

# BC Hydro Code of Conduct Policy



# Contents

<b>Part 1: Our code</b>	<b>1</b>
Our Values	1
Mission	1
Vision	1
Our six guiding values	1
How to use this document	1
Who must follow our Code	2
Directors and employees	2
Our subsidiaries	2
Contractors and others who work with us	2
Our responsibility	2
<b>Part 2: Putting our values to work</b>	<b>3</b>
Conduct	3
A. Safety	3
B. Security, Business Continuity and Emergency Management	4
C. Building an Equitable Workplace	4
D. Indigenous Peoples	5
E. Our customers and external relationships	6
F. Environment	6
G. Compliance with the law	6
H. Our regulators	7
I. Financial responsibility	7
J. Procurement	7
K. Professional qualifications	7
L. Outside activities and conduct	7
M. Work Time	8
<b>Information and property</b>	<b>8</b>
Information and records	8
i. Protection of confidential information	8
ii. Privacy and the protection of personal information	8
iii. Records and information management	9
BC Hydro property	9
i. Use of BC Hydro property	9
ii. Computing systems and devices	9
iii. Cybersecurity	9
iv. Physical property	9
v. Ownership of work product	9
vi. Return of property and information—post-employment	9
<b>Part 3: Conflicts of interest</b>	<b>10</b>
BC Hydro vs. Personal Interests	10
What is an actual and apparent conflict of interest?	10
What do we do when something may be a conflict of interest?	10
Personal relationships at work	11
Involvement in outside organizations	11
Outside employment	12
Political participation	12
Gifts, entertainment and benefits	12
Working with contractors	13
Trivial financial interests exception	14

**Part 4: How to report concerns & what happens after disclosure** ..... **14**

**How to report concerns and get advice** ..... **14**

        Employees: who to contact ..... 14

        Directors and executive team employees ..... 15

        Public interest disclosure act (PIDA) ..... 15

        Contractors: who to contact ..... 15

**After disclosure** ..... **15**

        Employees (non-executive) ..... 15

        Managers ..... 15

        Respectful workplace concerns ..... 16

        Accounting and auditing concerns ..... 16

        Putting our values to work ..... 16

        Conflicts of interest (non-executive employees) ..... 16

        Overlapping concerns ..... 16

        Public Interest Disclosure Act – serious wrongdoing ..... 16

        Directors: Conflicts ..... 17

        Executive team employees: Conflicts ..... 17

**Confidentiality and whistleblower protection** ..... **17**

**Exceptions** ..... **18**

# Part 1: Our code

## Our Values

### MISSION

To safely provide reliable, affordable, clean electricity throughout B.C.

### VISION

A cleaner more sustainable future for all British Columbians.

### OUR SIX GUIDING VALUES

1. We are safe
2. We are here for our customers
3. We are one team
4. We include everyone
5. We act with integrity and respect
6. We are forward-thinking



## How to use this document

We have an important job to do—we keep the lights on for the province. As B.C.’s largest commercial crown corporation, we have unique responsibilities. We are responsible to:

- the public (our shareholder) and to our ratepayers (our customers) to provide safe, reliable and affordable electricity;
- Indigenous communities whose traditional territories are impacted by our infrastructure and programs and have been for many generations, and who have unique rights in Canada;
- the environment, which we rely on in all its forms to generate and transport the electricity we produce; and,
- our regulators, who closely monitor our work to ensure we are adhering to regulatory and legal standards and requirements.

To guide us, the BC Hydro Board of Directors (the Board) has provided this Code of Conduct Policy (the Code), which it reviews annually. The Code outlines what’s expected of us in light of our unique responsibilities. It helps us to act in a way that reflects BC Hydro’s values.

There are four parts to the Code. The first part, Our Code, sets out our mission, vision, values, and who must follow the Code. Part 2, Putting Our Values to Work, covers the conduct expected of us to operate according to our values. Part 3, Conflict of Interest, is about integrity and making sure we act in the best interest of BC Hydro. Part 4 of the Code tells us where to seek advice, how to disclose concerns, what happens after disclosure and exemptions to the Code.

