bay in September. Wildfires in California created a lot of smoke in the area, which made for a great photo!

Shawn MacDonald

Shawn MacDonald was born in Prince Rupert and raised in Port Edward, a community his parents still call home. For the past 20 years, Shawn has worked for BC Ferries and is currently a Terminal Services Attendant at the Prince Rupert terminal.

When Shawn's not working, his passion is volunteering in the community. Shawn's parents were volunteers with the Port Edward Lions and he volunteered with them for 15 years until it disbanded. He's also volunteered with high school kids in Nanaimo and with the Loyal Order of the Moose for more than 15 years. Volunteering is in his blood.

But it hasn't always been easy for Shawn. He loves his job with BC Ferries and learning new things, but that can sometimes be a struggle. Shawn has cerebral palsy, and not a lot of people know that. Shawn was diagnosed with a hole in his heart when he was 11 years old, and sent to Vancouver for surgery when a second hole was discovered. Despite continuous treatment during a time when most kids were off being kids, Shawn chooses to look at the positive affect the condition has had on his life.

Growth. Learning. Challenges. These are all things Shawn has faced with a positive outlook, leading him to his current volunteering efforts with the Moose. He was first introduced to the Moose by a friend, and found meeting and socializing with the group's members fun. He joined the club and has never looked back since.

He started volunteering at the Moose in 2005, and has been the governor of the lodge for more than a year. He spends more than 30 hours a week helping out with jobs like receiving the weekly liquor order, being a DJ, bartending, and even doing a toilet paper run.



Prince Rupert Terminal Services Attendant Shawn MacDonald enjoys volunteering and giving back to the community.

With COVID-19, the lodge is currently closed and undergoing renovations to upgrade the bathrooms and put in new windows. They hope to reopen when it's safe to do so to get back to raising funds for the community of Prince Rupert.

Shawn encourages everyone to give volunteering in their local community a try. In smaller communities like the many regions BC Ferries' serves, word spreads easily and volunteering is a great way to connect with your neighbours.

An Act of Kindness

In February, a customer wrote a Letter to the Editor of the Times Colonist newspaper about an act of kindness they witnessed from one of our Tsawwassen terminal employees, Shantaya Alaric-Marshall. The letter is below. Spoiler alert: the customer made the ferry. Well done Shantaya!

In a world where there is so much bitterness, uncertainty and negative output, I just needed to let everyone know that kindness and respect is still alive.

On Feb. 1 I was about to board a ferry to Victoria after a medical appointment in Vancouver. The lines of traffic had just started to move when my daughter and I noticed an older man trying to run with his walker down the parking area, to what we assumed was his vehicle. His vehicle was quite some distance behind where we had been parked and now stood alone as everyone else had gone around.

Just as he had passed us, his legs gave out and he had to sit on his walker. I was just about to jump out of the vehicle (and I must admit I wondered how I would get on board) when we noticed a BC Ferries truck patrolling the area turn around and pull up beside the gentleman.

The driver got out and pushed him on his walker to his waiting vehicle. She did more than most people would have done, as it put her in a position of being less than six feet from this individual.

I have to believe that he was able to get on the ferry and all ended well, but my point being, this person went above and beyond what was expected of her.

I am sure he thanked her, but my daughter and I thanked her. Thank you for being kind! Thank you for thinking of another before yourself! Thank you for working for BC Ferries. I hope they know what a special person you really are.

L.H.

Victoria



A replica of Passages Mylo has created in Minecraft.

Young Boy Builds Ferry Replicas in Minecraft

Meet Mylo, a 9-year-old autistic ferry fan from Vancouver Island. His focus lately has been on building his favourite BC Ferries ships in Minecraft and using his new bullhorn to make the announcements he's heard on board. We look forward to seeing Mylo and his family on board once it's safe to resume non-essential travel!



Mylo likes to use his bullhorn to recreate the announcements from on board the ferry.

Page redacted

Community & Social Investment



Westview Terminal Operations Supervisor Mindy Jones (right) hands off the masks to Julie Jenkins, Director, Community Engagement and Resource Development at Powell River & District United Way.

A Million Masks

In February, BC Ferries helped provide a million masks to those in need across the province. In partnership with the United Way, Deloitte, TransLink, YVR, BCAA, SCI, OEC Group and BC Transit, BC Ferries supported this initiative to help keep coastal communities safe. Masks were distributed based on recommendations from the United Way on areas and organizations in need across the province.

Kudos goes out to teams from across the organization including Operations, Supply Chain Management, Marketing and Customer Experience who assisted in the planning, execution and delivery of masks around the province. Through the BC Ferries network, we were able to deliver masks to organizations in need in Victoria, Nanaimo, Powell River, Sunshine Coast and Bella Bella.

Pink Shirt Day

BC Ferries was “tickled pink” to participate in Pink Shirt Day on February 24, 2021. All employees were provided with a custom pink mask to support the campaign and stand up to bullying. This annual initiative aims to raise awareness about bullying and make the world, both offline and online, a kinder place. Pink Shirt Day helps fund local anti-bullying programs that teach youth about empathy, compassion, and kindness.



1. Sidney Terminal Maintenance B Watch looking pretty in pink.
2. The Customer Care team in pink at the Atrium in Victoria.
3. The Engineering crew on the Queen of Alberni.
4. Catering crew members Jeni, Julie and Rowena in pink on board the Queen of New Westminster.

Recognizing Long Service at BC Ferries

Every month, many BC Ferries employees pass a significant milestone in their years of service with the company. While they are recognized individually, employees celebrating service milestones are also recognized in *The Wave* to further celebrate this achievement.

Congratulations to the following employees for their many years of dedicated service with BC Ferries.

AUGUST 2020

Employee	Yrs	Position	Point of Assembly
s. 22			

OCTOBER 2020

Employee	Yrs	Position	Point of Assembly
s. 22			

SEPTEMBER 2020

Employee	Yrs	Position	Point of Assembly
s. 22			

NOVEMBER 2020

Employee	Yrs	Position	Point of Assembly
s. 22			

s. 22

JANUARY 2021

Employee	Yrs	Position	Point of Assembly
s. 22			

DECEMBER 2020

Employee	Yrs	Position	Point of Assembly
s. 22			

s. 22

Celebrating a milestone with BC Ferries? While we endeavour to make sure everyone is recognized according to their service start date, sometimes a break in service or casual status at start date may change the date we have on record. If your name does not appear on the list and you recently passed a service milestone, please email employees@bcferries.com.

 @BCFerries

@BCFerries Thank you to all the staff and crew on the Queen of Alberni. You are doing a wonderful job!!! The sun sets on another day of your faithful service to keep the rest of us reaching our destinations.

 @BCFerries

Shout out to @BCFerries. My car decided it did not want to start so I could disembark at Tsawwassen terminal. Staff were very helpful and kindly made my return to Duke Point a less humiliating experience.



Careers on the Coast

Join one of BC's Top Employers and a global leader in ferry transportation. The open air and untamed waters of the west coast are calling.

Visit bcferries.com and set your course.



Careers on the Coast one of the great ways we highlight the opportunities available with BC Ferries, one of BC's top employers.

Page redacted

Page redacted

Customer Compliments

"On September 25 we travelled on the Northern Adventure from Prince Rupert to Port Hardy (11 am departure). Our vehicle was a full size pick-up truck with a canoe on the roof and we were towing a 25" travel trailer (bumper hitch). When we were advised that it was our turn to board the ship, we were asked how good we were at backing up! We had no idea that we would be backing our 47" rig down the 300+ metre ramp into the dark hallows of the ship.

The crew member offered us the chance to have one of BC Ferries' drivers do it for us, but given the current COVID situation, we felt we could do it. The crew member walked down the ramp beside us coaching us "a little to the left, a little to the right" for the entire length of the ramp. His manner was exceptional. He was so patient, humorous and friendly while still being so professional and precise with his instructions. Our boarding went without any problems or delays. Please send our compliments to this crew member. He is truly a valuable asset to the Company."

 **@BCFerries**

@BCFerries Y'all are amazing. Thank you for a pleasant and peaceful crossing today. The staff were friendly and helpful. COVID-19 procedures were carried out. And the Queen of New Westminster behaved exceptionally well. Thank you.

 **@BCFerries**

@BCFerries Thank you so much yesterday for all the hard work getting us essential folks over to the island. Food will be on the tables and in the stores as a result. Thank you in advance for the hard work mediating the overflow with full boats today. #appreciation

 **@BCFerries**

I call out the good as well as the bad, so a big thanks to @BCFerries for the courteous staff who got me on the 3 pm sailing today even though my reservation was for the 4 pm. I appreciate the extra hour I'll get at home this weekend.

"We have just completed our first two sailings (Tsawwassen – Mayne Island return) since the restriction on remaining in cars on lower decks was reinstated. Having an at-risk asthmatic toddler and senior in our bubble we were concerned, and having spoken with BC Ferries staff, made our bookings by phone and requested upper deck. Kudos to all staff for the efficient handling of this request. Ticket agents at both ends were clearly pre-warned of the request. Loading staff both on and off the vessel were prepared and considerate. Thanks for adapting so well to one more COVID-19 challenge. It is much appreciated!"

"Shout out to the staff I always encounter on the Northern Expedition for the Northern Route from Bella Bella to Prince Rupert, especially my last trip Dec. 18 and Dec. 27, 2020. I've seen people complain about the long trip of 13 hours but I absolutely love it. I take advantage of the down time where I can unwind and relax. More so, the staff at the cafe and cleaning crew make it so much more welcoming. This trip, I had a chat with John Gohn; he was working in the Gift Shop. He was practicing speaking our Heiltsuk Language, and it's not the first time I've heard him use the language. As an Indigenous Educator, it's so nice to hear people respecting different cultures. Walas Aik, John & Giaxsixa! I'll be watching out for him again on future trips, as I'd love to learn more about where he's learning it."

 **@BCFerries**

Thanks so much to all the wonderful workers on @BCFerries @BCTransit @TransLink #thanktransit

 **@BCFerries**

I'm going to join you in sending @BCFerries some #custserv love. We get upset when we miss the ferry, but how often do we appreciate when they do their best to squeeze us in the last spot? Or get us safely to our destination?

"Last night, on the 4 pm Swartz Bay – Tsawwassen sailing, I left my backpack in the cafeteria. One of your staff found and returned it, and it was all intact. Good people do exist and I am eternally grateful. Thank you."


 **@BCFerries**

@BCFerries I'd like to thank the crew on Texada Island who came back to work to make a late night run to get the Powell River Search and Rescue group back to our base. Thanks again.

"Hi, I used to travel on the ferries for a regular basis but haven't travelled on them for nearly a year now due to COVID-19. My work required me to travel to Vancouver, so I travelled on the 12:45 pm sailing onboard the Queen of New Westminster on February 7.

I was nervous about travelling with the current pandemic. However, your crew made me feel quickly at ease. All of my interactions with crew in the cafeteria, announcements from the Stewards or the Bridge, and other crew as they carried out their duties made me feel at ease, safe, and cared for. They had a quiet confidence that made me feel safe. I also saw lots of staff going around performing lots of cleaning.

Thanks to your crew for making an anxious trip into an enjoyable one. I won't hesitate to travel again (should the need arise) thanks to this recent sailing. I can't say enough things about their attitudes and I thought you should know. Bonus points for sailing on board a classic ship like the New Westminster, too!"



A beautiful view of the snow-capped mountains looking out of the Bella Coola Harbour. Photo taken by Jenevieve Stenmark, Chief Steward of the Northern Sea Wolf.

THE wave

Contact Us

We would love to have your story submissions and high resolution images for the next issue of The Wave, so please send your success stories and customer compliments to the email address below.

Retirees: If you would like to receive The Wave in electronic format, please

send an email addressed to the Editor at employees@bcferries.com.

For questions and feedback, contact:
Tessa Humphries
Phone: (250) 978-2069
Suite 500 - 1321 Blanshard Street
Victoria, BC V8W 0B7

Thank you for your continued readership and support.

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Human Resources & Corporate Development

October 2, 2019

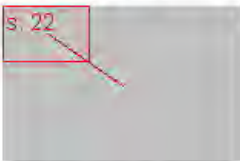
FLU SHOT REIMBURSEMENT

BC Ferries is pleased to advise that the Company will pay the cost of flu shots once again this year. Employees will be reimbursed up to a maximum of \$30.00 total upon presentation of their receipt and completed expense claim form to Corporate Human Resources or their local Employee Relations Office.

Employees are asked to coordinate directly through their family doctor or a participating medical clinic at a convenient time and location.

Should you have any questions, please contact your local Employee Relations Office.

Thank you,



John D'Agnolo
Vice President, People

cc: EMC

Page redacted

Page redacted

Page redacted

Mental Wellbeing

[Home](#) › [Payroll and Benefits](#) › [Health and Wellness](#) › [Mental Wellbeing](#)

Overview

[How to Find Help](#)

[Fatigue](#)

[Return to Work Success](#)

[Mental Health First Aid](#)

[Conflict Resolution](#)

[Exercises to Improve Mental Health](#)

[Substance Use](#)

[Personal Stories](#)

Related Resources

- ▶ [Ministry of Mental Health & Addictions](#)
- ▶ [Policy 2.0 Treatment of Employees in the Workplace](#)
- ▶ [Policy 11.0 Commitment to Employee Wellness & Substance Abuse](#)

ⓘ Please Note: *Nothing on this site is intended to replace professional assistance. We do not expect employees to become experts in the diagnosis or treatment of mental illness. Our goal is to talk about how to achieve good mental health, how to recognize and support others who are struggling, and how to initiate a conversation encouraging those people to seek help. Above all, we want our employees to know they are not alone.*

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted



What is Mental Wellbeing?

Mental wellbeing means striking a balance in all aspects of one's life: social, physical, spiritual, economic and mental. At times, the balance may be tipped too much in one direction and one's footing has to be found again. Everyone's personal balance is unique and the challenge is to stay mentally healthy by keeping the right balance. Mental

wellbeing is as important as physical health. The World Health Organization (WHO) has always considered mental wellbeing as an integral part of the general definition of health. WHO defines health as "a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity".

Mental Wellbeing at Work



Taking care of yourself

You might not be talking about it, because mental health is still a taboo subject. But there are small, simple steps you can take to make your workplace mentally healthier.

(<https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-yourself/>)

↓ Guide for Employees - Wellness Action Plans (WAPs)

(<http://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-yourself/guide-to-waps-employees/>)

How to Support your Mental Wellbeing at Work: Designed for anyone who would like to learn more about how to use Wellness Action Plans to support and promote their mental health and wellbeing at work.



Taking care of your staff

Our research confirms that a culture of fear and silence around mental health is costly to employers. Starting a conversation about mental health doesn't have to be difficult. We can show you how.

(<https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-your-staff/>)

📄 Guide for Line Managers - Wellness Action Plans (WAPs)

(<https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-your-staff/employer-resources/wellness-action-plan-download/>)

How to Support the Mental Wellbeing of Your Team Members: Designed for anyone who would like to learn more about how to use Wellness Action Plans to support and promote their mental health and wellbeing at work.

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Holiday Stress and Anxiety Prevention



Are you approaching winter celebrations and the holiday season with apprehension?

Regardless of religion or traditions, the approaching winter brings with it the close to a truly unique and challenging year.

