

INFORMATION NOTE

Cliff #: 65120

Date: May 2, 2023

PREPARED FOR: Honourable Harry Bains, Minister of Labour

ISSUE: WorkSafeBC's 2022 Annual Report and 2023-2025 Service Plan

BACKGROUND:

The 2022 Annual Report provides information on the agency's operational highlights, financial context, and performance targets and results. The Service Plan prioritizes WorkSafeBC's activities and spending for 2023-2025.

Section 326 of the *Workers Compensation Act* provides that WorkSafeBC must submit its annual report to the Minister by April 30th of each year. Section 326 also provides that the Minister must then promptly table the report in the Legislative Assembly if it is in session, or file the report with the Clerk of the Legislative Assembly if the Legislative Assembly is not in session. The last day of the current session is May 11, 2023.

DISCUSSION:

The message in the report from Jeff Parr, Chair of WorkSafeBC, noted that in 2022, WorkSafeBC continues to focus on core services, build a worker-centred and worker engaged approach, and supported employees to deliver on WorkSafeBC's mission. WorkSafeBC continued work begun in 2021, to update and strengthen its governance. Mr. Parr notes in his message that in 2022, the Board of Directors reviewed and approved several key decisions supporting strategic priorities, including amending the policy on determining workplace status to reflect the changing nature of work in B.C., and policy changes to remove procedures specific to assessing permanent psychological disability benefits.

Mr. Parr noted that several policy amendments in 2022 flowed from Bill 5 (asbestos), and Bill 41 which introduced seven amendments relating to indexation of benefits, claims suppression, and return to work, among other important issues.

In 2022, the Board of Directors reviewed and approved several key decisions supporting WorkSafeBC's updated corporate mission, vision, and values that reflect the stakeholder-centred approach of the Minister of Labour and WorkSafeBC. WorkSafeBC approved changes to reflect gender-inclusive language. WorkSafeBC approved regulatory changes to improve worker safety when using tower cranes. WorkSafeBC also approved the average base premium rate for 2023, continuing to keep it unchanged for the sixth straight year.

Appendices 1 and 2 provide highlights of WorkSafeBC's performance measures and financial summary. For example, the percentage of workers returning to work by 26

weeks was 81.3 percent — 1.3 percentage points above WorkSafeBC's target and an increase of 1.4 percentage points from 2021. From a financial perspective, the report notes that although WorkSafeBC's operating costs remained relatively stable in 2022, WorkSafeBC's bottom line was significantly affected by a legislative amendment to improve benefits for injured workers as well as the downturn in financial markets. As a result, WorkSafeBC's total comprehensive loss for the year was \$2.7 billion, \$4.0 billion lower than in 2021, causing the first decrease to the Accident Fund since 2011. WorkSafeBC ended 2022 with a smoothed funded level of 146 percent, compared with 155 percent at the end of 2021.

The Service Plan outlines priorities for:

- WorkSafeBC operations, such as preventing workplace injury, disease, and death by engaging employers and workers in workplace health and safety;
- WorkSafeBC's workforce, including including equity, diversity and inclusion in the WorkSafeBC workplace;
- stakeholder and government services, including providing stakeholder-centred and inclusive services; and
- maintaining the long-term financial sustainability of the workers' compensation system.

Appendix 3 provides more detail on these priorities.

CONCLUSION:

- WorkSafeBC has submitted the 2022 Annual Report by April 30, 2023, according to legislative requirements.
- The Minister is required to file WorkSafeBC's Annual Report to the Legislative Assembly or with the Clerk of the Legislative Assembly "promptly" after receiving it.
- Ministry and/or WorkSafeBC staff are available to answer questions or to provide a detailed briefing on the information prior to filing.
- Once the report is tabled, WorkSafeBC will make it publicly available on its website.