Throughout this document, you’ll find links or references to supplementary requirements and information. Once you read the general policy or principle in this Code, follow the links to find the extra information or details you need in order to do your job safely, effectively and efficiently. It’s all of our responsibility to follow the Code in its spirit and intent so if you have questions or are unclear about anything as you read through it, please set up some time with your manager to seek clarification.

# Who must follow our Code

## DIRECTORS AND EMPLOYEES

The Code applies to BC Hydro and its subsidiaries, including all BC Hydro Board directors (directors), and employees, including executives, managers and senior leaders. The Code may also apply to others, such as contingent labour resources or individual contractors, if BC Hydro and the other parties specifically agree. When this Code refers to “you”, “we”, “our” or “us”, it means any directors and employees as well as those who have agreed to follow the Code.

## OUR SUBSIDIARIES

Any reference in this Code to BC Hydro includes its subsidiaries, unless the Code indicates otherwise. Subsidiaries may have different supplemental requirements than BC Hydro.

## CONTRACTORS AND OTHERS WHO WORK WITH US

We expect fair and honest behaviour from our contractors—expectations that are covered in the **Contractor Standards for Ethical Conduct**. The Standards apply to a contractor if BC Hydro and the contractor agree to apply them. That means these Standards must be included in every tender call, request for proposals and contract with BC Hydro unless it’s inappropriate to do so. A contractor’s failure to comply with the Standards, if applicable, may be a breach of contract and could result in the termination of the contract.

Any reference in this Code to a contractor includes a contractor, consultant, supplier and business associate.

# Our responsibility

British Columbians rely on us to keep the lights on and to act with integrity and honesty. We must act ethically and be aware of our behaviour and the way it is perceived by others. This means not only complying with this Code and any supplementary requirements but also with their spirit and intent.

Directors and employees must review the Code when first joining the company and then at least once a year after that. Each of us must also complete online or in-person Code training annually.

Directors and executive team employees must meet with the Code of Conduct Advisor (Code Advisor) annually to discuss and to disclose in writing to the Corporate Secretary any personal interests that could result in an actual or apparent conflict of interest.

Managers help employees comply with the Code and supplemental requirements by setting a good example, providing clear expectations and training, setting objectives aligned with the Code, providing regular respectful feedback for improvement, ensuring appropriate consequences for breaches of the Code and recognizing employees for strong performance.

If you know or suspect that this Code or the supplementary requirements supporting the Code have been, or are likely to be, breached you are required to report it. We take seriously any failure to comply with this Code and supplementary requirements and we may discipline anyone violating them. A violation or repeated violations of this Code or any supplementary requirements may result in discipline up to and including termination of employment.

BC Hydro also complies with the **Public Interest Disclosure Act (PIDA)**, and encourages current or former employees to come forward if they believe a serious wrongdoing has occurred or is about to occur.

# Part 2: Putting our values to work

## Conduct

### A. SAFETY

BC Hydro places Safety Above All. Safety Above All means that safety is an overarching, organization-wide, core value at BC Hydro. It reflects the expectation we have of our workforce, contractors and the public that occupational health and safety requirements are followed at all times. It also reflects our obligation to keep our workplace and assets safe through our design and construction, operations and maintenance, and asset investment programs.

We view every injury as preventable. Our goal is that all our employees, contractors and members of the public go home safe and healthy every day. Safety at BC Hydro is everyone's responsibility.

Our mission "to safely provide our customers with reliable, affordable, clean electricity throughout B.C.", reflects this "Safety Above All" mindset.