As the COVID-19 pandemic continues, this year's celebrations and customs will be different and difficult for many. Typically, we head into the season, looking forward to social gatherings with friends, family, neighbours and co-workers. We share meals and take part in a host of other traditions. This season, we are unable to celebrate in our traditional ways and without our favourite practices. However, it's important not to cancel all events, remember you may celebrate with close family and/or friends with strict adherence to established guidelines set by government and health authorities. You may also connect virtually with those outside your immediate circle. The guidelines may cause additional stress to an already hectic time of year, however the precautions in place are there for our protection and to limit the risk of exposure and spread of the virus. Many would suggest this time of year is supposed to make

us feel good, filling us with joy and a renewed sense of togetherness. So, why is it that so many of us are finding that we no longer share this sentiment?

For some, it may not be the most wonderful time of the year

Unfortunately for some, there are negative repercussions to the inescapability of the season. COVID-19 may have brought extreme hardship and/or adversity to families from all walks of life, regardless of culture or religion. Others may have sensitive memories or traumatic events from past years tied to the holiday season. Various triggers may induce strong reactions including anxiety and/or depression, and in some instances even phobias that can affect disposition and behaviours significantly which may lead or contribute to adverse health outcomes.



Holiday Stress and Anxiety Prevention

Beyond physical reactions, every year, the cavalcade of consumer goods and often self-imposed expectations to give the perfect gift place undue mental strain and fatigue on the most resilient of us. The commercial blitz combined with the visual stimuli serves as a constant reminder of the coming holidays. The pandemic has brought many unexpected twists and turns, and many of us may be looking back on the year feeling that the pandemic has taken the opportunity for celebration away.

So, what can we do about this?

It's time for us to listen to our instincts and acknowledge what our minds and bodies are telling us. We can minimize some of the increased anxiety and reduce some of the stress that we feel building by recognizing the symptoms we are experiencing, acknowledging our reactions to them, and developing plans to put safeguards and solutions in place that allow us to be better prepared with known expectations for a season unlike those previously celebrated.

Recognizing the symptoms of anxiety

Generally, anxiety is a reasonable and temporary reaction to stressful situations or environments. What makes things more complicated is when someone has an anxiety disorder. In this case, the anticipation of what could happen at a holiday-related event may bring on more debilitating symptoms like shallow breathing, heart palpitations, and irritability as the body responds with intense reactions that might seem disproportionately strong. These kinds of extreme anxiety responses have often been brought on by interpersonal conflict. Conditioned over time, these responses have trained the brain to overestimate the level of risk and/or danger that exists within a given situation.

Someone with an anxiety disorder might experience the sudden onset of headaches, dizziness or even high blood pressure. While the scenario of relatives arguing about something might be somewhat uncomfortable for everyone, for a person with an anxiety disorder, this can have a very physical reaction that is instinctive and can be devastating. It's "fight or flight" in action. They may immediately feel like they need to withdraw and depending on the degree of uneasiness and tension that has been introduced, they may not be able to rejoin the gathering and may feel compelled to leave the immediate environment.

Clues your body uses to show that you are feeling stressed

While some people insist they are motivated when they are feeling stressed, a stress reaction can actually set off instinctive physical, behavioural and psychological changes in our bodies that over time, can have a significant effect on our long-term health. Though you might not think they are related, stress reactions can cause you to lose sleep, create upper respiratory or digestive problems, be related to the development of hypertension, and over the longer term may be associated with coronary heart disease. Have you noticed nervous habits like nail biting increase when you're stressed? If you're a smoker, have you observed that you might be consuming more cigarettes when stress runs high? Even seemingly innocent things like a lack of patience, reduced activity levels, forgetfulness, difficulty concentrating, and uncharacteristic interpersonal conflicts are warning signs that your body is reacting to an increased amount of stress. The challenge in recognizing our reactions is that we think these are just normal responses. It's easy to rationalize that we've only had a bad day or are in a bad mood.



Seven techniques you can use to help diminish your anxiety or alleviate stress

Being able to recognize anxiety and stress reactions is a great first step. The ultimate goal is to be able to respond with techniques that can be used to stop the escalation and re-focus ourselves.

1. Express yourself.

Although it goes against what your body may be telling you, it's essential to stay connected with people who are supportive, caring and sympathetic. Speaking with trusted family members, friends or colleagues who will listen to how you are feeling and help you express yourself is one way to reduce anxiousness and stress.

2. Look on the bright side

Being able to reframe your perspective allows someone to look at difficult situations with a goal in mind to overcome any negative thinking. Shifting problems into opportunities can be a beneficial way to feel more in control.

3. Take a moment just to breathe

Your brain can switch from a stressed state to a relaxed and calm demeanor when you concentrate on the simple act of inhaling and exhaling. Over time, you can develop skilled relaxation that extends to release muscle tension and relieve feelings of anxiousness. Close your eyes, clear your mind and notice nothing but the rhythm of your breath. You could even use a positive message to stay focused: Life is beautiful. This is the very essence of meditation, and with practice, you can see significant improvements in concentration and your overall feelings of well-being.

4. Get enough sleep

Getting a restful night's sleep helps you cope better with the stresses you experienced during the day and enables you to prepare for tomorrow. Studies have repeatedly shown that the optimal amount of sleep ranges between seven and eight hours each night. After you feel more rested, you may even feel energized enough to wake up early to plan your day.

5. Exercise. Even 20 minutes a day can help

When you exercise, your body produces endorphins that combat stress and fatigue. Where possible, seek activity in isolation adhering to physical distancing guidelines. Move your arms and legs, stretch, get your blood circulating. Listen to music while you work out to help put you in a positive mood. Findings suggest that between 20 and 40 minutes of aerobic activity can result in a reduction of stress levels for several hours.

6. Plan ahead and prioritize

One of the best things you can do to stay calm and focused in stressful situations is to anticipate what could happen and visualize what you would do and what the priorities would be. Make a list of things you need to remember or complete, identify goals and remember, be kind to yourself by recognizing your accomplishments and progress.

7. Watch what you eat, drink and indulge in

Be aware of the effects that your dietary choices can have on anxiety and stress. Caffeine has been shown to increase cortisol levels, which in turn can lead to anxiousness. Nicotine is a powerful stimulant that produces epinephrine (adrenaline) when inhaled. Adrenaline can spike glucose levels, which in turn increases blood pressure, heart rate and respiration, creating conditions for an anxiety attack. Alcohol is both a stimulant and a depressant that causes mood and emotional changes that can induce an anxious response, trigger a depressive state and in some instances may result in fatigue. Often the holidays mean an abundance of sweets and treats - with high levels of sugar and fat. Pay attention to your body's need for healthy food during this busy time of year.

What else can you do to feel well throughout the season of winter celebrations?

Have the courage to be honest with your friends and family about how they can be involved and help you with goals to reduce stress and anxiety. Clarify expectations that they may have of you and reframe them. It may mean that you need to take a step back from traditions that you don't enjoy. That's okay. Releasing expectations from past years that have created anxious or stressful responses can be very liberating. This also allows you to focus on the current year: It's okay if priorities look different than those of past holidays or years.

Take time to reflect on the deeper meaning of these gatherings and events for you personally, for your family and your social circle. This year has been unique and memorable. Reflect on the events that brought you comfort and understanding and look to your strength and resiliency through the challenges you have faced.

Finally, don't try and control the uncontrollable, especially other people's behaviour. Focus on the things you can control: like the way you choose to react to a perceived problem. If you need to, step back from stressful situations so you can move away from the emotional reaction that could create an anxious response.

Remind yourself of what's important. Will it matter in a month, or in a year's time? Some people use the five by five rule to assess a situation: if it's not going to matter in five years, don't spend more than five minutes being upset by it.

In the end, it's about the series of small steps you can take to keep your brain calm at a particularly stressful time of year. Worrying is a habit you can learn to manage!



For more information, please contact our Client Services Representatives available 24 hours a day, seven days a week, in English or French. All calls are completely confidential.

1-800-663-1142

1-866-398-9505 (Numéro sans frais - en français)

1-888-384-1152 (TTY)

604-689-1717 International (Call Collect)

Follow us:   

HomewoodHealth.com

© 2020 Homewood Health™



Homewood
Health | Santé

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted



A Guide for Plan Members

Building a Future Together...

Contents

Introduction.	1
How your Public Service Pension Plan is run.	1
Starting out: pension basics	1
While you are working.	2
Approaching retirement	2
After retirement.	2
How your Public Service Pension Plan is run	3
What is the Public Service Pension Plan?	3
How is the plan governed?.	3
What is joint trusteeship?.	3
How does the board of trustees make decisions about the plan?	3
How are board members selected and appointed?	3
How is the plan administered day-to-day?	4
What role does my employer play in the plan?	4
Will my contribution rate ever change?	4
Where can I get information and records about my pension and the pension plan?	4
Starting Out: Pension Basics.	5
Am I automatically enrolled in the pension plan?	5
What are my contributions to the plan and how are they deducted?	5
What are the age rules for retirement for different employee groups?	6
How does the plan work?	6
What is pensionable service?	6
What is contributory service?	6
How will my pension be affected if I terminate my employment before age 60 (55)?	7
What is the reduction?	7
How will my monthly pension payments be calculated?	8
While you are working	9
What information can I expect to receive about my public service pension?	9
How do I get more information about the Public Service Pension Plan?	10
Are my pension contributions subject to income tax?.	10
Can I contribute to RRSPs at the same time I am contributing to the Public Service Pension Plan?	10
What happens if I go on a leave of absence?	10
Is there any other way to purchase time when I wasn't contributing to the plan?	10

Can I move my service time to, or from, another pension plan entirely?10
What if I move between employee groups?11
What if I am disabled while I'm still working? Am I still eligible for a pension?11
What if I die before I retire?11
Who is my beneficiary?12
Approaching retirement13
What happens if I decide to leave my job?13
What are my options?13
What if I move from one Public Service Pension Plan employer to another?13
What should I do when I decide to retire?14
After retirement14
What happens to my pension if I go back to work after I retire?14
What if I go back to work <u>before</u> receiving my first pension payment?14
Who do I contact with specific questions about my pension?15
What can I do if I disagree with a decision about my pension plan?15

Introduction

A Guide for Plan Members is a general introduction to the Public Service Pension Plan, and the benefits it offers.

Even if retirement seems a long way off, there are some things you should know about your pension plan now. This guide provides you with a general overview of the plan's main features.

Throughout this guide we mention specific [Pension Facts](#) and [forms](#) found on our website, pspp.pensionsbc.ca, or you can get copies from your human resources or payroll office.

How your Public Service Pension Plan is run

This section gets you started with how your Plan is governed. This part of the guide covers questions members may have about how the board of trustees operates and how others are involved in managing your pension, including:

- What is the Public Service Pension Plan?
- How is the plan governed?
- What is joint trusteeship?
- How does the board of trustees make decisions about the plan?
- How are board members selected and appointed?
- How is the plan administered day-to-day?
- What role does my employer play in the plan?
- Will my contribution rate ever change?
- Where can I get information and records about my pension and the pension plan?

Starting Out: Pension Basics

If you just started working, retirement is probably the last thing on your mind. It shouldn't be. Understanding your pension plan will help you make good choices in the years to come. This first part of the guide covers questions newcomers may have about the pension plan, including:

- What is the Public Service Pension Plan?
- Am I automatically enrolled in the plan?
- What are my contributions to the plan and how are they deducted?
- What are the age rules for retirement for different employee groups?
- How does the plan work?
- What is pensionable service?
- What is contributory service?
- How will my pension be affected if I retire before age 60 (55)?
- What is the reduction?
- How will my monthly pension payments be calculated?

While You Are Working

With your job and other demands, it can be difficult to find the time to read through stacks of pension information. We've put together some key points about the plan so you can easily find what you need to know. Questions covered in this part of the guide include:

- What information can I expect to receive about my public service pension?
- How do I get more information about the Public Service Pension Plan?
- Are my pension contributions subject to income tax?
- Can I contribute to RRSPs at the same time I am contributing to the Public Service Pension Plan?
- What happens if I go on a leave of absence?
- Is there any other way to purchase time when I wasn't contributing to the plan?
- Can I move my service time to, or from, another pension plan entirely?
- What if I am disabled while I'm still working? Am I still eligible for a pension?
- What if I die before I retire?

Approaching Retirement

At some time in your career you will begin to think seriously about retirement. This can be a stressful time as you face numerous decisions and tackle what seems like an avalanche of information. We've gathered information about the most important pension issues that you will face as you near retirement. In this part of the guide you'll find answers to these questions:

- What happens if I decide to leave my job?
- What are my options?
- What if I move from one Public Service Pension Plan employer to another?
- What should I do when I decide to retire?

After Retirement

You've made the big leap into retirement. Don't think you can forget about your pension now. There is still a lot to know and learn about your pension. Questions answered in this part include:

- Who do I contact with specific questions about my pension?
- What can I do if I disagree with a decision about my pension plan?

How your Public Service Pension Plan is run

What is the Public Service Pension Plan?

The Public Service Pension Plan currently has three components. They are the basic pension, inflation adjustments and post retirement group benefits.

The basic lifetime pension is guaranteed and its availability does not depend on economic conditions. The basic pension benefit is based on the member's highest average salary, years of service and age at retirement.

Inflation adjustments are not guaranteed. They are calculated annually and offered subject to available funding. Once granted, they become part of the basic, guaranteed benefit.

Post-retirement group benefits are optional and are not guaranteed. These non-pension benefits are partially funded from employer contributions designated for this purpose and partially funded from benefit premiums paid by plan members.

How is the plan governed?

The [Public Service Pension Board of Trustees](#) is fully responsible for managing the pension fund, including investing the assets and administering the pension plan. The board of trustees may amend the pension plan rules as long as changes can be funded without increasing contributions. Plan rule changes that result in contribution rate increases must be approved by the plan partners.

What is joint trusteeship?

The Public Service Pension Plan is governed through a joint trust agreement established on January 1, 2001. The [Public Service Pension Plan Joint Trust Agreement](#) describes the responsibilities and duties of the board and provides the framework for managing the pension plan and pension fund. All plan partners must agree before any changes are made to the agreement.

The Public Service Pension Plan partners of the joint trust agreement appoint the trustees. The plan partners are the BC Government and Service Employees' Union and the provincial government.

How does the board of trustees make decisions about the plan?

Full details about board decisions (for example, voting procedures and establishing a quorum) are outlined in the [Public Service Pension Plan Joint Trust Agreement](#).

How are board members selected and appointed?

The [Public Service Pension Plan Joint Trust Agreement](#) sets out how board members are appointed. The plan is jointly managed by trustees appointed by the plan partners.

The 14 trustees are appointed as follows:

- BC Government and Service Employees' Union (BCGEU) appoints six trustees (two nominated by unions other than the BCGEU with members in the Public Service Pension Plan);
- BC Government Retired Employees Association appoints one trustee (a retired plan member); and
- the provincial government appoints seven trustees:
 - one nominated by Crown Corporations Employers' Association, and
 - one nominated by BC Excluded Employees' Association (must be an excluded employee as well as an active plan member).

How is the plan administered day-to-day?

The Public Service Pension Plan is administered by the [British Columbia Pension Corporation](#) as an agent of the board. The corporation enrolls members, collects contributions, processes benefits and issues pension payments.

The [British Columbia Investment Management Corporation](#) (bcIMC) provides investment management services for the plan as an agent of the board. It is one of the largest institutional investors in the country, offering a wide range of fund management services.

What role does my employer play in the plan?

Your employer contributes to the plan as part of your overall compensation package. If contribution rates rise or fall, you and your employer share in the increase or reduction.