ATTACHMENTS:

Appendix 1: Summary of Content and Performance Measures in the Annual Report

Appendix 2: WorkSafeBC's Financial Position

Appendix 3: Summary of the 2023-2025 Service Plan

WorkSafeBC 2022 Annual Report and 2023-2025 Service Plan

DM Contact: Trevor Hughes, 778-974-2189

Prepared by: Peter Rogers, Senior Policy Advisor, Policy and Legislation Branch

Appendix 1: Summary of 2022 Annual Report Performance Measures

Performance Measures	Results
Reduce the provincial time-loss claims rate	<p>The provincial time-loss claims rate is determined by the relationship between the number of injuries and the employment base (person-years).</p> <p>In 2022, the provincial time-loss claims rate was 2.40 — 7.0 percent higher than the 2021 rate of 2.24. In 2022, the increase to the overall time-loss claims rate was primarily concentrated within the service-industry sector, especially in health care, social services, and education, which had 29 percent more time-loss claims over 2021 due to COVID-19 claims.</p> <p>There were 9,761 COVID-19 time-loss claims in 2022, 261 percent higher than the 2,707 COVID-19 claims WorkSafeBC accepted in 2021. Of the COVID-19 claims accepted in 2022, 237 met the classification of a serious injury. If WorkSafeBC were to exclude the accepted COVID-19 claims, the time-loss claims rate for 2022 would be 2.01, which is 5.4 percent lower than the 2021 time-loss claims rate of 2.12.</p>
Improve return-to-work outcomes.	<p>The percentage of workers returning to work by 26 weeks was 81.3 percent — 1.3 percentage points above WorkSafeBC's target and an increase of 1.4 percentage points from 2021. In 2022, COVID-19 continued to have some negative impacts on how long injured workers were off work. COVID-19 cases represented 16.1 percent of the overall claim mix, an increase from 5.0 percent in 2021.</p>
Worker and employer satisfaction	<p>In 2022, 79 percent of injured workers rated their overall experience with WorkSafeBC as good or very good. In 2021, the percentage was 82%. Most injured workers rating their overall experience as good or very good noted that WorkSafeBC staff were easy to work with, provided responsive communication, and offered clear explanations.</p> <p>In 2022, 79 percent of employers rated their overall experience with WorkSafeBC as good or very good. This result does not meet the 81% target set for the year and is below the 2021 result of 81%.</p>
Maintain a smoothed funded level of no less than 130 percent	<p>WorkSafeBC has significant fiduciary responsibilities including ensuring that the compensation system remains financially viable. In 2022, WorkSafeBC ended the year with a smoothed funded level of 146 percent, compared with 155 percent at the end of 2021. The reduction was largely due to a one-time increase in claim benefit liabilities resulting from the Bill 41 legislation changes. Investment losses in 2022 affected the smoothed funded level to a lesser</p>

	<p>degree than the fair-value funded level because of WorkSafeBC's smoothed-accounting method, which defers much of the loss (to be smoothed over the next four years). The smoothed funded position in the next four years will be reduced when WorkSafeBC recognizes the losses unless they are offset by future investment gains. Smoothed accounting is a method to level out short-term fluctuations in financial results, including for investment income and the value of assets.</p>
Administration costs	<p>In 2022, WorkSafeBC's total administration costs were 0.40 percent of assessable payroll, a reduction from 0.43 percent in 2021. Although WorkSafeBC's total administration costs increased by \$21.4 million, this result was lower than the target range of 0.46 to 0.50 percent. The lower cost ratio was because of higher-than-projected growth in assessable payroll as the provincial unemployment rate decreased to the lowest level in over 10 years.</p>

Appendix 2: WorkSafeBC's Financial Position

Although WorkSafeBC's operating costs remained relatively stable in 2022, WorkSafeBC's bottom line was significantly affected by a legislative amendment to improve benefits for injured workers and the downturn in financial markets. As a result, WorkSafeBC's total comprehensive loss for the year was \$2.7 billion, \$4.0 billion lower than in 2021, causing the first decrease to the Accident Fund since 2011. Total comprehensive income is the sum WorkSafeBC operating surplus or deficit, plus other comprehensive income. If the result is negative, WorkSafeBC has a comprehensive loss for the period.

WorkSafeBC ended the year in a strong financial position with a funded position of \$7.5 billion on the smoothed-accounting basis, absorbing the total comprehensive loss, because of WorkSafeBC's capital management strategy. The smoothed-basis funding level at year-end was 146 percent. The funding level decreased from 155 percent at December 31, 2021 largely because of a one-time increase in claim liabilities stemming from the legislative amendment noted above. As of March 2023, the Bill 41 legislation changes represent a one-time cost of \$1.26 billion, with this liability adjustment for existing claims being applied in 2022.

Premium income was \$2.1 billion in 2022, a 14 percent increase from 2021, even though WorkSafeBC held the average base premium rate unchanged at 1.55 percent (since 2018). During the year, as the economy continued to improve and unemployment rates decreased, assessable payroll increased, which generated a higher premium income as compared with the prior year.