Safety starts with leadership. We enable and require our executives, managers, supervisors, asset managers, delivery partners, contract owners and workers to be accountable for occupational health and safety. We set clear expectations, taking the guess work out of how a person's role and responsibilities contribute to workplace health and safety. We ensure that our plans, equipment designs and how we resource all our work removes hazards or puts in place effective barriers and minimizes health and safety risks. Working safely in our high hazard environment requires compliance with the appropriate health and safety requirements for the work. These safety requirements are established by regulations, which are interpreted by BC Hydro safety professionals, informed by engineering analysis and industry best practice, and thoughtfully applied by skilled tradespeople and workers.

Safety requirements are not intended to create an environment of zero safety risk: as an electric utility that would be impossible. However, the requirements reflect the broad societal tolerance for industrial worker and public safety risk.

In virtually all cases, following these safety requirements allows work to proceed safely and workers to go home safe and healthy at the end of each day. Similarly, members of the public should be able to carry out their day-to-day activities in and around our system in reasonable ways without incident.

Properly applying occupational health and safety requirements requires good planning and effective coordination, and that work proceed in an orderly manner. If there is a change in circumstances, workers must stand down and establish a new plan that incorporates the changed circumstances. Application of a worker's personal safety risk tolerance, or a worker's self-optimization of a procedure to complete work more efficiently for the perceived benefit of BC Hydro, is not acceptable.

Our employees are involved in work plans and decisions that impact their health and safety. We encourage employees to raise concerns or stop work any time they feel their health, safety, or the health and safety of others, may be at risk. We measure our safety performance and learn from our failures and our successes. Learning from our "near misses" is as important as learning from our injuries as we believe 100% of all injuries can be prevented. When an error occurs and safety requirements are not met, BC Hydro responds fairly and appropriately through our **Just Culture** principles.

Our goal is zero injuries and we challenge everyone to achieve this.

For more details on Safety, including the rules around the use of alcohol and drugs, see [here](#).



## B. SECURITY, BUSINESS CONTINUITY AND EMERGENCY MANAGEMENT

Our infrastructure is vital for the health, safety, security and economic well-being of British Columbians. We work with the province, Indigenous communities, local and federal governments and industry stakeholders to be prepared for emergencies using an integrated and coordinated approach to ensure public safety and effective recovery.

We plan our work and train our people to understand the importance of security, business continuity and emergency management for the protection of the public and our people, assets and information, supporting our operations and reducing financial and operational risks. We keep our people informed of relevant threats and emergency procedures. We safeguard our critical services, operations and processes through effective risk assessment and mitigation measures including business continuity and recovery planning. We are ready to respond to emergencies at all worksites including our dams, generating stations, substations and offices.



## C. BUILDING AN EQUITABLE WORKPLACE

We hold ourselves to a high standard when it comes to ensuring we have a diversity of perspectives and experiences to draw on as we do our work. Not only is this the right thing to do, it leads to stronger decisions and better outcomes for our business. We're each responsible for creating a workplace that reflects the diversity of our province, where everyone feels included and is treated equitably and with respect. To achieve this, we comply with our Statement of Respect, Inclusion and Diversity.

### Statement of respect, inclusion and diversity

To support our objective of creating an equitable workplace, we recognize that we are one team made up of people with diverse backgrounds, experiences and ideas. Each one of us is accountable to listen to, learn from and value one another's perspectives.

Through our Statement of Respect, Inclusion and Diversity, we commit that:

1. We will uphold human rights consistent with the **Human Rights Code**.
2. We will build a workforce that reflects the diversity of our communities and customers and gather data to measure our progress toward employment equity.
3. We will regularly review our hiring and promotion practices, particularly to address systemic barriers and biases facing particular groups.
4. We will educate ourselves on inclusion and diversity and support each other as we learn.
5. We will learn to recognize bias and provide employees with skills to act and perform their work consistent with our values.
6. We will be open to differing cultures, backgrounds, identities, ideas, approaches and perspectives.
7. We support people who report exclusion, harassment and bullying and will ensure they can report incidents without fear of retaliation.
8. We will ensure that everyone feels safe to focus on their work and that all employees are able to contribute to their full potential.
9. We will seek advice and feedback from our employees, including our employee networks, about their lived-experience and support people to be comfortably open about themselves at work.
10. We will all hold one another accountable to be respectful and inclusive.