Your employer is responsible for sharing information about the plan with you (for example, by forwarding bulletins and other news). Your employer may also be responsible for forwarding your annual *Member's Benefit Statement* and *Report to Members* to you.

Under the [Public Service Pension Plan Rules](#), your employer must provide the plan with enrolment information about members like you.

Will my contribution rate ever change?

Yes, when an actuarial valuation reveals the need for an increase or reduction.

At least every three years, an independent actuary performs an actuarial valuation to assess the plan's financial health. An actuary is a professional with specialized training in financial modelling, the laws of probability and risk management. The valuation determines how much money needs to be paid into the plan to pay pension benefits, based on a series of economic and demographic assumptions (for example, interest rates and the life expectancy of members).

Trustees are required, under the [Public Service Pension Plan Joint Trust Agreement](#), one of the plan's key governance documents, to adjust contribution rates when needed to meet the plan's funding requirements.

Where can I get information and records about my pension and the pension plan?

You can access pension-related publications and our [online estimator](#) on the website or call the plan 1 800 663-8823 (toll-free in Canada and USA).

Any person entitled to a benefit, or their agent, has the right to examine plan documents, data and public information about the plan.

We provide retirement information to all employers. If you have a question about your Public Service Pension Plan, your human resources office should be able to help you.

New and mid-career members can attend a free "Your Pension, Your Future" seminar. [View the seminar schedule and register online.](#)

If you are within five years of retirement, you can attend a free "Thinking About Retiring" seminar. [View the seminar schedule and register online.](#)

Starting Out: Pension Basics

Am I automatically enrolled in the pension plan?

Mandatory Enrolment

Employees who do not have a choice about being enrolled in the plan are enrolled as soon as they are eligible, and cannot sign a waiver to opt out of the plan.

Employees in this group include:

- regular, full-time and part-time employees,
- casual/auxiliary employees who, in any calendar year, earn a salary that exceeds 50 per cent of the year's maximum pensionable earnings (YMPE),
- assistant deputy ministers and associate deputy ministers,
- persons to whom an enactment or Order-in-Council specifically states that the plan will apply, and
- plan members who retire but return to work before receiving their first pension payment.

Optional Enrolment

There are some employees who may opt out of contributing to the plan, but they must sign a waiver to this effect. If you do not meet the criteria listed above, see your employer about your enrollment status. Your employer will advise you of your options and provide a waiver form if you choose to opt out of enrollment. If you do not sign your waiver in a timely manner, contributions will be deducted automatically.

If you choose to enrol, you will continue to contribute to the Public Service Pension Plan until you terminate your employment with that employer.

What are my contributions to the plan and how are they deducted?

As a member of the Public Service Pension Plan, you contribute to this plan and to the Canada Pension Plan through automatic deductions from your salary. The amount of these contributions depends on the YMPE, a salary limit set each year by the federal government. Your employer also contributes to the Public Service Pension Plan.

As of April 1, 2012, the rates are as follows:

Contributions as a percentage of salary

	Member Rates effective April 1, 2012 (%)	Employer Rates effective April 1, 2012 (%)
Below YMPE*	Basic**	6.68
	IAA***	2.75
	Total	9.43
Above YMPE*	Basic**	8.18
	IAA***	2.75
	Total	10.93

* The YMPE is the year's maximum pensionable earnings for the Canada Pension Plan. Please visit the [YMPE Information page](#) in the Member's section of our website for the current YMPE.

** Members and employers both contribute to the basic account to provide for the member's retirement pension.

*** Members and employers also contribute to the IAA to provide for inflation adjustments, which are not guaranteed. Post-retirement group benefits are partially funded from a portion of employer contributions, which would otherwise go to the IAA, and partially funded from benefit premiums paid by plan members

What are the age rules for retirement for different employee groups?

The normal retirement age for Public Service Pension Plan members is 65, and the earliest retirement age is 55.

Certain designated occupations have different retirement rules based on age. The normal retirement age for correctional employees is 60, and the earliest retirement age is 50. The age rules for these plan members are indicated in this guide in brackets; for example, earliest retirement age is shown as "55 (50)." Different retirement rules also apply to BC Ambulance Service employees in CUPE Local 873 who meet the eligibility criteria. For more information please read the PensionFacts [Emergency health services commission](#).

How does the plan work?

The plan will give you a lifetime pension starting when you retire. After your death, depending on what kind of pension option you choose at retirement, the plan may continue to pay pension benefits to your spouse (if you have one) or to your eligible beneficiary(ies) for his or her lifetime; to another beneficiary for a set period; or it may pay a lump sum payment to your estate or if you have nominated an organization as your beneficiary.

As an active member after September 29, 2015, you are entitled to a pension starting at earliest retirement age (55 [50] or later) after you have made your first contribution to the plan.

Your pension—based on the average of your five highest salary years—increases at a rate of 2 per cent for each year of pensionable service you put in, to a maximum of 35 years.

As of April 2002, the basic pension formula for those who are contributors to the plan on or after March 1, 2002, is:

Prior to age 65

$2\% \times \text{Five-year Highest Average Salary (HAS)} \times \text{Total Pensionable Service.}$

At and after age 65

$2\% \times \text{HAS} \times \text{Total Pensionable Service minus the Bridge Benefit,}$
which is calculated at:

$0.65\% \times (\text{lesser of previous year's YMPE or HAS}) \times \text{Pensionable Service after January 1, 1966.}$

The basic pension formula is based on the single life annuity, guaranteed for 10 years.

What is pensionable service?

Pensionable service is your actual working time—how many years you spend working while you are a member of the Public Service Pension Plan. It is used to calculate exactly how much your monthly pension benefit will be.

You earn one month of pensionable service when you are present and working full time every workday during that month. If you work half of the month, you will receive half a month of pensionable service. During this time, you and your employer will make the required contributions.

What is contributory service?

Contributory service is how many years and months you (and/or your employer) make contributions to the Public Service Pension Plan. It is used to determine whether your pension will be reduced (and by how much) should you decide to retire before age 65 (60).

You earn one month of contributory service when you earn any pay that month, and you and/or your employer make the required contribution for that time. As an active member after September 29, 2015, you are vested (eligible for a pension) as soon as you make your first contribution to the plan.

How will my pension be affected if I terminate my employment before age 60 (55)?

Under the Public Service Pension Plan you may apply for a pension as early as age 55 (50). However, if you terminate your employment before age 60 (55) and you do not meet minimum age plus contributory service requirements, your pension will be reduced.

It works like this:

Unreduced pension

You will receive an *unreduced* pension if, at the date of your termination, you are:

- at least age 55 (50) or older and your age plus contributory service equals 85,
- age 60 (55) or older, with two or more years of contributory service, or
- age 65 (60) or older, with any amount of contributory service.

Reduced pension

You will receive a *reduced* pension if, at the date of your termination, you are:

- age 55 (50) but under 60 (55) and your age plus contributory service total less than 85, or
- age 60 (55) but under 65 (60), with fewer than two years of contributory service.

For information on the application of any early retirement reductions if you work or have worked in both the public safety and non-public safety employee groups, please visit the [Plan Rule Changes that May Impact Public Safety Employees Q&A](#).

For more detail on deferring your pension to be eligible for an unreduced pension, please see the PensionFacts, *Terminating employment*.

What is the reduction?

If you decide to retire early and you do not meet the criteria for an unreduced pension, your pension will be reduced. The bridge benefit is also proportionately reduced. Your reduction will be either three or five per cent per year, according to the criteria below.

Three per cent

Your pension will be reduced by three per cent per year provided you meet these criteria:

- you have at least 10 years of contributory service, and
- you are at least age 50 (45) at date of termination of employment.

This three per cent reduction is deducted based on each year that:

- you are under age 60 (55), or
- the sum of your age plus years of contributory service is less than 85.

Whichever of these will give you the smallest reduction is the one that will be used, and the deduction will be pro-rated by month for partial years.

Five per cent

If you do not meet the three per cent criteria above, your pension reduction is five per cent per year. This five per cent reduction is deducted based on each year that:

- you are under age 60 (55) or
- the sum of your age plus years of contributory service is less than 85.

If you have reached age 60 (55), while an active member with less than two years of service, your pension is reduced five per cent per year for each year you are under age 65 (60).

Whichever of these will give you the smallest reduction is the one that will be used, and the deduction will be pro-rated by month for partial years.

Different retirement rules apply to Emergency Health Service employees in CUPE Local 873 who meet the eligibility criteria. For more information read the [Emergency Health Services Commission CUPE Local 873 Retirement Eligibility Quickfacts](#).

For information on the application of any early retirement reductions if you work in both public safety and non-public safety employee groups, please visit the [Plan Rule Changes that May Impact Public Safety Employees Q&A](#).

How will my monthly pension payments be calculated?

The basic pension formula gives you an annual pension amount, but it is really only the beginning. Several other factors have to be taken into account when calculating your final monthly pension payment, including:

Which pension plan option you choose

The Public Service Pension Plan offers a number of different pension plan options, which provide different levels of protection to beneficiaries after your death. For more information, read [Choosing Your Best Pension Option](#).

Contributing to the Canada Pension Plan (CPP)

Like most pension plans in this country, the Public Service Pension Plan is integrated with the CPP. While you are working, you are making contributions to the Public Service Pension Plan and to the CPP.

Your age when you retire

How your monthly pension is calculated will depend on your age at retirement. The following is a summary.

Your pension before age 65

If you retire before age 65, your pension from the Public Service Pension Plan will include a temporary monthly payment called the bridge benefit. The bridge benefit is designed to bridge the gap between your early retirement income and your income on or after age 65. This bridge benefit is included in the basic two per cent pension formula, as shown on page 7.

Your pension at age 60

You may apply for and receive a reduced CPP benefit from the federal government as early as age 60, if you meet the earning requirements set out in the legislation.

Your public service pension will not be affected if you apply for and receive a reduced CPP benefit. You will continue to receive your public service pension with the bridge benefit—at the same time you receive your reduced pension plan benefit—until you turn 65 or die, if earlier.

Your pension at age 65

At age 65 you will no longer receive the bridge benefit from the Public Service Pension Plan. As a result, your public service pension will decrease by the amount of the bridge benefit. The remaining lifetime portion of your pension will remain constant, except for any addition as a result of an annual inflation adjustment increase if money is available in the Inflation Adjustment Account. This is a separate account comprising part of the employers' and members' contributions, as well as the investment income earned on these contributions.

Once you turn 65, if you have been receiving a reduced CPP benefit, that reduced pension continues.

If you have not been receiving a reduced CPP benefit, you may apply to the federal government before age 65 to receive an unreduced CPP at age 65.

You may also apply to Service Canada six months before you reach age 65 to receive Old Age Security (OAS) benefit payments starting at age 65.

The retirement health care coverage you choose

When you retire, your current employer health care plan will end. Check the cancellation date of your coverage to avoid any lapse in coverage between your retirement date and the effective date of coverage available through the pension plan.

Retired members may apply for continued health care coverage through the extended health care plan and/or a voluntary dental plan administered by Pacific Blue Cross.

Health care coverage is a contingent benefit; that is, the benefits are not guaranteed. Coverage may be changed at any time by the pension board, including, but not necessarily limited to, increasing, decreasing or eliminating:

- a) coverage for people and benefits, or
- b) amounts for premiums and deductibles.

For details about health care premiums when you retire, read the [Retirement Health Benefit Premiums](#). There is also more information about extended health care and voluntary dental for retired members on the Pacific Blue Cross website: www.pac.bluecross.ca/Corp/client/pensionbc/pspp.aspx

If you are required by a separation agreement or court order to divide your pension with a former spouse

The plan may divide your pension based on your separation agreement or divorce order, and pay your spouse's portion directly to them, with income tax deducted. If you have a separation agreement or court order that includes a clause covering the division of pensions, you must file the court order or separation agreement with us to start the pension division process. We charge a one-time fee for administering the pension division for a Limited Member designated under the provisions of the *Family Law Act*.

"Limited Member" refers to a spouse or ex-spouse who is entitled to part of your pension. A Limited Member is not entitled to group benefits.

Read the PensionFacts [How a separation or divorce affects your pension](#) if you need more information about your pension in the event your marriage or spousal relationship ends.

While you are working

What information can I expect to receive about my public service pension?

We send you a personalized *Member's Benefit Statement* annually while you are working and contributing to the Public Service Pension Plan.

This annual statement will list your:

- months of contributory service,
- months of pensionable service,
- Highest Average Salary,
- contributions over the past year, and
- total contributions to date.

Your statement will also show your various pension estimates, based on assumptions about your salary and pensionable service. After September 29, 2015, you are vested (eligible for a pension benefit) as soon as you make your first contribution to the plan.

Your pension plan offers online services for pension plan members through "My Account."

Once you begin receiving an annual *Member's Benefit Statement*, check it for your username and password, and then visit the My Account page. You can access personal information about your pension online estimator tools, pension seminars, fact sheets, guides and forms. Visit the plan's website at pspp.pensionsbc.ca.

How do I get more information about the Public Service Pension Plan?

Refer to the plan website at pspp.pensionsbc.ca for the information you need. The website is an excellent source of pension plan information, with various publications, online estimators, information about pension seminars and other great features.

Throughout your career with the public service, there may also be times when you will need to contact the pension plan to exchange information. The following are some examples of such instances:

- to find out if you are eligible to transfer service to or from another pension plan
- to purchase an approved leave of absence, or other time
- to apply for a commuted value transfer
- to apply for a disability pension
- if you are required by a separation agreement or court order to divide your pension with a former spouse
- when you are close to retirement

Are my pension contributions subject to income tax?

Contributions to the plan are a tax deduction. When you retire your pension income is taxable.

Can I contribute to RRSPs at the same time I am contributing to the Public Service Pension Plan?

You may be able to buy RRSPs while you are contributing to the plan. However, since you are already contributing to a pension plan, which is a tax-deferred retirement plan, your RRSP contribution limit will be lower than it would otherwise be. Your employer will provide you with a pension adjustment (PA) each year at tax time. Your PA must be reported on your tax return. Canada Revenue Agency uses this to calculate your individual RRSP contribution limit. A PA represents the value of the pension benefits you earned in the previous year.

What happens if I go on a leave of absence?

If you took an approved leave of absence from a Public Service Pension Plan employer, you may be able to increase your pensionable service by purchasing the leave time for which you didn't receive pay.

For details see the PensionFacts *Purchasing leaves of absence*.

Is there any other way to purchase time when I wasn't contributing to the plan?

In addition to purchasing a leave of absence, you may also be able to purchase your casual, auxiliary or probationary time to increase your pensionable service. This could include time when you were working as a term, contract or auxiliary employee with a Public Service Pension Plan employer. This is called purchasing non-contributory service. To learn more, read the PensionFacts *Increase your future pension benefit: Purchase non-contributory service*.

You may also be able to improve your pension benefit by transferring service from another pension plan to the Public Service Pension Plan. More information on transferring service is available below. You can also get more information by reading the PensionFacts *Transferring Service*.

Can I move my service time to, or from, another pension plan entirely?

It may be possible to transfer your eligible service to another pension plan if there is a reciprocal transfer agreement with that plan, provided your contributions remained on deposit (you didn't take a refund or a commuted value transfer when you left that prior plan). The board has negotiated transfer agreements with a number of other public sector pension plans in BC and elsewhere across Canada, including the federal public service pension plan. There are no agreements outside of Canada.

For more information please refer to the PensionFacts *Transferring Service*.

What if I move between employee groups?