WorkSafeBC's investment portfolio experienced a loss of \$0.5 billion in 2022, compared with investment income of \$2.7 billion in 2021. The portfolio investment return in 2022 was -2.6 percent, lower than the required long-term return of 7.0 percent and down from a 12.7 percent gain in 2021. WorkSafeBC's investment return continues to be higher than the required return over the long term.

Claim costs for 2022 before non-recurring adjustments were \$3.1 billion, which was comparable to the prior year.

Administration and other operating costs (excluding claim administration) totalled \$363 million in 2022. Administration costs that excludes claims administration increased by \$4 million mainly because of salary increases for staff and increases in staffing levels to improve services. (As noted above at the end of Appendix 1, total administration costs including claims administration increased by \$21.4 million).

Appendix 3: Summary of the 2023-2025 Service Plan

WorkSafeBC Operations

- Prevent workplace injury, disease, and death by engaging employers and workers in workplace health and safety.
- Maximize overall recovery and post-injury earnings for injured workers.
- Provide comprehensive insurance coverage for workplaces in B.C.
- Deliver service to stakeholders at defined service levels.
- Administer the Workers Compensation Act and Occupational Health and Safety Regulation.
- Maintain an effective and efficient operation.
- Ensure the integrity of WorkSafeBC data and systems.

WorkSafeBC's Workforce

- Ensure the health and safety of our workforce, both physical and psychological.
- Ensure equity, diversity, and inclusion in WorkSafeBC's organization.
- Foster an engaged workforce.
- Attract and develop a skilled workforce for today and the future.

Stakeholder and Government

- Deliver stakeholder-centred and inclusive services.
- Communicate effectively with our stakeholders.

Financial

- Maintain the long-term financial sustainability of the workers' compensation system.

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s.12 ; s.13 ; s.16

MINISTRY OF LABOUR

INFORMATION NOTE

Cliff #: 65243

Date: May 29, 2023

PREPARED FOR: Honourable Harry Bains, Minister of Labour

ISSUE: Status of recruitment efforts and increasing diverse employee representation in the Ministry of Labour.

BACKGROUND:

In July 2021 the Strategic Human Resources (SHR) for the Economy Sector deployed two management level employee resources as dedicated resources to support the Employment Standards Branch (ESB) with meeting the mandate to “work to improve the timeliness of employment standards dispute resolution.” A major component of this support is reducing the backlog through robust and timely recruitment and onboarding of new staff, enhanced leadership development, and building in stronger retention mechanisms.

In the BC Public service, employee demographic data is self-reported through the bi-annual Work Environment Survey (WES). The collection and dissemination of this data is managed by BC Stats and falls under the Statistics Act. Due to the size of the ministry, we are able to obtain ministry level but not divisional or detailed ethnic grouping data. Over the past year the team has been working closely with partners in the BC PSA to enhance our marketing and outreach efforts to ensure ministry roles are visible and targeted across the province.

The SHR team added a Director of Inclusion, Diversity, Equity and Accessibility (IDEA) last fall and their goal is to develop and implement an IDEA Action plan. This plan has undergone extensive consultations and benchmarking and is set to launch this summer. At a high level the plan will outline goals and specific measures to support an increasingly diverse workforce, enhance inclusion and accessibility and build a strong foundation for meaningful reconciliation.

DISCUSSION:

The demographic status of the Ministry of Labour is comprised of four self-reported categories (gender, 2SLGBTQ+, ethnicity, and disability status) and four administrative categories (years of service, region, union status, and age). Unfortunately, the category of Ethnicity has limited information available because the ministry does not have enough employees to prevent residual disclosure of personal information. People identifying as non-white or choosing not to disclose their ethnicity is 35% which aligns strongly with the province of BC as a whole (36% non-white) suggesting an ethnic balance in the Ministry of Labour with the general provincial population. See *Appendix A – Self-Selected Demographic Tables* for additional details and breakdowns on 2SLGBTQ+, ethnicity, disability status and gender.

Job Postings typically take three to six months from posting to employees starting in their roles to ensure that hiring managers fulfil all the principles of merit, outlined in the *Public Service Act*. All jobs are posted on the [Current B.C. Government Job Postings page](#). The timeline varies based on hiring manager workloads, the number of people being hired and interviewed. One of the dedicated resources on the team is a recruiter which helps significantly mitigate delays with processing and

running competitions. We estimate this saves three to four weeks per hiring competition and extensive ESB hiring manager time.