BC Hydro is committed to providing all employees with a workplace where everyone is treated with dignity and respect and is free from bullying, harassment, discrimination and offensive conduct and remarks.

We must conduct ourselves in a respectful, polite and considerate manner with everyone we interact with in the workplace and whenever we represent BC Hydro. Our **Respectful Workplace Policy** promote respectful behaviours in our work. We must uphold these rules and BC Hydro's obligations under **human rights** and **occupational health and safety laws and regulations** and raise concerns when we see disrespectful behaviour at work. Disrespectful behaviour won't be tolerated.

If you have witnessed or been subjected to disrespectful behaviour at work, promptly notify your manager or the Ethics Office.

## D. INDIGENOUS PEOPLES

The legacy of the impacts of BC Hydro infrastructure and operations over time are felt strongly among Indigenous Nations across the province. We acknowledge these impacts and are committed to learning from, and not repeating, the mistakes of our past. As a crown corporation, we must act honourably in our interactions with Indigenous communities which means we are held to a high standard when it comes to those interactions.

### Statement of Indigenous Principles

To support our move towards true and lasting reconciliation with Indigenous People, BC Hydro acknowledges past wrongs, listens to Indigenous perspectives and seeks shared understanding with First Nations communities and governments.

Through our Statement of Indigenous Principles, we commit that:

1. We will always operate safely and protect the safety of individuals.
2. We will inform First Nations communities, to the best of our ability, of our multi-year planning, identifying potential projects and works as early as possible for discussion.
3. We will strive to provide the most clear, accessible and transparent information possible.
4. We will seek advice on Indigenous perspectives on how to best reduce or avoid impacts on the environment, cultural heritage and social needs.
5. We will be accessible and open to understanding the unique interests of Indigenous Peoples in relation to our operations.
6. We will respect that our perspectives may be based on different world views.
7. We will seek opportunities for meaningful benefit with First Nations communities as we refurbish existing facilities and assets, build new infrastructure or undertake work.
8. We will seek solutions to improving the accessibility of clean, reliable and affordable power to First Nations communities in remote areas of the province
9. We will support Indigenous candidates to succeed in gaining employment with BC Hydro and to increasingly become part of our workforce.
10. We will deliver on our commitments and we will be open and transparent if something is standing in the way of our mutual success.

BC Hydro is sincere in its commitment to ensure these principles are understood and acted upon by everyone in our organization, including contractors.

We recognize that Indigenous peoples have unique rights in Canada and that we have an important role to play in reconciliation with Indigenous peoples. Our Statement of Indigenous Principles is how we are approaching the ongoing work of reconciliation and implementing the **United Nations Declaration of the Rights of Indigenous Peoples** and the **Truth and Reconciliation Commission Calls to Action**. These principles are a call to action to each one of us and we all need to read and operate them as we do our work.

Please also see BC Hydro's **Indigenous Contract & Procurement Policy**.



## E. OUR CUSTOMERS AND EXTERNAL RELATIONSHIPS

BC Hydro's operations affects the lives and interests of our customers, Indigenous communities, the communities where we work and operate, our contractors, suppliers and the broader public. We ask individuals and communities around the province to accept our infrastructure and we are obligated to conduct ourselves with integrity. When we represent BC Hydro, we're expected to uphold our values and this Code, respect social and cultural perspectives and treat everyone with dignity and respect.

We communicate honestly and openly with each other and in our relationships. Our customers, suppliers, business partners, governments, Indigenous communities, our unions, the media and the broader public are all part of our community. We seek out and consider their views, needs and values in our work and seek to build relationships and identify solutions to resolve issues.