There are a number of different employee groups within the Public Service Pension Plan. The first group is made up of general public service employees. The second and third groups are made up of correctional employees and full-time BC Ambulance Service paramedics who are members of CUPE Local 873 (for the purposes of this document, we refer to the second and third groups as the public safety groups).

For every year that a member in the general public service group retires before age 60 (if their age plus contributory service does not equal 85) their pension is reduced. For every year that a member in the correctional employee group retires before age 55 (if their age plus contributory service does not equal 85), their pension is reduced.

BC Ambulance Service paramedics who are members of CUPE Local 873 have distinct rules about reduction factors. For more information read the [Emergency Health Services Commission CUPE Local 873 Retirement Eligibility Quickfacts](#).

If, after June 24, 2014, you move between the three employee groups, your retirement reduction will be calculated separately based on your service in each group and applied to a single pension.

What if I am disabled while I'm still working? Am I still eligible for a pension?

If you become disabled, you may be entitled to receive benefits from an approved long-term group disability plan. Please consult with your human resources office.

If you are eligible to receive benefits from the long-term group disability plan, and the plan meets the criteria established by the Public Service Pension Board of Trustees, you will not be required to pay contributions to the Public Service Pension Plan while you are receiving benefits from the disability plan, and you will continue to accumulate contributory and pensionable service.

In cases of shortened life expectancy, it may be possible to access your pension benefits. Contact the plan for more information.

You may be eligible to apply for either a disability pension (if age 60 [55] or under) or a regular pension (if age 55 [50] or over) from the Public Service Pension Plan. You cannot receive long-term group disability and pension benefits for the same period of time.

To be eligible for the disability pension, you must:

- not be eligible to receive benefits from an approved long-term group disability plan,
- be totally and permanently disabled,
- have your doctor and a doctor chosen by the Public Service Pension Plan Board of Trustees concur that you are totally and permanently disabled,
- be under age 60 (55),
- have at least two or more years of contributory service,
- have formally ended your job, and have exhausted all other sources of income replacement—all sick leave and banked sick time, and any short or long-term disability benefits available to you, and
- not be eligible for coverage under the Public Service Long-term Disability Plan.

To apply for a disability pension, you must apply in writing to the plan within two years of your last contribution, or deemed contribution. For more information read the PensionFacts [Long-term disability benefits](#).

What if I die before I retire?

If you die before you retire and have contributions on deposit with the pension plan, the Public Service Pension Plan will pay a pre-retirement death benefit to your beneficiary(ies).

If you are still working when you die, your employer will advise the plan of your death and the plan will contact your beneficiary(ies).

If you die while still a plan member but not contributing (you left your job, for example, but your pension funds remain on deposit), your beneficiary(ies) must apply to the Public Service Pension Plan directly for the benefit.

Once the pension plan is advised of your death, we will send your spouse, nominated beneficiary(ies) or the executor of your estate a *Pre-retirement Death Benefits Statement* with the available options. If an organization has been nominated, we will send a letter to the organization that includes entitlement details. The options available depend on your age at death and your beneficiary arrangements when you die. For details, see the PensionFacts, [*What to do when a member dies before retirement*](#).

Who is my beneficiary?

Your spouse is automatically your beneficiary. If you do not have a spouse, or your spouse waives entitlement, and you wish to nominate a beneficiary(ies) other than your spouse, you must complete a *Nomination of Beneficiary* form and send it to the plan, or specifically nominate a beneficiary using your will. If you do not have a spouse, or your spouse waives entitlement, and you do not nominate a beneficiary, benefits are paid to your estate in the event of your death. Any payments made to your estate will be made in the form of a lump-sum payment. You may also want to consider nominating an alternate beneficiary(ies) in the event that your beneficiary(ies) should predecease you and you have not updated your nominations.

As an alternative to completing a [*Nomination of Beneficiary*](#) form, you may want to consider outlining your wishes for your pension benefit in your will. Within your will, you must name the Public Service Pension Plan, specify how your pension plan benefits are to be divided, and list beneficiaries and alternate beneficiaries.

For more details:

- If you are an active member, refer to *Protecting your Pension Benefit: A Guide for Nominating Beneficiaries before Retiring*.
- If you are planning on retiring in the near future or have already retired, refer to *Protecting your Pension Benefit: A Guide for Nominating Beneficiaries when Retiring*.

Approaching retirement

What happens if I decide to leave my job?

If you decide to leave your current job, your employer will notify us. We will contact you when we have been advised.

If you are laid off, your employment is considered terminated for pension purposes by your employer if you:

- are not working,
- are on a seniority or recall list, and
- have not contributed to the plan for a period of one year.

If you are over the earliest retirement age of 55 (50) when you leave your job, we will send you a Pension Estimate at your request.

What are my options?

You will have a number of benefit payment options, based on your age at termination and years of service in the Public Service Pension Plan.

If you have made at least one contribution to the plan and terminate employment on or after September 30, 2015, and you are:

- under age 55 (50) when you decide to leave work, you may:
 - leave your pension benefit with the plan until you return to work or until you reach age 55 (50) or older for a deferred pension (a pension you will collect at a later date), or
 - transfer the commuted value of your pension (the commuted value is a lump-sum payment that equals the current value of your future pension)—to a locked-in retirement vehicle, for example, a locked-in retirement account (LIRA), registered pension plan (RPP), life income fund (LIF) or a deferred annuity provided by a life insurance company. These products can provide a lifetime retirement income starting at your earliest retirement age or later.
- age 55 (50) or over when you decide to leave work, you may:
 - begin to receive your pension immediately (unreduced or reduced*, depending on your age and years of contributory service), or
 - leave your pension benefit with the plan as a deferred pension.
- age 60 (55) or over when you decide to leave work, you may:
 - begin to receive your pension immediately**, or
 - leave your pension benefit with the plan as a deferred pension.

When you reach age 71

In order to be compliant with *Income Tax Act* rules, you must apply for your pension no later than December 1 of the year in which you turn 71.

What if I move from one Public Service Pension Plan employer to another?

Each employer in the Public Service Pension Plan is considered a separate employer. That means your contributions to the Public Service Pension Plan will end as soon as you leave your current employer, even if you are simply moving to another Public Service Pension Plan employer. Enrolment with the new employer may be immediate, depending on the enrolment rules noted in Pension Basics.

* For more information about unreduced and reduced pensions, read [How will my pension be affected if I terminate before age 60 \(55\)?](#)

** For information on the application of any early retirement reductions if you work or have worked in both the public safety and non-public safety employee groups, please visit the [Plan Rule Changes that May Impact Public Safety Employees Oct 4](#).

If enrolment is immediate (there was no break in service), you are still an active plan member and will not be entitled to take a refund or a commuted value transfer of your contributions.

If you decide to leave your contributions on deposit with the plan when you move to another Public Service Pension Plan employer, you will remain a plan member. You will then start contributions again with your new employer, when eligible. You will continue to accumulate pensionable service.

If you take a refund or a commuted value transfer of your contributions, you will be considered a new plan member when you start with your new Public Service Pension Plan employer. If you want to take a refund or a commuted value transfer, you must contact us before you start your new job. It will be too late once you start contributing in your new job. If you take a refund, commuted value or a commuted value transfer, you cannot reinstate this service at a later date.

What should I do when I decide to retire?

When you are within a year of retirement, you should contact us and request a pension estimate. The *Estimate Request* form is provided for this purpose and is located in the *Retirement Planning package*.

You must provide:

- your full name, mailing address, work and home telephone numbers and date of birth,
- your spouse's name and date of birth (please state if you do not have a spouse),
- the name of your employer, and
- your estimated retirement date (last day of pay) and last day of work, if earlier.

When we receive your request, we will send you a Retirement Application Package containing everything you need to apply for your pension.

The earliest you can complete and submit your pension application forms is 90 days before your retirement date.

In addition to your pension application forms, the Public Service Pension Plan will require information from your employer to process your pension. Please ensure you notify your employer of your intention to retire to help ensure there is no delay in processing your pension.

After retirement

What happens to my pension if I go back to work after I retire?

If you are receiving a pension from the Public Service Pension Plan and return to work for:

- a Public Service Pension Plan employer after you have received your first pension payment, or
 - an employer who is not part of the Public Service Pension Plan,
- your pension payments will continue. You may not re-start contributions to the plan.

If you return to work for a PSPP employer, be sure to confirm with your employer that you are a retired member, so contributions are not deducted from your pay.

If you return to work for an employer who is not part of the PSPP, your Public Service pension continues unaffected. If your employer offers a pension plan, you may be eligible to make contributions and accrue service. Talk to your employer for more information.

If you have questions about your personal financial situation, you should seek independent financial advice.

What if I go back to work before receiving my first pension payment?

If you return to work for a Public Service Pension Plan employer before receiving your first pension payment, you are not considered retired. You are not eligible to receive your pension and you must resume making contributions to the plan. You will not qualify for extended health or dental benefits through the PSPP. Any retirement forms or benefit applications will need to be completed again when you retire.

Who do I contact with specific questions about my pension?

Before you've retired, contact the Public Service Pension Plan at:

Public Service Pension Plan
PO Box 9460
Victoria BC V8W 9V8
Victoria 250 953-3033
Toll-free in
Canada & USA 1 800 665-3554
Fax 250 953-0425
Web pspp.pensionsbc.ca
Email PSPP@pensionsbc.ca

After you've retired, contact Public Service Pension Services at:

Public Service Pension Services
PO Box 9460
Victoria, BC V8W 9V8
Victoria 250 356-9617
Toll-free in
Canada & USA 1 866 876-6777
Fax 250 953-0431
Web pspp.pensionsbc.ca
Email Retired@pensionsbc.ca

What can I do if I disagree with a decision about my pension plan?

As the plan's administrative agent, the Pension Corporation will make many decisions that affect your pension benefit. You can appeal any decision made by the Pension Corporation that directly relates to you and pertains to the application of plan rules. Some examples of plan rule categories are enrolment, purchase of service, pension and survivor benefits.

See the PensionFacts [Addressing your concerns](#) and the [Appeal Process](#) brochure for more information.

Public Service Pension Plan

PO Box 9460
Victoria BC V8W 9V8
Victoria 250 953-3033
Toll-free
In Canada & USA 1 800 665-3554
Fax 250 953-0425
Email PSPP@pensionsbc.ca

PBSA Provincial Registration Number: P085496

pspp.pensionsbc.ca

Building a Future Together...

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted



Terminal

[Home \(/\)](#) > [Divisions \(/divisions/\)](#) > [Operations \(/divisions/operations/\)](#) > [Terminal](#)



As a BC Ferries employee in Terminal Operations you will find extensive opportunities to build on your skills and education whether it is in the area of Ticketing, Traffic Control, Tower Operations, Operation of Equipment such as Ramps, Supervisory positions, Administrative Support or Management. Additionally you have the opportunity to be on a work site that ranks unquestionably as some of the most beautiful shoreline in British Columbia.

What we are looking for in our employees:

- Commitment to excellence
- Strong Customer Service focus
- Ability to work for the benefit of the team
- Positive attitude and great initiative
- Safety conscious at all times
- Eager to learn and help others to learn



Catering

[Home \(/\)](#) > [Divisions \(/divisions/\)](#) > [Operations \(/divisions/operations/\)](#) > [Catering](#)



BC Ferries offers opportunity for those interested in a career in the "services" industry. The service industry covers a wide spectrum from "hotel" services available on our northern vessels to "food" services available on 15 of our major vessels and 4 of our minor vessels and 1 shore based operation; food services ranging from small express outlets to full buffets; and "retail" services offering a wide variety of product categories. These services drive a number of career paths from culinary arts to marketing and merchandising.

As a business we are responsible for annual revenues in excess of \$75 million dollars and as a customer service oriented company we provide incredible memories and experiences for our passengers and guests.



Deck

[Home \(/\)](#) > [Divisions \(/divisions/\)](#) > [Operations \(/divisions/operations/\)](#) > [Deck](#)



BC Ferries, one of the world's largest ferry systems, operates three dozen ships of all sizes and types in the coastal waters of British Columbia. The largest ships are designed to carry 2000 passengers and 470 vehicles across the Strait of Georgia. The Inter Island ferries are smaller and many carry approximately 40 vehicles and 200 passengers. The BC Ferry system is a vital link for BC's coastal communities. The deck department which is composed of Master, Senior Officers, Junior Officers, Bridge Watch Ratings and Deckhands operate all the ships on every route.



Engineering

[Home \(/\)](#) > [Divisions \(/divisions/\)](#) > [Operations \(/divisions/operations/\)](#) > [Engineering](#)



The mission of BC Ferries' Engineering Department is to ensure the Safety and Operational Readiness of a fleet of 36 vessels and 47 terminals.

The Department comprises of over 1,000 employees that are grouped in six units, each with its distinct mandate and special areas of expertise. The smooth Interaction between all parts of Engineering is critical to its success. These highly skilled units work closely together to operate, maintain and repair BC Ferries' assets and successfully handle the complex challenges that are created from such dynamic operations. Thanks to this outstanding commitment, the Engineering Department has had a direct impact on the impressive reliability of BC Ferries' fleet and terminal operations, which has now consistently surpassed 99.5% annually.

The Engineering Department is made up of:



Operations

[Home \(/\)](#) > [Divisions \(/divisions/\)](#) > [Operations](#)



The Operations page of the Academy Website contains information for our four operational departments—consisting of Catering, Deck, Engineering and Terminal. Within each link there are numerous resources, such as course information, videos and much more for you to explore.

Terminal Asset Management (TAM) - TAM provides all aspects of planning, design, construction and maintenance of our terminal and other shore side assets. Terminal Maintenance has 120 skilled trade staff at 5 regional bases and provides valuable support to both terminals and fleet. Terminal Construction provides design and project management of capital and major operating terminal projects.

Fleet Engineering - Fleet Engineering is the "owner" of the technical aspects of our fleet. Fleet Engineering focuses on vessel operation while they are on the run. This department is comprised of all our Marine Engineers, ERA's, and our Engineering Superintendents which totals over 600 employees.

Fleet Maintenance Unit (FMU) – FMU is the sole "general contractor" that maintains our fleet. The FMU plans and carries out all ship repair and maintenance work that cannot be performed on the run by the crew. The FMU has approximately 160 skilled ship repair staff plus the repair base and project managers in Richmond.

Fleet Support Unit (FSU) – FSU is our mobile, rapid response team for in-service support on vessel electronic, electrical system, refrigeration, elevating devices, shipwright support and galley systems. The FSU has approximately 20 staff at 7 regional locations.

Fleet Technical Engineering (FTE) – FTE provides naval architecture, design and analytic services on ships and marine structures. This is our professional engineering team which uses advanced design tools to support operations. It also has final authority on vessel design changes and is our in-house marine regulatory expert.

Fleet Performance and Environment (FP&E) – FP&E provides support for the more efficient operation of our fleet in such areas as ship performance, advanced maintenance practice, fleet standardization and incident investigation. The Environment Department is now part of the FP&E unit and provides in-house expertise on environmental practice and regulatory matters.

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

Page redacted

**Canada's Top 100 Employers: 2022 Competition --
Multi-Group Addendum**

Instructions: Complete this document if you have multiple employee groups with varying benefits plans and policies. Add or delete "Group" columns as required.

PART 6: HEALTH BENEFITS

35 . **Description of Health Plan.** Please attach a copy of the booklet that your company provides to new employees describing your company's health benefits plan.

We have multiple health plans.

Plan insurer:

Employee groups

% of total employees in Canada

Yes	
SunLife	GreatWest Life
Exempt	Union
16	84%

36 . **Basic Health Benefits Plan:**

(a) Your company pays ___% of the premiums associated with your basic health benefits plan.