ESB utilizes a comprehensive media plan to reach a broader audience. The full list of sites where ESB markets its positions can be found in *Appendix B – Media Plan Summary*. We are specifically targeting diverse candidates using job boards with the South Asian Bar Association, the Inter-Cultural Association of Greater Victoria, three Indigenous focused job boards, Pride at Work Canada, and Women in Leadership. As it stands there is no intention to develop a specific job board for ESB as it is cost-prohibitive and administratively burdensome when we already have a corporate job board managed by the PSA. In the last two ESB competitions we hired seven new band 3s (three external to ESB) and twenty-one new or promoted band 2s (thirteen external to ESB). Our marketing has been showing success as these two competitions were viewed in excess of 10,000 times and resulted in over 250 applications.

We have attached a Job Seeker Quick Reference link in *Attachments* below. This can be provided to people enquiring with the Minister's Office about how to apply for ESB positions.

SHR in collaboration with the PSA, are actioning additional options including targeted LinkedIn advertising to specific skillsets, attending career fairs or outreach events for recruitment purposes, designing position specific recruitment videos and creating a careers highlight page for industrial relations officers. PSA was a sponsor of the recent Mosaic job fair and will be participating in the Progressive Intercultural Community Services (PICS) Mega Job Fair in Surrey, and we are planning to have ESB representation at this event.

SUMMARY:

Strategic Human Resources, the Employment Standards Branch, and the Economy Sector Management Services Division are taking steps to meet their mandate to "work to improve the timeliness of employment standards dispute resolution." To meet this mandate two SHR resources have been assigned to ESB to enhance recruitment, onboarding and leadership development. Information on how to apply for positions with ESB and resources to share with members of the public making the inquiry have been provided. In addition to this, SHR is continuing to take steps to ensure the ministry is inclusive, has staff with diverse backgrounds, who are treated equitably, and have their accessibility needs met.

ATTACHMENTS:

Appendix A – Self-Selected Demographic Tables

Appendix B – Media Plan Summary

Job Seeker Quick Reference

ADM Contact:

Brian Urquhart, ADM/EFO
250-896-3947

Prepared by:

Kelly Laferriere, Manager, Strategic Human
Resources Management Services Division

Reviewed by:

Rhonda McGinnis, Executive Director
Strategic Human Resources
Management Services Division

Appendix A – Self-Selected Demographic Tables

All demographic table data was collected January 2022. It is the most up to date information we have until the next WES cycle is completed in early 2024.

Gender Ministry of Labour:

Gender*	Proportion of Workforce
Woman (Cisgender)	61%
Man (Cisgender)	34%
Other or choose not to disclose	5%

*Balanced with the rest of the BCPS

2SLGBTQ+ Identity Ministry of Labour:

Identity*	Proportion of Workforce
2SLGBTQ+ or Prefer to Self-Describe	12%
Non-2SLGBTQ+	84%
Other or choose not to disclose	4%

*Greater representation in the Ministry of Labour workforce than the general population

Ethnicity Ministry of Labour:

Ethnicity*	Proportion of Workforce
White	65%
East and Southeast Asian (e.g., Chinese, Filipino, Korean, Japanese, Thai, Vietnamese, etc.)	11%
Other ethnicities or choose not to disclose**	24%

*Aligns well with the province's overall population (64% European descent; remaining population groups include South Asians, East Asians, Indigenous and Southeast Asian populations)

**Indigenous peoples are slightly under-represented in the Ministry of Labour but the specific data is not available

Disability Status Ministry of Labour:

Ethnicity	Proportion of Workforce
Persons with Disabilities*	27%
Persons without Disabilities	65%
Choose not to disclose	8%

*Double the number of people when compared against the province's population.

Appendix B – Media Plan Summary

The major recruitment sites utilized include BC Jobs, Eluta, Equitek, Glassdoor, Indigenous Link, Indeed Pride at Work Canada, Women in Leadership, WorkBC, Workopolis, and WowJobs which automatically post BC Public Service job opportunities directly from our Recruitment Management System.

The table below contains additional areas the PSA posts positions for ESB's Industrial Relations Officer Band 2 position.