We promote energy efficiency and conservation to help customers keep their bills affordable and to reduce our environmental footprint in the province.

## F. ENVIRONMENT

BC Hydro's energy system has both positive and negative effects on the environment and as leaders in managing valuable public resources, our environmental decisions matter. We build and operate our system in compliance with environmental requirements and each of us is responsible to work in ways that avoid environmental impacts throughout the life-cycle of our assets and operations.

To achieve our environmental objectives and align with our values, every employee will adhere to our Statement of Environmental Principles.

### Statement of Environmental Principles

1. Ensure that every employee and contractor understands that they must act to protect the environment.
2. Question actions that may cause adverse environmental impacts or jeopardize our regulatory compliance.
3. Work with Indigenous groups, stakeholders, and the public on delivering our commitment to environmental protection.
4. Make environmentally informed and transparent business decisions that must factor in:
  - a. Minimizing habitat loss and fragmentation
  - b. Achieving environmental benefits
  - c. Supporting climate actions and targets
5. Comply with all applicable requirements in environmental legislation.
6. Develop and maintain positive relationships with our regulators.
7. Ensure that we have effective processes and systems to manage and optimize our environmental performance.

## G. COMPLIANCE WITH THE LAW

We're expected to know and comply with applicable laws and to avoid situations that could be perceived as unlawful or may indicate a casual attitude towards the law. We don't commit or condone an unlawful act in connection with our work and don't direct or encourage others to do so.

BC Hydro is also subject to many important regulatory requirements, some of which are unique to our industry. One example of these regulatory requirements is Mandatory Reliability Standards which are approved by the BC Utilities Commission and are intended to improve the reliability and security of our bulk electric system in the context of the interconnected electrical system in North America. We must comply with all applicable regulatory requirements.

When in doubt about the laws and regulatory requirements that apply to our work or if you have questions about them, contact BC Hydro [Legal Services](#).

## H. OUR REGULATORS

Our work is subject to regulation and oversight by a number of federal and provincial regulatory agencies including the **British Columbia Utilities Commission**, **Water Comptroller**, environmental authorities, **WorkSafeBC**, financial authorities and more.

BC Hydro's regulators have an important job to do. We act honestly, transparently and with integrity in our relationships with regulators, while recognizing our responsibility to advocate for and protect BC Hydro's interests.

## I. FINANCIAL RESPONSIBILITY

We're accountable for keeping our customers' rates affordable. We are cost-conscious and ensure that our expenses and expenditures follow our rules and requirements and are reasonable, necessary and appropriate.

We make responsible financial decisions, ensure our financial reports are accurate and reflect appropriate accounting standards and ensure that our forecasts are reasonable.

We are vigilant, act lawfully and report any suspected fraud related concerns at the earliest opportunity according to the **Fraud Risk Policy**.

To ensure our assets are protected, we have financial controls in place and we comply with these controls. BC Hydro's Board sets the level of approval needed based on the amount of the expenditure or financial commitment. We seek approval in advance for expenditures and before entering into financial obligations with third parties, such as contracts or other financial commitments.

See the Board-approved **Financial Responsibility and Approval Policy** and **Risk Management Policy** for more information.

## J. PROCUREMENT

As an organization, we purchase large quantities of goods and services. We procure these goods and services in a way that gives confidence to our customers, regulators and the public that we are achieving the best overall value for BC Hydro. To do this, we follow public procurement practices, laws and trade agreements and administer our competitive procurements fairly. Each of us avoids actual and apparent conflicts of interest (**see Part 3 of the Code**) when involved with procuring goods and services. In making procurement decisions, we are also mindful of our environmental footprint and the impacts our purchasing choices can have on communities, both here at home and abroad.

Consistent with our **Statement of Indigenous Principles** and our efforts to further reconciliation with Indigenous Peoples, we support the economic interests of Indigenous Peoples through our **Indigenous Contract & Procurement Policy**.