100%	100%
------	------

(b) We have a flexible plan with custom coverage. Employees can transfer unused credits to:		
	• Salary or savings plan	
	• Extra paid time-off	
(c) Hours per week that employees must work before they can join your basic health plan	35 hours	35 hours
(d) Days new employees must wait before coverage under basic plan starts:	90 days after joining.	90 days after joining.
(e) Are family and spousal coverage offered under your basic health benefits plan? Yes, company pays __% of premiums.	100%	100%
(f) Does your basic plan provide coverage to retirees?	NO, company does not cover the premium cost	NO, company does not cover the premium cost
If yes, company pays % of premiums	%	%

Is there an age limit for retirement coverage?

N/A	YES / NO age limit, coverage lasts until death
years	years

If yes, up to years of age

(g) Please indicate whether the following health benefits are included in your basic health plan (use the space below Question 38 to describe any of these benefits in more detail):

Routine dental:

100% covered; no annual max	100% covered; no annual max
--------------------------------	--------------------------------

No max for routine dental

Y	Y
---	---

Restorative dental:

75% covered; no annual max	65% covered; no annual max
-------------------------------	-------------------------------

**No max for restorative dental
Orthodontics**

Y	Y
---	---

0 % covered; \$ lifetime max	55% covered; \$3500 lifetime max
---------------------------------	--

No max for orthodontics

n/a	N
-----	---

Eyecare

\$150 every 2 years	\$325 every 2 years
---------------------	---------------------

Fitness club subsidy (offsite)

\$200 annual max	\$200 annual max
------------------	------------------

Health spending account	\$1000 annual max	N
Wellness spending account	\$ annual max	\$ annual max
Prescription drugs	Y	Y
Basic fertility treatment (IUI)	N	N
IVF treatments	n/a	n/a
Employee assistance plan (EAP)	Y	Y
Mental health practitioner benefit	\$500 annual max	\$500 annual max
Semi-private hospital room	Y	Y
Medical equipment and supplies	Y	Y
Medical travel insurance	Y	Y
Massage (RMT) therapy	Y	Y
Chiropractor	Y	Y
Osteopathy	Y	Y
Podiatrist	Y	Y
Acupuncture	Y	Y
Naturopathy	Y	Y
Nutrition planning	Y	Y
Home care	N	N
Physiotherapy	Y	Y
NE W Virtual health care services / telemedicine	Y	Y

Other benefits included in your basic plan (describe after Question 38)

Y	Y
---	---

37

Optional & Extended Health Benefits.

Please list any other related benefits that employees can obtain (for an additional premium) beyond your basic health benefits plan:

Ambulance service, prosthetics, hearing aids, hair pieces, hospital charges, travel Medi assist, medical exams, diabetic supplies, orthopedics, optional life insurance, short term illness and injury plan, long term disability plan.	Ambulance service, prosthetics, hearing aids, hair pieces, hospital charges, travel Medi assist, medical exams, diabetic supplies, orthopedics, optional life insurance, short term illness and injury plan, long term disability plan.
---	---

<p>Group life insurance, Time off for medical, Extended Health coverage includes: \$1500 hearing aids every 48 months, Retiree Benefits covered by Public Service Pension Plan (for both BU and exempt)</p>	<p>Group life insurance, Time off for medical, Extended Health coverage includes: \$1500 hearing aids every 48 months, Retiree Benefits covered by Public Service Pension Plan (for both BU and exempt)</p>
---	---

38

Additional Health & Wellness Programs.

Please describe any other health and wellness initiatives that your organization manages in-house, e.g. mental health strategy, wellness committee:

<p>EFAP, Sprout Wellness, WHEEL program suspended for Covid</p>	
---	--

PART 7: FINANCIAL BENEFITS & COMPENSATION

39 **Financial Benefits.** Please indicate whether the following financial benefits are available at your company (if necessary, attach a separate sheet to describe in more detail). Include your employee pension booklet, if you have one.

Financial benefits vary by employee group.

Y		
	Exempt	Union
	16%	84%

Employee groups % of total workforce in Canada

Share purchase plan for:

- All employees
- Some employees only

N	N
N	N

Annual profit-sharing plan for:

- All employees
- Some employees only

N	N
N	N

NE **Deferred profit-sharing plan for:**

- All employees
- Some employees only

N	N
N	N

Signing bonuses for:

- All positions
- Some positions only

N	N
N	N

Year-end bonuses for:

- **All positions**
Last year's range, from:
- **Some positions only**
- Defined-benefit (DB) pension plan for new employees**
- DB employer contributions to Defined-contribution (DC) pension plan for new employees**
- DC employer contributions to Matching RSP plan with employer contributions to Non-matching RSP plan with employer contributions to Basic RSP plan with payroll deductions, but no employer contributions**
- Life & disability insurance**
- Employee referral bonuses**
- Min:**
- Max:**
- Discounted home insurance**
- Discounted auto insurance**

N	N
\$ to \$	\$ to \$
N	N
Y	Y
% of salary	% of salary
N	N
% of salary	% of salary
N	N
% of salary	% of salary
N	N
% of salary	% of salary
N	N
Y	Y
Y	Y
\$1,000	\$1,000
\$2,500	\$2,500
N	N
N	N

Low-interest home loans	N	N
Discounted auto lease rates	N	N
Subsidized home internet	N	N
Discounted company products or services (<i>attach description</i>)	N	N
Corporate discounts at retailers, etc. (<i>attach description</i>)	Y	Y/N
Other financial benefits (<i>attach description</i>)	Y	Y

40 (a) Do you participate in <i>outside</i> salary surveys?	Y	Y
If yes, how often? <i>Every: 6 Months; 12 Months; 18 Months; 24 Months</i>	12 months	12 months
If no, how do you determine if salary levels at your company are competitive? (<i>Attach description</i>)		

**(b) How often do you review salary levels with individual employees?
Every: 6 Months; 12 Months; 18 Months; 24 Months**

12months	12 months
----------	-----------

PART 8: FAMILY-FRIENDLY POLICIES

41 Family-Friendly Policies. We use the information in this part to consider your organization for our national and regional competitions, as well as Canada’s Top Family-Friendly Employers, which we announce each year.

Family-Friendly benefits vary by employee group. Employee groups % of total workforce in Canada

Y	
Exempt	Group 2
16%	84%

(a) Family-Friendly Benefits.

Maternity leave top-up for mothers

to 75% of salary for 17 weeks	to 75% of salary for 17 weeks
-------------------------------	-------------------------------

Parental leave top-up for mothers

to % of salary for weeks	to % of salary for weeks
--------------------------	--------------------------

Parental leave top-up for fathers

to % of salary for weeks	to % of salary for weeks
--------------------------	--------------------------

Parental leave top-up for adoptive parents	to % of salary for weeks	to % of salary for weeks
Compassionate leave top-up	to % of salary for weeks	to % of salary for weeks
Adoption assistance	\$ per child	\$ per child
Formal policy lets employees extend parental leave to become unpaid leave of absence	Y	Y
Phased-in return to work for new parents	Y	Y
Onsite childcare at your main location	N	N
Free	n/a	n/a
Subsidized:	n/a	n/a
Number of spaces		
This childcare is exclusively for our employees' use	n/a	n/a
Number of childcare workers	FTEs	FTEs
Waiting list	n/a	Y/N
Waiting list length	months	months
Emergency/short-term daycare onsite	n/a	Y/N
Other childcare information (attach description)	n/a	Y/N

	Offsite childcare subsidy	\$ per child	\$ per child
	Academic scholarships for employees' children	N	Y/N
	Maximum annual scholarship	\$ per child	\$ per child
(b) Flexible Work Options.	Flexible start/finish work hours	Y	N
	35-hour work week (with full pay)	Y	N
	Shortened work week (fewer hours, less pay)	Y	N
	Compressed work week (same hours, full pay)	Y	N
	Telecommuting/work from home	Y	N
	Reduced summer hours option (attach description)	N	N
	Formal earned days off (EDO) program (attach description)	N	Y
	EDO: Employees can work __ extra hours each day and receive __ day(s) off each month	hours; day(s)	hours; day(s)

Other (please attach description)

Y/N	Y/N
-----	-----

PART 12: VACATION POLICY & PAID DAYS-OFF

Vacation and paid days off vary by employee group
 Employee groups
 % of total workforce in Canada

Y/N	
Exempt	Union
16%	84%

48

Vacation Allowance. How many weeks of paid vacation does your company offer to employees with the following lengths of tenure?

(a) 1 Year	2 weeks	15 days
(b) 2 Years	3 weeks	15 days
(c) 3 Years	3 weeks	16 days
(d) 4 Years	3 weeks	17 days
(e) 5 Years	4 weeks	18 days
(f) 6 Years	4 weeks	19 days
(g) 7 Years	4 weeks	20 days
(h) 8 Years	4 weeks	22 days
(i) 9 Years	4 weeks	23 days
(j) 10 Years	5 weeks	24 days
(k) Max	7 weeks	40 days
We offer <u>unlimited</u> vacation allowance for all staff.	N	

49

Leaves of absence.

We offer unpaid leaves. Max length:

depends months	Y - depends
----------------	-------------

Self-funded/deferred salary. Max length:
Paid education leaves. Max length:

n/a	6 months
n/a	n/a

50 **Paid Days-Off.** In addition to the paid vacation allowance in Q48, calculate the additional paid day-off that employees at your location receive each year:

(a) Statutory holidays	13 days	13 days
(b) Paid summer shutdown	days	days
(c) Paid December 27-31 shutdown	days	days
(d) Paid sick days (no doctor's note)	5 days	days
(e) S-T disability (doctor's note req'd)	365 days	180 days
(f) Paid personal days-off, where employees can choose the days*	days	10 days
(g) Paid personal days-off, where company specifies the days*	days	days
Total of Items 50(a) to (g) above	383 days	203 days

** if there are restrictions on how these days may be used, describe these briefly on a separate sheet.*



You MUST print a copy of this receipt and attach it to your application.

[Continue](#)

Thank you for your order!

You may print this receipt page for your records. A receipt has also been emailed to you.

Order Information

Merchant: Mediacorp Canada Inc
Description: Canada's Top 100 Employers 2022 Application Fee
Date/Time: 28-May-2021 14:12:24 EDT

Billing Information

Crystal Touhey
 BC Ferries
 Suite 500 - 1321 Blanshard St
 Victoria, BC V8W 0B7
 Canada
 crystal.touhey@bcferries.com
 Phone: 2509781187

Item	Description	Qty	Taxable	Unit Price	Item Total
CT100_2022	CT100 Application Fee 2022	1	Y	\$1395.00 (CAD)	\$1395.00 (CAD)

Tax: \$181.35 (CAD)
Total: \$1576.35 (CAD)

Visa ****0503

Date/Time: 28-May-2021 14:12:24 EDT

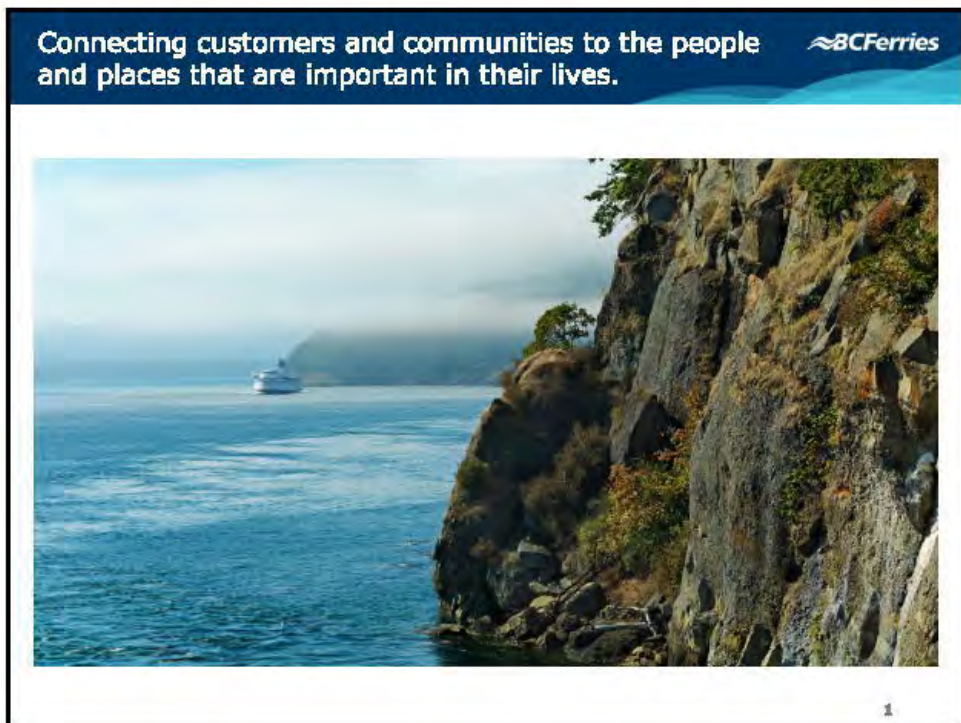
Transaction ID:

s. 15

Auth Code:

Payment Method:

GST/HST Registration No.: 134051515 RT 0001



Part 2: About our Business



Corporate Profile

We are an exciting and vibrant company. BC Ferries is one of the largest ferry operators in the world, our 5,000 employees provide year-round vehicle and passenger service on 36 vessels serving 47 terminals and 25 routes that stretch over 1,600 kilometres of coastline.



We are an essential transportation link that connects coastal communities and facilitates the movement of people, goods and services.

2

Part 2: About our Business



Where We Sail

Our most popular crossings sail between Vancouver Island and Metro Vancouver. They can last from about 95 minutes to two hours, depending on which route you take. There are three to choose from with frequent sailings every day of the year.



Shorter hops include service to the Southern Gulf Islands from both Vancouver and Vancouver Island, and to communities along the Sunshine Coast, northwest of Vancouver. There's also a shortcut between Brentwood and Mill Bay linking the Saanich Peninsula (near Victoria) with the Cowichan Valley.

3


Part 2: About our Business 

Further up the coast, BC Ferries provides year-round service between Vancouver Island and a number of Northern Gulf Island communities.

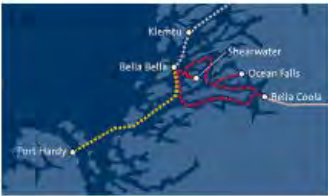





4

Part 2: About our Business 

BC Ferries' service between Port Hardy and Bella Coola opens up British Columbia's spectacular mid-coast.

It's the Discovery Coast Connector, so named because it opens up a part of the province that has been difficult to reach in years past.

Stops include McLaughlin Bay-Bella Bella, Shearwater on Denny Island, Klamtu and Ocean Falls.

5

Part 2: About our Business



For more of a "cruise line" experience, consider a voyage through British Columbia's majestic Inside Passage. This one is particularly popular with international travellers, going from Port Hardy at the northern end of Vancouver Island to Prince Rupert, gateway to southeast Alaska.



The crossing from Prince Rupert to Haida Gwaii is another fascinating travel opportunity. Sometimes referred to as the "Canadian Galapagos", Haida Gwaii provides habitat for many different species of wildlife. These islands are the ancestral home of the Haida Nation and feature many unique cultural attractions.