Additional Media	Description
LinkedIn Job Slot	Job slot on corporate LinkedIn BC Public Service page with over 50,000 followers. Link is sharable to networks.
LinkedIn Search	Searching LinkedIn for qualified candidates and encouraging them to apply.
Indeed - Kelowna	Sponsored job post.
Indeed - Richmond	Sponsored job post.
South Asian Bar Association	Online job board and post in monthly newsletter.
Inter-Cultural Association of Greater Victoria	Online job board.
Civic Info	Online job board.
BC Paralegal Association	Online job board and email to 900 members.
Alberta Association of Professional Paralegals	Online job board, member email and social posts.
Chartered Professionals in Human Resources – BC & Yukon	CPHR BC & Yukon supports the needs of HR professionals.
Move Up Prince George	Online job board.
Government of Canada Job Bank	Online job board.
Aboriginal Futures	Online job board.
Métis Nation BC	Online job board.
Indigenous Link	Featured career.

JOB SEEKER QUICK REFERENCE



Use this quick reference to assist with applying for jobs with the BC Public Service.

Go to [Current Job Postings](#)>Government Careers, select either 'BC Public Service Employees' or 'External Applicants' (non-BC government employees) to begin your job search.

Navigation

Click the Help Resources icon for Help and Instructions on any page.

	Search Jobs		View All Jobs
	Your Account		Logout
	Notifications		Career Centre
	Create Account		Recently Viewed
	Pins to MyHR		

Icon Definitions

	Edit		Print
	Cancel		Help Text
	Delete		Download
	Calendar/Date Picker		More Options
	Deactivated		Active
	Sort		

Search Jobs

1. Select Job Search or View All Jobs
2. If using Job Search, enter your Keywords.
Select Advanced Job Search for additional search fields
3. Click Search
4. Click JOB TITLE to see the job details page
5. Click on the Job Profile attachment to view additional job details and the job requirements
6. Click Search Again to start a new search

Job Search Hints:

- Search by complete words. Job searches do not support wildcard and partial word searches
- Use 'At least one of the following' for a broader search
- You can only search one Ministry at the time
- To view Inventory postings, click on the job search category 'Inventory'
- To select more than one location or multiple job categories: Hold down the 'Ctrl' key (for PC) or 'Command' key (for MAC) and click the desired options
- To view jobs in multiple locations, use the search location of 'CA – BC – Multiple Locations'
- Save your search as a Job Search Agent to be notified when jobs are posted

Job Search Agents

1. To save a job search, at the bottom of the Job Search Results page click Save Search as an Agent. Give your job search agent a name and click Active.
BC Government employees: Click on Job Search → Job Search Agents → Create New Search Agent to reach the Quick Job Search page and Save Search as an Agent (at the bottom of the page)
2. To manage your job search agents, login and navigate to Career Center → Job Search Agents
3. The options located in the Action(s) columns include:
 - Run Agent Manually** - your search results will include the Ministry/organization name, union, location, posting open and close dates
 - Deactivated** - no notifications for your job search agent results are emailed to you
 - Active** - notifications of your job search agent results are sent to you
 - Delete** will permanently remove the job agent
4. To view the job details and apply, click the Job Title
5. Click Create New Search Agent to create a new job search agent

Hints:

- You must have an account to save a job search agent
- You cannot edit a Job Search Agent. Delete the agent and create a new job search agent
- Internal applicants must be IDIR authenticated to view internal postings. Login before clicking on a Job Search Notification

Create an Account

1. Select **Create Account** if you are an External Applicant
2. If BC Government Employee, click on 'BC Public Service Employee' to automatically login. If login screen is shown, click 'Single Signon'
3. Enter your information by typing in the boxes or selecting from the options listed – boxes with a * are mandatory
Tip: Use CTRL click (for PC) or Command click (MAC) to select more than one option
4. Review your information and click **Continue**.
5. If successfully created, email message is sent to you:

Account Created

To add your Résumé now, select **Add/Edit Resume**.

(See **Add Résumé to Your Account** for instructions)

Add Résumé to Your Account

1. For External Applicants - navigate to Career Centre → Résumé. For BC Public Service Employees navigate to Career Centre → MyRésumés → Résumé
2. Click on **Add/Edit Resume**
3. Enter your information – boxes with a * are mandatory
4. Copy and Paste (control V) your **unformatted** Résumé or type your Résumé in the Contents box
5. Read the Terms of Use Agreement and Collection Notice, mark ☒ to agree. Click **Submit**
6. Review your submitted information. To correct or add formatting in the resume box, click **Add/Edit Resume**
7. Add a cover letter now or **Skip Step**
8. Diversity Information: Select one or more options from the drop down box or choose the option not to answer.
9. Click **Submit**
A 'Success – Resume Saved' message indicates your resume is saved.