## K. PROFESSIONAL QUALIFICATIONS

We hold a variety of qualifications and licenses based on our position or profession. You will keep any required qualifications and licences current and valid. If you're a member of a recognized profession and that membership is required for your position and supported by BC Hydro, you're expected to keep abreast of professional developments in your field, perform your duties in accordance with the recognized standards of that profession, and abide by any code or standards of conduct adopted by your professional association.

If you believe your professional obligations or standards are in conflict with this Code or with BC Hydro's directions, you should promptly notify your manager or the **Ethics Office**.

## L. OUTSIDE ACTIVITIES AND CONDUCT

We respect personal privacy and activities outside of work. Remember that our actions in our personal lives have the potential to negatively affect BC Hydro's business, reputation and work environment. If you engage in activities in your personal life outside of work that could have a negative impact on BC Hydro's business, reputation or work environment, you'll be accountable for those actions.

For example, your outside activities on social media impact BC Hydro when you post things that may negatively affect BC Hydro's reputation, imply that your personal position is BC Hydro's position, offend or harass your co-workers, make it difficult for you to do your job effectively or reveal non-public or third party personal information you obtained through your work at BC Hydro. Remember to exercise caution and take care not to compromise your ability to be seen as impartial and objective in your work for BC Hydro.

See Hydroweb for more information and for more guidance on outside activities and conduct.

## M. WORK TIME

Unless on an approved leave, we report to work on time and fit for duty. During paid working hours, we devote our full attention to our work and work safely and productively. We conduct our personal activities outside of BC Hydro paid working time.

# Information and property

## Information and records

### i. PROTECTION OF CONFIDENTIAL INFORMATION

All BC Hydro data and information is the property of BC Hydro. We consider confidential information to be BC Hydro data or information that is not publicly available. This includes information relating to BC Hydro's business, employees, customers, facilities, operations, contractual relationships, shareholder relationships, technology, day to day events and so on.

Don't deliberately or inadvertently disclose BC Hydro's non-public information except as permitted by BC Hydro or as required by law. When our work requires us to share non-public information with someone outside of BC Hydro, we ensure that a written agreement such as a confidentiality agreement or other arrangement is in place to protect and safeguard this information. Non-public information is stored safely and securely to prevent unauthorized access.

We use non-public information only for legitimate BC Hydro business purposes. Don't use non-public information obtained through our relationships with BC Hydro for personal benefit or for the benefit of friends and relatives or in any way that could be detrimental to BC Hydro.

In our work for BC Hydro we may become aware of non-public information that could affect the value of investments and financial interests. We must not disclose that information to any third party or use that information for our personal benefit or the personal benefit of our friends, relatives or others. Any such disclosure or use is a breach of this Code. It may also be unlawful and subject you to severe legal penalties.

We may also have access to third party confidential information in the course of our work for BC Hydro. We will only disclose this information if permitted in any applicable agreements or arrangements with the third party or as required by law.

When we leave our employment for BC Hydro for any reason, we have continuing obligations to maintain the confidentiality of all BC Hydro non-public information and any third-party confidential information we obtained while working with BC Hydro. This information must not be disclosed to anyone outside BC Hydro for any reason unless the information becomes a matter of general public knowledge—provided you did not make it public through a breach of confidentiality—or the disclosure or use is required by law.

If you are aware of any inappropriate disclosure of BC Hydro non-public information or third-party confidential information, notify your manager, [Legal Services](#), BC Hydro's [Freedom of information Coordinating Office \(FOICO\)](#) or the [Ethics Office](#).

### ii. PRIVACY AND THE PROTECTION OF PERSONAL INFORMATION

We're responsible for protecting the privacy of other employees, customers, contractors and members of the public by taking all reasonable steps to safeguard their personal information. This means we protect personal information by keeping it secure and limiting access only to those who need to know the information to do their job. We understand and comply with BC Hydro's applicable privacy requirements, practices and systems. Compliance helps us meet our legal obligations under applicable laws including the [Freedom of Information and Protection of Privacy Act](#).