6

Part 2: About our Business



Terminal Operations provide safe, efficient, reliable traffic management, ticket processing and ramp operations at 47 locations

- Employees: 800 - 1000 (peak season)
- Process over 22 million passengers/year
- Process nearly 9 million vehicles/year
- Parking revenue is approximately \$6.0 million/year



May 12, 2023



7

Part 2: About our Business



Catering and Retail Operations includes the food and retail services on ships and terminals which provides a valuable customer experience and normally produces \$102.8M annually in revenue.



- Utilize crew that are required within Transport Canada Minimum Safe Manning
- Employees: over 1,000

8

Part 2: About our Business



- Coastal/Canoe Cafe – 16 outlets
- Pacific/Vista Buffet – 4 outlets – suspended during Covid
- Coastal Café Express – 12 outlets
- Sitka Coffee Place – 2 outlets
- Arbutus Coffee Bar – 2 Outlets – suspended during Covid
- Passages Gift Shop – 17 outlets
- Seawest/Aurora Lounge – 7 outlets
- Tsawwassen/Departure Bay Quay - 2
- Total – 62 Catering & Retail Outlets



seawest
LOUNGE



May 12, 2020

9

Part 2: About our Business



Our crewing department ensures all ships and terminals are crewed to Transport Canada levels for safety

- Provide Transport Canada regulated crew levels to deliver service 365 days to all ships and terminals who deliver service to customers and communities
- Schedule approximately 3,700 - 4,000 employees with an average of almost **12,000 shifts per week**
- 5 crewing offices with 51 employees



10

Part 2: About our Business



Our in-house **Fleet Maintenance Unit** respond to planned and unplanned ship repair to minimize the out of service periods to the ferry system

- Deliver ship repair modifications and maintenance in a safe, efficient and cost effective manner
- Employs over 150 trained, ticketed and certified employees across 14 trades, technical and support functions
- 37% of BC Ferries total ship repair, refit and modification services are delivered by FMU
- Certified under Green Marine for environmental compliance



Part 2: About our Business



Our Supply Chain group manages activities efficiently and reliably throughout the ferry system

- Strategic supply and sourcing solutions for the procurement of goods and services
- In an average year, Issue 16,000 purchase orders per year



12

Part 2: About our Business



Our ships and terminals are supplied through our own warehouse operations which supply our gift shops with the necessities and sundries for those who needed to keep the coast moving during this exceptional year. In total, our warehouse team employs 40 individuals.



May 12, 2023

13

Part 2: About our Business



To keep all the pieces of our expansive operation moving safely, we have a state of the art Operations & Security Centre

- 24/7 Coverage staffed by personnel with expertise in security, safety, fleet, terminal operations and customer service
- Responsible for providing support for day-to-day operations and Incident management
- Security Monitoring & Centralized Alarm Management
- Work Alone Monitoring
- Local and Centralized Video Management (2000+ Cameras)
- Host and support Corporate EOC (Emergency Operations Centre)



Part 2: About our Business



Commercial Services

This department works with all areas of the business from finance to operations, and offers customers two different services: the "live" service and the "drop-trailer" service.



65 tractors in the fleet now – that's an 8% increase from last year and 19% increase in the last 2!

Part 2: About our Business New and Noteworthy



Life In the time of Covid

This year our New and Noteworthy took a slightly different course as we saw drastic changes to our business as it was the most challenging times in our company's history. BC Ferries is a family, and we have proven that we can get through the stressful moments, uncertain moments and difficult challenges together.

Through it all, our employees have shown determination, strength and courage in the face of the pandemic. We understand our vital role in coastal British Columbia. We are planning and operating the ferry system not only for today, but for generations to come.

<https://vimeo.com/549484962/e0f710bd4e>

16

Part 2: About our Business New and Noteworthy



A significant highlight of 2020 is the successful negotiation of the collective agreement, which covers approximately 4,000 of our teammates.

The five-year agreement provides for fair and modest wage and benefit increases for our valuable employees, while continuing to provide an efficient and dependable service. This agreement will mark 22 years of labour stability at BC Ferries," said Mark Collins, BC Ferries' President and CEO. "We had a very productive round of bargaining with the Union, including both meaningful dialogue and negotiations. We thank the BC Ferry & Marine Workers' Union for a collaborative and professional process. The company extends its thanks to employees for their commitment to helping the ferry system weather these difficult times."

The settlement took several months of extensive negotiations between the Company and Union representatives, and was achieved before the October 31, 2020 expiration of the previous Collective Agreement.

17

Part 2: About our Business New and Noteworthy



BC Ferries' Third Battery Hybrid-Electric Island Class Ferry Launch

Launch day is one of the best parts of the ship building process!

In February 2021, our 3rd battery hybrid-electric Island Class ferry launched at [Damen](#) Shipyard - another milestone in our Clean Futures Plan.

Once sea trials are complete, the vessel will make its way to Point Hope Maritime in Victoria in 2021 and will service Campbell River & Quadra Island in 2022.

Island Class ferries are battery-powered with a number of key features that support our goal to be efficient and environmentally responsible. When electric charging technology matures to make electricity available in the quantities required, BC Ferries will operate these new ships as all-electric ferries, using clean energy.

<https://youtu.be/PDyffvLW6Ho>

18

Part 2: About our Business New and Noteworthy



Diversity, Inclusion & Respect

BC Ferries has long been an employer committed to building and supporting a diverse inclusive work environment free from harassment. In fact, we have a saying that "47 languages are spoken at BC Ferries". While this is not new, we have taken steps to formalize, expand and disseminate this information and our continued efforts.

Within the past year we have:

- Piloted a revised version of our "Diversity, Inclusion and Respect" training and will launch it fleetwide when training is reinstated,
- Created a working group of operational and administrative employees keen to advance our corporate vision
- Designated a corporate ombudsperson to champion our employees, their concerns and a path forward.



19

Part 2: Attachments



- **2019/20 Annual Report**
https://www.bcferrries.com/web_image/hea/h05/8817097801758.pdf
- **Our Executive Team**
https://www.bcferrries.com/about/executive_team.html
- **Our Board of Directors**
https://www.bcferrries.com/about/board_of_directors.html
- **News Releases**
https://www.bcferrries.com/about/media_room/newsreleases.html

NOTE: Our 2020 Business and Strategic Plans were not released because of the onset of Covid and the 2021 plans are awaiting Board Approval. (June release)

20

Part 3: About our Workforce



We have a very skilled and diversified workforce

Licensed marine professionals in Deck Operations and Marine Engineering join BC Ferries to pursue a dynamic career while remaining close to their families and homes in BC's spectacular coastal communities.


We also offer exciting careers in catering, retail services, terminal operations, supply chain, trades... just to name a few.



Each year, we welcome hundreds of seasonal employees at locations across the fleet, many of whom return the following summer or join our year-round workforce.

We also offer professional opportunities at our head office in Victoria, as well as in terminals around the fleet.



21

Part 3: About our Workforce 


22

Part 3: About our Workforce 

Come Sail with Us!

Here's just some of the exciting careers we offer:

- Catering, Customer Service Attendants
- Cooks, from Galley Helper to Red Seal cooks
- Chief Steward
- Terminal Attendants and Equipment Operators
- Ticketing
- Engine Room Assistant
- Licensed Marine Engineers and Chief Engineers
- Deckhand / DH Bridgeward
- Deck Officers and Masters
- Various trades opportunities
- Information Technology
- Purchasing and Supply Chain
- Retail Merchandiser
- Customer Care
- Travel Agent - Vacation Centre
- Commercial Services Drivers
- Accounting and Finance...



The career opportunities are endless!

23

Part 3



Attachments

- Types of Employment opportunities and Qualifications

<https://www.bcferrries.com/our-company/bc-ferrries-jobs/find-your-career-faq>

- Employee profile #MeetTheCrew video

<https://www.facebook.com/watch/?v=2210008049031838>

<https://www.facebook.com/watch/?v=2246712975361345>

<https://www.facebook.com/watch/?v=2293936327305676>

<https://www.facebook.com/watch/?v=2401756606523647>

<https://www.facebook.com/BCFerries/videos/292953434732892/>

<https://www.facebook.com/watch/?v=1810215515680934>

<https://www.facebook.com/watch/?v=2522921671298082>

<https://www.facebook.com/watch/?v=2366658740014192>

24

Part 4: Physical Environment



Worksites with Awe-Inspiring Views

Worksites at BC Ferries span across the beautiful coast of British Columbia, and are comprised of 47 terminals, 36 ships, 1 Fleet Maintenance yard, Terminal Maintenance facilities, Head Office in Victoria, and a BC Ferries Vacations travel centre in downtown Vancouver.



25

Part 4: Physical Environment BCFerries


During Covid, our employees were tested as essential workers and were called upon to ensure the delivery of goods, services and other essential workers up and down the coast. Given the unique nature of our business, our communications team wanted to showcase and engage our teams and we were thrilled with the response we received for our #POV from the bridge photo series.

BC Ferries | Masks mandatory. @BCFerries

#POV from the bridge photo series (01):

The Salish Eagle prior to the first departure of the day from #SwartzIsland to the #SouthernGuilfordIslands 🌅

We're getting Star Trek vibes from this one. To boldly go... 🚀 Great shot Captain Esser! ^ta




BC Ferries | Masks mandatory. @BCFerries

#POV from the bridge photo series (02):

The Queen of Capilano at #HorseshoeBay terminal as the Queen of Surrey approaches with the high beams on 🌃

Shout out to Captain Corder for this photo 🚀 ^oj



26


Part 4: Physical Environment BCFerries

BC Ferries | Masks mandatory. @BCFerries

If you're curious to see the view from the bridge on #BCFerries vessels at dawn & dusk, check out our #POV From the Bridge photo series.

Shout out to our Captains & Crew who took these beautiful shots 🌅

View the full album: ow.ly/xclD30uNNN
#ThankAFerryWorker 💜 ^oj



27

Part 4: Physical Environment



Head Office – The Atrium

BC Ferries head office is located in "The Atrium" and is Victoria's most sought after commercial building. The building features forward thinking architecture, cutting edge systems and dynamic public areas including a large central atrium.

The Atrium is a seven storey class AA office building with a retail podium located in the heart of Victoria's central business district. BC Ferries is the anchor tenant of this Gold Leeds standard building taking up 93,000 SQ. FT



28

Part 4: Physical Environment



En route to the staff lounges on the 5th, 6th and 7th floors some beautiful paintings of our vessels, with gorgeous animal images integrated into the scenes. These are the originals of our new retirement prints, and were done by local artist, Robert Plante.



29

Part 4: Physical Environment 

Employee Facilities – Shore

Employee facilities at terminals range from exercise rooms at many locations, markets with artisan vendors, shops and food services, outdoor seating, and full kitchens to prepare a healthy meal at work.





Did we mention the beach front office views?





30

Part 4: Physical Environment 



31

Part 4: Physical Environment



Employee Facilities – Ship

Facilities onboard our vessels vary by ship, each one is equipped with a crew area for breaks and a place to prepare healthy meals. Employees also have access to catering on many vessels, and fresh outdoor air on even the smallest ship in the fleet.

Most of our employees are sea by day, and home by night. Live aboard vessels for long duration voyages offer well appointed employee cabins, balanced and fresh meals prepared daily, and entertainment facilities.

32

Part 4: Physical Environment



For those employees who live aboard, comfortable employees lounges and well equipped exercise rooms are just some of the familiar comforts of home.



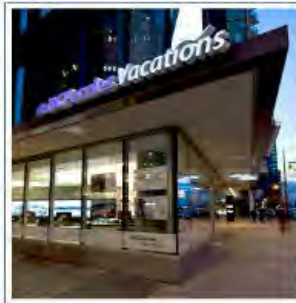
33

Part 4: Physical Environment



BC Ferries Vacations Centre

Visit our Vacations Centre , we are conveniently located across from the Vancouver Convention Centre in the Fairmont Pacific Rim hotel. **Employees have access to all the conveniences of beautiful downtown Vancouver.**



Experience our amazing giant touchscreen media wall

Our agents will help you plan your next vacation on our 90-square-foot touchscreen media wall. This amazing interactive touchscreen allows you to browse and immerse yourself in British Columbia's best destinations, hotels, wildlife, activities, adventures and packages.

34

Part 4



Attachments

- JAWL properties "Atrium"
<https://www.jawlproperties.com/jawl-properties/atrium-800-yates-st>
- BC Ferries Terminal locations and amenities
<https://www.bcferrries.com/at-the-terminal/terminal-addresses.html>
- Our-Fleet - Vessel specifications
<https://www.bcferrries.com/onboard-experiences/fleet>

38

Part 5: Work Atmosphere and Communications

March 16, 2020 kicked-off a new way of working for many of our employees at BC Ferries. Following provincial government mandates, most of our administrative employees were asked to work from home.

Our terminal and ferry based employees were asked to not only keep showing up and delivering the great customer service we are known for, but also to support all health orders and be a source of knowledge for the travelling public.

Early into the pandemic, we implemented dynamic, frequent communications with staff to provide guidance on processes, clarify misinformation and most importantly, check on the mental health of all employees.

Part 5: Work Atmosphere and Communications

President & CEO - Update

March 16, 2020

To everyone,

As the impact of COVID-19 begins to affect every aspect of our operations, I want to take a moment to thank everyone for banding together to maintain the world-class service we're known for providing. Thank you for adapting to new health and safety guidelines, temporary changes in policy and finding ways to look out for each other. You are essential to delivering service to coastal communities and we appreciate all that you are doing during these unprecedented and changing times.

In less than two weeks, we have implemented enhanced cleaning measures, sourced on-demand safety products such as hand sanitizer, adjusted our sailing schedules to reflect a drop in traffic, closed many of our on board amenities, reduced our food service offerings to "grab-and-go" prepackaged items only, and started asking customers to pay electronically unless cash is their only option. We have collaborated with Transport Canada and the Canadian Ferry Association to allow customers to remain in their vehicles on the enclosed car deck during the COVID-19 situation, to support social distancing and self-isolation – beneficial for our customers and our employees alike. We will take additional actions as necessary to ensure the health and safety of our employees and our customers.

Without the outstanding teamwork of our employees, none of this would be possible. BC Ferries provides a vital link to communities in coastal British Columbia. We transport groceries, ensure doctors and nurses get to the islands and ensure people who cannot get to a temporary home office get to work. In this unprecedented time, we take seriously our responsibility to coastal communities, and every day BC Ferries employees are rising to the occasion. You

truly are the best in the business, and I cannot thank you enough.

With the news from health officials that gatherings of more than 50 people must be cancelled, I know there are many questions about what that means for ferry service. This transportation service we provide takes outside of this criteria. Ferry service is not considered a gathering at this time. On board our ferries and at our terminals, customers and employees can follow the guidance from leading health authorities and distance themselves from others.

The work that we do is essential to the health of our communities. Everyone from who is alone is working hard to maintain the safe, reliable, efficient ferry service our communities rely on. Please remember, BC Ferries is here for you. Our paid sick leave provisions have been adjusted during this time to support all employees, including clinical employees, to stay home when they are sick or need to self-isolate. If you have any questions, contact your closest office or Employee Relations.

For those who feel the stress of the COVID-19 situation is taking its toll, BC Ferries' Employee Assistance Program is available 24 hours a day, 7 days a week to support your mental health. Please visit the EAP link for more information: <https://www.bcferries.com/WellnessandBenefits/HealthandWellness/eap.asp>

Don't hesitate to call or write if you want to talk. Until next time, StaySafe and be well.

Mark



PLEASE CONTINUE TO EMPLOYED IN YOUR AREA AND POST TO BULLETIN BOARD AS APPROPRIATE

Part 5: Work Atmosphere and Communication

While 2020 has had many challenges, there were also a number of successes at BC Ferries and this was something we needed to celebrate and share.