Tip: When you copy and paste your resume, the resume editor will alter formatting code such as tables, bullets or tabbed indents. Remove any formatting before you copy and paste.

Apply for Jobs

1. Login and navigate to **Career Center** → Search Jobs
 2. Use **Advanced Job Search** to locate the job
 3. Select the **Job Title** to view the job details.
 4. Click **Apply to this Job**
 5. Review your **Application Form**, edit or complete any remaining fields. See steps in **Add Résumé** to add your Résumé or **Edit Your Résumé**
 6. When completed, select the **Next** button.
 7. Where applicable, complete the **Screening Questionnaire**, and select **Next**
 8. If prompted to provide a **Cover Letter**, see the steps in **Add /Edit a Cover Letter**, and select **Next**. To add and edit a previous cover letter, select the ☒ button beside your cover letter, then select **Next**
 9. **Preview** is the last step. Click the **Edit** icon to make changes to your information
 10. Click **Finish** to complete your application or Save for Later to complete at a later time
- A success message indicates you have completed the apply process.

TIP: You cannot update your submitted application after you have clicked the Finish button.

Edit Your Résumé

1. Login and navigate to **Career Center** → **Résumé**
2. Select **Add/Edit Resume**
3. Edit the information in your **Resume Profile and/or Resume Contents box**

4. Select **Submit** to save your changes

Navigation:

Previous **Next** **Finish Later** **Skip Step** **Cancel**
Select **Previous** to return to the prior step
Next to advance to the next step
Finish Later to save your information for later
Skip Step to skip adding a cover letter or skip a step
Cancel to cancel with no information saved

Add / Edit A Cover Letter

1. Login and **Apply for a Job**
2. When prompted to add a cover letter, click **Browse...** and locate your cover letter. Double click to select and click **+**
3. Enter a **Cover Letter Name**
4. Review your cover letter content and edit if needed
5. Click the **Next** or **Submit** button. A success message will display
6. Preview your information and edit, if needed. Click **Finish**

To use or edit an existing cover letter:

When prompted to add a cover letter, scroll to your list of cover letters (bottom of screen). Use to **☑** action to select the cover letter you wish to use.

You can now **Edit** or **Delete** your cover letter.

Note: To skip adding a cover letter, select **Skip Step**

Review Your Résumé Submission History

1. Login and navigate to **Career Center** → **Résumé Submission History** or **Career Center** → **My Resumes** → **Résumé Submission History**
2. Select the **More Options** icon in the Actions column to perform the following tasks:

View Résumé View the version of the Résumé you submitted

View Cover Letter View the cover letter submitted

Remove Self from Consideration Remove yourself from the competition

Add Yourself Back for Consideration Re-submit your original application

HINT: You cannot edit your application when you add yourself back for consideration.

Offers

You will receive an email notification if you have a job offer.

1. Login with the email you used to apply for the job. (If you are an employee, click on 'BC Public Service Employee' or 'Single Sign-on')
2. Locate the Offer email notification and click the link in the email or
Navigate to **Career Center** → **Offers** (and Extended Offers for internal employees)
3. Click on **Offer Details** to view the offer letter
4. Click Accept Offer or Reject the Offer

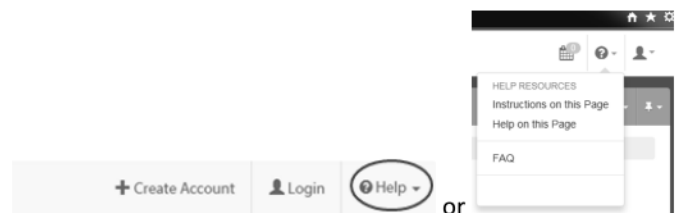
Offer Decision

Click the appropriate link below to accept or reject the offer. Any comments can be entered on the next screen.

[Accept Offer](#) [Reject Offer](#)

Contact the hiring manager if you wish to discuss the offer.

Need Help?



MyHR links for job seekers

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[Executive Opportunities](#)
[Search for Opportunities](#)
[The Application Process](#)
[Featured Careers](#)
[Contact the BC Public Service Agency](#)

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[Extend the Offer](#)
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May 2018