Employees were asked what has happened in their workplace this past year demonstrates all the good things they do. We asked for stories of people coming together to go above and beyond for a customer; maybe creatively employees developed a cost-saving measure.

We wanted to hear about acts of caring – one employee to another, or an employer with a customer – that were witnessed; those moments that brought us closer together and reinforced our mission to connect the coast.

And boy did our employees deliver!

38

Part 5: Work Atmosphere and Communications



We produced an edition of The Wave highlighting the many wonderful things our employees did to get us through one of the most challenging periods in our Company's history.

Included are stories submitted by employees about acts of kindness, innovation, and caring. We feature extraordinary commitment to safety (14 SailSafe WINS in 2020, the most in any year!). And we feature work done safely at lightning speed to implement plans and processes to keep everyone, from ship to shore, healthy and safe.

(see attachment)


39

BCFerries

Part 5: Work Atmosphere and Communications

We promote and value our employees, now more than ever.

This past year,
more than any other



bcferries

bcferries Today & every day, we celebrate all of the Women at #BCFerries whose hard work, dedication and courage keeps BC safe & moving.

We are immensely proud of your success & achievements. #ThankYou #ThankAFerryWorker #InternationalWomensDay #IWD2021

1,242 views

https://www.instagram.com/p/CMLC2X7DrIh/?utm_source=ig_web_copy_link

40

BCFerries


Part 5: Work Atmosphere & Communications

We support activities that bring employees together


And 2020 brought us together in purpose, if not in person. Supporting the communities we serve has always been a passion for many of our employees and in 2020, despite incredibly difficult circumstances, you certainly rose to the occasion. Below are a few examples of the stories of our employees going above and beyond to support their local communities.

Christmas is a challenging time for many and from Bella Bella to Langdale to the Abrium in Victoria, employees rose to the occasion to support the local community. The crew on board the Queen of Surrey took part in the local Salvation Army's Adopt-a-Family Sponsorship program. Sponsored families are anonymous and together, the crew collected donations of gifts, toys and treats, as well as over \$250 in cash.


In 2020 many in-person fundraising events were cancelled. But for Business Solutions Manager Debbie Fuller, that didn't mean the fundraising had to stop. Debbie participated in the Great Cycle Challenge Canada in August, raising \$1,400 to help fight kids' cancer through the SickKids Foundation. Well done Debbie!



41



Part 5: Work Atmosphere & Communications




Klitsa Ticket Agent Paula White went above and beyond in decorating the Klitsa lounge windows, and in particular the tree. Paula took it upon herself to make the tree a "giving tree". Mittens and masks were placed on the tree for passengers to grab if they needed them.

The crew on board the Northern Sea Wolf went above and beyond to support some of the more remote communities we serve. They put together some Christmas gifts for children and seniors in Ocean Falls and Bella Coola. Great job Northern Sea Wolf team!

Ticket Agent Paula White's creation, the "giving tree", was set up on board the Klitsa with mittens and masks for passengers to take.

42



Part 5: Work Atmosphere & Communications

Employee Communications – Electronic Communications

- **NEW: COVID Intranet Page** – the one stop for all documents related to Covid including any and all governmental documentation.
- **BC Ferries Employee Intranet** – the source for all things BC Ferries
- **SailSafe Employee Intranet** – the source for all things Safety!
- **Sample of Weekly "Safety Update" emails to all employees**
- **President & CEO Updates** – Candid and transparent communications updates to all Employees directly from the President & CEO

43

Part 5: Work Atmosphere & Communications



Employee Communications – Printed Communications

We have two printed magazines for our employees to view online, or flip through over a cup of coffee at their leisure.

- **The Wave (Employee magazine, Seasonal Issues)**
 - Catch up on the latest news, updates, customer feedback and awards from around the fleet.
- **Safety, Health & Environment (Safety & Health focused employee magazine, semi-annual issues)**
 - SHE Newsletter (see attachments)

46

Part 5: Work Atmosphere & Communications



Employee Communications

Ensuring that all BC Ferries employees are informed and engaged is a top priority for us. We strive to keep lines of communication busy and open.

President & CEO Listening Sessions

This year the CEO Listening Tour kicked off in the Fall with Mark visiting worksites for small, casual, COVID-safe interactions. By November, these conversations were moved online to comply with stricter health guidelines that discouraged non-essential travel. It wasn't really the Listening Tour we hoped for but we heard from approximately 800 employees who made the time to attend the COVID-safe in-person sessions or the WebEx meetings.

Staying connected is more important than ever and post the meeting, it's vital to hear first-hand what our employees were and we heard questions on a range of topics - from how COVID-19 has and is affecting our overall business to questions about jobs and career growth, vessel refits and flexible fares. Surveys were sent to employees and the gathering of that data, along with any recommendations, is currently underway.

5 Minute Briefings

- Ever hear the onboard announcement just before docking, calling all crew to the cafeteria for "the 5 minute" and wonder what that was all about? Each department has a daily 5-minute briefing during every single shift. This provides an opportunity to pass on important safety messages, safe work practice reminders, and celebrate safety "wins" from around the fleet. Suggested topics and informative supervisor guides are available to spark conversation!

48

Part 5: Work Atmosphere & Communications



We have a fierce commitment to safety

The SailSafe Ambassador Team are the heart and soul of our SailSafe program, and have a voice that is helping change our collective future. Who are they? You can spot any one the 400+ ambassadors wearing the SailSafe Ambassador Team pin with pride!



The Annual SailSafe Treasure hunt is a widely popular contest, with over 4,300 employee entries taking a shot at winning one of the many great prizes including iPads, hotels stays, electronics, and gift cards.



46

Part 5: Work Atmosphere & Communications



We support our Peers



Peer Support Advisors play a vital role in shaping and supporting our new employees as they join our workforce and promoting our safety culture.

Mentors create an "Ask Me" culture, encouraging new employees to bring forward questions when not sure, no questions too small. Participation in the program is voluntary.



Join the Peer Support Team

Are you dedicated to safety? Do you enjoy sharing your knowledge, experience and providing exceptional customer service?

We are looking for energetic individuals interested in joining our team to mentor the next generation of employees.

[LEARN MORE](#)



47

Part 5: Work Atmosphere & Communications 

We are Involved In our communities and environment and worked dilligently to keep all travelers safe.



bcferries
Souris Bay, British Columbia

bcferries Dr. Sonnie Henry & #BCFerries Terminal Attendant Kara showing us how to #ShareTheCoastSafely at Sturdies Bay on Galiano Island this week.


Thank you for stopping by Dr. Henry

Travel safe. Wear a mask.

#BeKindBeCalmBeSafe
#ThankAFerryWorker

Liked by its_astrid_chang and 1,227 others

48

Part 5: Work Atmosphere & Communications 

Attachments

We are so incredibly proud of all our employees and are thrilled to share our "The Wave - Spring 2021 - Top 20 Stories of 2020"

- PDF President and CEO's Update - year end 2020
- Safety Update - October 16, 2020
- PDF SHE Magazine - Summer 2020

49

Part 6: Health Benefits



Excluded Employees (16%)

- SunLife Extended Health and Dental
- SunLife Optional Life Insurance
- \$1000 Health Spending Account
- Short Term Illness and Injury plan – 1 year coverage
- Option to transfer up to 10 vacation day credits to Increase Health Spending Account
- SunLife Travel
- Short Term Disability coverage
- Long Term Disability coverage
- Homewood Health EAP
- Flu Shot Reimbursement
- "Lunch and Learns" on Physical and Mental Health Topics
- WHEEL – funding for employee health and wellness initiatives
- Additional \$200 for Quit Smoking products or programs

20


Part 6: Health Benefits




Bargaining Unit Employees (84%)

- Great West Life Extended Health and Dental
- Group Life Insurance – Employer covers first \$80,000
- Optional Spouse and Dependent Life Insurance
- Short Term Illness and Injury plan – 6 month coverage
- Flu Shot Reimbursement
- "Lunch and Learns" on Physical and Mental Health Topics
- Long Term Disability coverage
- Homewood Health EAP
- WHEEL – funding for employee health and wellness initiatives
- Additional \$200 for Quit Smoking products or programs

21



Part 6: Health Benefits



Health and Wellness with sprout

Sprout is an online Health and Wellness community open to all BC Ferries employees. Over 1700 BC Ferries employees are Sprouting! Here are some new things you can do with Sprout:

- **Sprout Health Survey:** answer the questions to find your Health Index Score and a snapshot of your health risks. This is a dynamic number and you can take the survey as many times as you like. As your health improves, so will your score!
- **Photosharing:** now you can share a "healthy selfie" with photo sharing capabilities on mobile apps;
- **Connectivity:** now you can connect your iPhone's Apple Health app or Google Fit account for automatic steps tracking; and
- **Information sharing:** stay in the know with the updated weekly digest email.

82



Part 6: Health Benefits

We are always introducing new Sprout Challenges, Pop-Up contests, Lunch & Learns, and resources for Mental Health



Don't forget to back your activity on the platform.

OVERVIEW sprout

PROGRAMMING OVERVIEW

- January: 20x60 Challenge
- February: Well-Being Survey Campaign
- March: Nutrition Motion Challenge & Superfood Campaign
- April: What's in Your Shampoo Campaign
- May: Office Set Away Challenge
- June: Exercise at Work Campaign + Travel Prep Up Challenge
- July: Mind, Body & Focus Recipe Challenge
- August: Photo Sharing Campaign + Social Pop-up Challenge
- September: Sing Your Heart Challenge & Sugar Free Campaign
- October: 15x15 Challenge
- November: 30x30 Take Challenge
- December: Stress Relief Campaign + 10 Days of Wellness Pop-up Challenge

83

Part 6: Health Benefits



Mental and Physical Wellbeing

As part of our commitment to mental health and employee engagement, numerous lunch and learn events are held for employees across various topics of interest.

- Insights Personal Effectiveness and Team Effectiveness
- Stress Reduction in the Workplace: A Natural Approach
- Project Management and Business Analysis Working Group Forums – facilitated by our IT PMO Office
- Project Management Leadership sessions – facilitated by PMO and an outside consultant
- Book clubs– (Endurance Shackleton's Incredible Voyage – leadership, teamwork, endurance), The Speed of Trust (Stephen Covey), I'm Right and You're an Idiot (James Hoggan)
- Toastmasters Club

In addition, a flu shot clinic was held at the Atrium and 75 employees were processed.

36

Part 6



Attachments

- All Aboard book for Exempt employees
- Benefits Information GWL – Bargaining Unit
- Flu Shot Reimbursement
- Health Spending Account Information
- Examples of Homewood provider Newsletter
- Optional Life Insurance
- Scent Safety and ProPASS
- SunLife Benefits Information – Exempt Employees

38

Part 7: Financial Benefits & Compensation



Compensation and Recognition

- Annual reviews and wage increases
- Public Service Pension Plan (Defined Benefit)
- Free Ferry travel for Employees and their dependents
- Employee discounts at many participating business throughout British Columbia
- BC Transit Subsidy
- Participation rewards from Sprout – our online wellness community
- Long Service awards
- "On the Spot" rewards include coffee shop gift cards
- Shift premiums for Bargaining Unit employees
- Excellence in Safety Awards
- Operational Excellence Awards
- Recognition in the Wave magazine

36

Part 7: Financial Benefits & Compensation



ProPASS

- BC Ferries has been part of the ProPASS program with BC Transit for over 10 years.
- ProPASS is a permanent bus pass purchased by employees at reduced rates through payroll deductions and is valid for travel in all zones within the Victoria Regional Transit System, 365 days a year.
- A primary goal of the ProPASS program is to reduce rush-hour traffic by encouraging employees to use transit whenever possible. The program also complements employer initiatives to reduce the number of vehicles being driven to the workplace.

37

Part 7: Financial Benefits & Compensation



Service Recognition and Awards

Employees who reach 5, 10, 15, 20, 25 year (or more!) milestones of service are recognized in each edition of the Wave magazine.

They also receive a token of gratitude such as pin, desk plaque, and congratulatory note from the President & CEO.

Employee who reach a 25 year milestone can select a gift of their choosing from OC Tanner. Examples of long service awards selected by our employees include:



- Hamilton Beach Grill
- Eureka Tent
- Swarovski Necklace
- Fenwick Fishing Rod
- Panasonic Audio System
- Womens Bulova Watch
- Samsonite Luggage Set
- Nikon Digital Camera
- Men's Citizen Watch
- Le Creuset Bakewear
- Hitachi Hammer/Drill
- Paderno 11-piece Cookware Set

38

Part 7: Financial Benefits & Compensation



Employee Referral Programs



Employees who help us seek out talent to join our team by referring a new team member are eligible for a bonus under one of our two programs:

Licensed Marine Personnel - \$2500 referral bonus

Information Technology Professionals - \$2500 referral bonus

39

Part 7: Financial Benefits & Compensation



Ferry Travel Pass Program

The Employee Ferry Pass Program is our signature employee engagement program and has been an integral component of our benefits offerings for more than 50 years.

Under the program, employees (including their vehicles) have unlimited personal ferry travel with the BC Ferries system. Family Passes are also available for up to 24 one-way trips per year.

When travelling for work, or to/from Company required training, the travel is not deemed a taxable benefit.

60

Part 7



Attachments

- Employee Discounts
- Employee Ferry Pass Program Information
- Public Service Pension Plan and Retirement Benefits Information
- Time bank / RRSP Transfer

61

Part 8: Family Friendly Policies



Maternity Leave - Supplemental Employment Benefit

In addition to their Employment Insurance Benefits, all regular and casual employees (with benefits), on Maternity Leave are eligible to receive a supplemental top-up to an amount of 75% of their base pay for a period of 17 weeks.

62

Part 8: Family Friendly Policies



Other Family Friendly Policies at BC Ferries

- Flexible work schedules available
- Job-Sharing
- 35 hour work week
- Telecommuting for some positions
- Family Illness Leave available
- Extended Maternity leave options
- Special Leaves (up to 10 days with pay, per year) for reasons including marriage of the employee or employee's child, birth of a child, domestic emergencies, attend funeral, citizenship hearings, moving household, court appearance of child

63

Part 9: Programs for Experienced Employees



For experienced employees

Many employees choose to continue working with us after they become eligible for retirement, and we are glad to have their expertise. BC Ferries participates in the Public Service Pension Plan. In addition to the information and session available through the Plan provider, BC Ferries pension and benefits team host information sessions various locations around the fleet to help employees plan for retirement.

- Pre-retirement leave (with access to all benefits)
- Retirement Bonus (up to 6 months salary) for eligible employees
- Retiree Ferry Travel Pass Program
- Flexible part-time work available for retired employees



66

Part 9: Programs for Experienced Employees



Retirement Prints



In addition to a plaque and long service awards, retiring employees have the option of selecting one of the following framed retirement prints, one of the beautiful paintings of our vessels, with gorgeous animal images integrated into the scenes. These were done by local artist, Robert Plante. We thought you would find it interesting to know the names of each painting, and the associated "story", so please read on!

The Last Ferry

The last ferry of the day arrives safely in the harbour.

It is a strong symbol: the work is done, the day is over, and people can go home. The full moon casts its magic spell over the water and makes us realize that we live in a very special part of the world. The water is quiet and peaceful. Tomorrow there will be a new day, with new opportunities, and new adventures.

69

Part 9: Programs for Experienced Employees

Retirement Prints



Departure and Arrival

This ferry is calmly heading towards her destination; the terminal is already in full view.

This is symbolic for all the milestones in our life, when we reach our goals, arrive in new places, end a journey and start a new one. Porpoises accompany the vessel. They remind us to embrace new experiences and unexpected moments, cheerful, and full of adventure.

66

Part 9: Programs for Experienced Employees

Retirement Prints



Welcome Home

Cormorants are welcoming the ferry in the harbour, like the people waiting for their loved ones in the terminal.

There is a strong wind, creating whitecaps on the waves. The wind and the waves are symbolic for the ups and downs in life. But a good captain and an excellent crew -on board and on land- know how to navigate and bring the people safely to the other side. Everything will be just fine.

67

Part 9: Programs for Experienced Employees

Planning for Retirement

The Public Service Pension Plan offers an online course and In-person workshops to answer pension questions. BC Ferries employees are provided with support to access this information

- **Getting to Know Your Pension** is a 15-minute online course. It's a quick and easy way to discover the value and benefits of being a plan member.
- **Making the Most of Your Pension** is a two-hour interactive workshop. Discover how the decisions you make in your career can affect your pension: learn how having a child or separating from your spouse may affect the value of your pension.
- **Approaching Retirement** is a two-hour workshop for plan members nearing retirement. We'll talk about choosing your best pension option, how to apply for your pension, your income needs throughout retirement and the implications of returning to work.

68

Part 9: Programs for Experienced Employees

Attachments

- Congratulating our retiring team members (see "The Wave" pg. 44)

69

Part 10: Employee Engagement



SailSafe is an innovative cultural, organizational change program with a foundation of safety. SailSafe is the name used to signify the commitment to safety from all people employed at BC Ferry Services Inc. It is an **internationally recognized, award-winning program** based on concepts of a 'just' culture, trust, teamwork, commitment, inclusiveness, openness and respect.

All things SailSafe are 100% Employee Driven

70

Part 10: Employee Engagement



SailSafe – Overview and Success

SailSafe is a joint initiative between BC Ferry Services Inc. and the BC Ferry & Marine Workers Union that builds on BC Ferries' current safety practices and reflects the company's and union's commitment to safety as an essential part of our business and our daily work.

SailSafe is driven by the employees who know and understand BC Ferries and who are the eyes and ears of the operation each and every day. Since the inception of SailSafe in 2007 many hundreds of employees have had a direct hand in guiding and helping the program and thousands of employees have created direct inputs through the ALERTs and other multiple tools generated through this program.



71

Part 11: Training and Development



WE ARE A LEARNING ORGANIZATION FOCUSED ON EMPLOYEE DEVELOPMENT

We offer extensive training development programs and initiatives designed and delivered to help our BC Ferries employees navigate their careers. An overview:

- BC Ferries Academy
 - SEA Training (Standardized Education and Assessment)
 - Operational Training (Safety and Regulatory)
- Education Programs – Marina, Engineering, Professional Cooks
- Cadets, Fully Funded Apprenticeships, and Paid Internship Opportunities
- Ongoing Professional Development, Membership Dues & Fees

74

Part 11: Training and Development



HOME DIVISIONS COURSES ABOUT REGULATIONS NEWS TRAINING TEAMS CONTACT

*** New Dangerous Goods Level 1 (Handler) Recertification Process**

As of Sep 1 the DG Level 1 Recertification has moved to an online process. No more paperwork!


OPERATIONS TRADES ADMINISTRATION

BC Ferries Academy

BC Ferries Academy is responsible for:


- Over **120 different programs** that include regulatory, safety, operational and job-specific training
- Delivering over **30,700 days** in 2019
- Overseeing **\$12.2 million** dollars dedicated to SEA training programs in 2019
- Total of **\$7.7 million** spent on Operational and regulatory training in 2019
- Over **600** of our employees have the opportunity to temporarily leave their job to contribute as a trainer, teaching an event to their peers.

75




Part 11: Training and Development

- The majority of our training is custom fit to our employees. We build our own training and work with contractors to fine-tune it specifically to the employees needs.
- We are a big fan of having employees work as SMEs to make the material and program as a whole meet the needs of the students. We are lucky that we are able to use this technique to help us build the best programs possible.
- Increased use of on-line and blended learning. Blended learning provides the best outcomes for students, allowing them self-guided online learning, classroom and hands on practical training.
- The Academy website provides all training resources in one spot. The employee can find information about a course they are scheduled to attend, provides new updated information to all employees, helps employees career plan etc. It is an excellent resource.



76

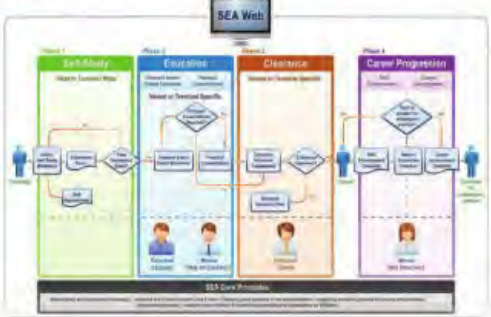


Part 11: Training and Development

SEA Training - What is SEA?

The award winning SEA Program, brings the best part of education to students. It has a 4 phased approach that includes self study, practical and instructor led training, followed by practical consolidation and a checklist which allows a student to self direct their ongoing learning with the assistance of a Mentor.

This program is auditable, customizable, and as work processes change we can easily modify the material.



77

Part 11: Training and Development



The SEA program is an intensive blended (on-line and in-person) approach to job, vessel, and route-specific training. SEA is supported by a web-based LMS (Learning Management System) specifically designed to support training in the maritime context.

Leading the Industry

The SEA program is the first LMS purpose-built for marine industry training, and it's got the industry's attention... Disney and Carnival Cruise lines are adopting the SEA program.



78

Part 11: Training and Development



Operational Training

The Operational Training group works to ensure employees receive mandatory regulatory training like Passenger Safety Management, Firefighting, Emergency Response, as well as other training such as Prevention of Violence in the Workplace.



Practice Makes Perfect

The crew on the Northern Expedition undergo Restricted Proficiency Survival Craft (RPS) Training.



79

Part 11: Training and Development BCFerries

Marine Education Program – Deck and Engineering

BC Ferries is committed to sponsorship of Deck and Engineering Officer development for employees working towards higher certification and for employees maintaining current International Certificates to meet Transport Canada STCW regulatory requirements. These courses are in addition to the ongoing investment through BC Ferries Academy and our leadership development programs.

Unfortunately as a result of the uncertainty from last year, the Marine Education Program did not move forward with new sponsorships in fiscal 2021 for deck officer sponsorship.

We were able to provide continued support for some employees, albeit limited and we are happy to showcase those efforts on the next page.

90

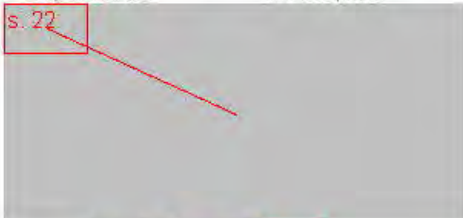
Part 11: Training and Development BCFerries

Engineering Sponsorship Program

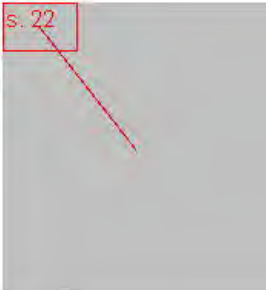
BC Ferries' Engineering Sponsorship Program aims to mentor and support candidates to gain engineering certificates of competency. The following list of employees are given a physically distant high-five for their accomplishments in 2020.

Congratulations as well to the following employees for passing their Propulsion Plant Simulator Level 3 course during very challenging times that included cancelled and rescheduled classes, reduced class size and COVID-19 protocols.


s. 22




s. 22



s. 22



s. 22



91

Part 11: Training Development



BC Ferries believes in investing in the development of our employees. Types of financial assistance may have included the following:

- payment of tuition costs
- providing required text books from our Academy Library
- use of travel pass for 'business' when travelling to/from the courses
- mileage for one return trip over duration of the course
- daily allowance to assist with costs of accommodations, meals, daily phone calls and all other personal expenses
- weekly allowance for employees who do not require hotel accommodations, but to assist with costs of parking and mileage
- upon successful completion of on-line, self-study and in-class courses, reimbursement of hours into their CTO bank, up to a maximum of 50% of course time

82

Part 11: Training and Development



The Simulator Training Centre

The Simulator Training Centre offers several programs that focus on improved teamwork, understanding and applying navigational specifics and enhancing situational awareness. We also have the ability to re-construct incidents and customize activities to allow for applied learning specific to the group being trained.

The Simulation Training Centre developed and delivered navigation and bridge team training, locally accessible, integrated within normal operating cycles and tailored to meet the needs of our employees through delivery of 63 courses to 286 deck officers in 2019.



83

Part 11: Training and Development



Cadetship Programs

BC Ferries partners with 4 marine education institutions across the country including British Columbia Institute of Technology (BCIT Marine Campus), Memorial University Marine Institute, Georgian College and Nova Scotia Community College in providing 2-6 month Cadetship experience to 1st and 2nd year Engineering and Nautical Sciences (deck) cadets.

In 2020 all of our cadet efforts were paused due to the pandemic as both travel restriction and public health measures made it impossible to implement.

Cadets will be joyfully welcomed back to our fleet in Summer 2021!



34

Part 11: Training and Development



Apprenticeships


Our Terminal Maintenance actively supports employees in the trades through apprenticeships. In 2020 we have had 11 apprentices in red seal trades programs registered with ITABC (5 Mechanical, 2 Electrical, 1 Millwright and 1 Plumber), This is an additional 2 in the Marine Engine Mechanic sector.

These are four year programs that call for our employees to be in school each for required training. This is in addition to on-the-job training with a mentor in their trade.

Apprentices are entitled to 95% of their current pay and no waiting period for EI via a supplemental unemployment benefit plan (SUP) applied for and approved by the Government. BC Ferries then tops up their salary to 100%. We also cover the costs of course and books.

35

Part 11




Attachments

- Annual Talent Management Process
- Educational and Training Support
- Operational Training

88

Part 12: Vacation and Paid Days Off



Bargaining Unit employees are also eligible for the following paid days off:

- Special Leave at regular pay (up to additional 10 days) for reasons including marriage of the employee or employee's child, birth of a child, domestic emergencies, attend funeral, citizenship hearings, moving household, court appearance of child
- Family Illness Leave
- Deferred Salary Leave (6-12 months)
- Sick or Bereavement leave during vacation is credited back to the Employee's vacation bank

87

Part 12: Vacation and Paid Days Off



Attachments

- Exempt Employee Vacation Policy
- Bargaining Unit Employee – Collective Agreement
 - Paid Holidays and Vacation Entitlement
 - Health & Welfare Entitlements
 - Special Leaves
 - Entitlements upon retirement

88

Part 13: Community Involvement



The SeaForward Program demonstrates BC Ferries commitment to the environment, conservation & sustainability and community well-being. We are committed to supporting our employees and the communities we serve in working together to improve these common goals.

SeaForward brings all these initiatives under one umbrella to enable us to identify opportunities to engage with our local communities and communicate both internally and externally the amazing work being done.



Part 13: Community Involvement



F21 Community Highlights

- \$43k raised by employees for the United Way and received the United Way Spirit Award of Distinction
- \$50k raised for the Victoria Rapid Relief Fund
- 3,350lbs of food donated to Richmond, Victoria and Nanaimo Food Banks
- \$1400 raised by employees for the Galiano Food Bank
- 1 Million surgical masks donated across coastal British Columbia in partnership with Deloitte, BC Transit, Translink, YVR and the United Way
- 5,000 reusable masks provided to employees in support of Pink Shirt Day
- \$6,000 in support of community and non-profit organizations across coastal British Columbia with in-kind travel
- Partnerships with ViaSport, NSMEC, the Whale Trail and LiveIt

Note: annual partnerships and initiatives with Powell River Kings, Cops for Cancer, PRISMA, Parks Canada and Great Canadian Shoreline Clean Up were paused due to COVID-19

92

Part 13: Community Involvement



FEBRUARY 24, 2021

Pink Shirt Day

BC Ferries is standing up against bullying by supporting Pink Shirt Day on February 24th and providing free pink masks to all employees.



BC Ferries took a very visible stand against bullying by supporting [Pink Shirt Day](#) on February 24th and providing free pink masks to all employees.

Pink Shirt Day aims to raise awareness about bullying and make the world, both offline and online, a kinder place. The campaign supports local anti-bullying programs that teach youth about empathy, compassion, and kindness.

In 2020, the campaign funded [Kids Help Phone](#), [Kid Safe Project](#), [Crisis Intervention & Suicide Prevention Centre of BC](#), [Boys and Girls Clubs of Western Canada](#), and more.

Masks were distributed to all vessels and terminals and employees were encouraged to participate and help spread the Pink Shirt Day message.

Part 13:Community Involvement



The Customer Care department has adopted 10 to 15 seniors without family and purchased gifts for them to open Christmas morning each year since 2011.



This year, Customer Relations put out a call to all employees at the Atrium inviting them to participate by signing up to purchase a gift or donate funds, as she was unable to do the traditional fundraising for seniors at The Heights at Mt. View care home.

The response was overwhelming! Many signed up to purchase items and more than \$2,000 in cash was donated, which allowed Rhonda and her team of elves to add more seniors to the list. This year 27 seniors received their 'wish list' gifts to open Christmas morning – a new record!

The seniors and caregivers were absolutely thrilled and sent virtual hugs to all to show their gratitude. A big thank you to everyone who helped out with this heartfelt task, it was truly a team effort!

94



95

Rasmussen, Shauna

From: Tremblay, Dana
Sent: May 11, 2023 12:33 PM
To: Tremblay, Dana
Subject: FW: [EXTERNAL] BC's Top Employers: 2022 Winners

From: Richard Yerema & Kristina Leung <editorial@mediacorp.ca>
Sent: October 19, 2021 12:14 PM
To: Tremblay, Dana <Dana.Tremblay@bcferries.com>
Cc: Kasper, Karin <Karin.Kasper@bcferries.com>
Subject: [EXTERNAL] BC's Top Employers: 2022 Winners

CAUTION: This email originated from outside of BC Ferries. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Dana,

It is our pleasure to inform you that your organization has been selected as a 2022 winner for the following:

<i>Competition</i>	<i>Announcement Date</i>	<i>Publication</i>
BC's Top Employers	February 8, 2022	Special announcement magazine in the Vancouver Sun and on Eluta.ca

*****IMPORTANT***** If you plan to issue a press release or public statement regarding your selection, please wait until the appropriate announcement date to release the news outside your organization.

Beginning February 8 with BC's Top Employers, we will publish our editorial Reasons for Selection detailing why your organization was selected this year. These reasons will appear on your employer review on Eluta.ca as well as in the official announcement magazine we are co-publishing with the Vancouver Sun.

As a winning employer, your organization is entitled to use our official 2022 logos from the announcement date until next year's winners are announced. We'll be in touch shortly with directions on how to download this year's logo artwork.

We will also be in touch in the weeks ahead with additional information regarding the formal announcement. In the meantime, please accept our congratulations on being selected as one of BC's Top Employers for 2022 -- it's an exceptional achievement in a particularly competitive year.

Best regards,

Richard Yerema & Kristina Leung
Canada's Top 100 Employers
Mediacorp Canada Inc.

7 St. Thomas Street, Suite 501
Toronto, ON M5S 2B7

T 416-964-6069 x5334

<https://www.canadastop100.com/bc>