**Personal information** includes recorded information about an identifiable individual, including that individual's history, background, personal characteristics, preferences, opinions, family status, relationships and so on. For more information on personal information, see [here](#).

### iii. RECORDS AND INFORMATION MANAGEMENT

Information is a valuable BC Hydro asset and each of us is responsible for protecting and managing that information. We create and collect a large amount of records and information during our work. We may be required to keep these records and information by law or for other important business purposes. We use records and information management practices and controls that enable us to meet our legal, regulatory and business requirements. We must comply with procedures and rules describing what records and information we must keep and for how long and how we must dispose of them, as well as the technologies and systems we use to store records and information. Please see the Records and Information Management Rules and Procedures for more details.

## BC Hydro property

### i. USE OF BC HYDRO PROPERTY

We're entrusted with the care, management and cost-effective use of BC Hydro's property and resources, including the use of BC Hydro's name and logos. We don't make significant use of these resources for our personal benefit or purposes. If you aren't sure whether your use of BC Hydro property for personal purposes is permitted, ask your manager, the Ethics Office or Code Advisor (as applicable).

### ii. COMPUTING SYSTEMS AND DEVICES

When using BC Hydro computing and communications systems or devices including cloud-based systems, mobile phones, computers and other technologies, we use them in a responsible manner and in compliance with BC Hydro's requirements. Any information and data created, stored, sent or received using any of our computing, communication or electronic systems or devices is BC Hydro property and BC Hydro may access and review any of that information and data (e.g. emails, texts) at its discretion. We must comply with BC Hydro's **Acceptable Use Policy** and supporting requirements.

### iii. CYBERSECURITY

BC Hydro relies on cyber assets (electronic devices including hardware, software and data in those devices and in the cloud) to achieve our mission safely and securely. Because cybersecurity threats jeopardize our ability to operate, we must protect and secure our cyber assets. This means we ensure their physical security (e.g. keep access doors locked, and lock and secure devices) and data security (e.g. keep vigilant for phishing emails and other electronic security issues) and comply with legal and regulatory requirements, the **Acceptable Use Policy** and other applicable requirements at all times.



### iv. PHYSICAL PROPERTY

We maintain any BC Hydro property assigned to us in good condition and take all reasonable measures to safeguard it from theft or damage. We report any theft of BC Hydro property immediately to the Security Command Centre. We must not take ownership or dispose of BC Hydro property except with approval in accordance with any requirements established by BC Hydro.

### v. OWNERSHIP OF WORK PRODUCT

Any work product produced within the scope of our employment belongs exclusively to BC Hydro, whether or not the work product was produced while actually at work. Work product includes research results, work methods, computer programs, technical processes, inventions, research methods, know-how, reports or articles and any other form of innovation or development. Intellectual property rights related to any work product, including patents, copyrights, trademarks, industrial designs or trade secrets, must be assigned to BC Hydro.

### vi. RETURN OF PROPERTY AND INFORMATION—POST-EMPLOYMENT

On or before our last day of appointment or employment with BC Hydro, you must return any BC Hydro property, including documents, corporate property, work product, and other materials in your possession. This includes all written or electronic BC Hydro non-public information or third-party confidential information.

# Part 3: Conflicts of interest

We must make business decisions fairly, honestly and in the best interests of BC Hydro. Actual and apparent conflicts of interest raise doubts about the integrity of BC Hydro and the impartiality of our decisions and actions. We must all avoid any situation that may give rise to an actual or apparent conflict of interest.

## BC Hydro vs. Personal Interests

BC Hydro's interests include BC Hydro's financial interests, reputation, non-economic interests, operational interests, relationships, values and so on. They can also include public positions that the company strongly and publicly promotes.

Personal interests include our personal financial interests, interests of outside organizations we're involved in, outside employment, interests of our friends and relatives, personal relationships, our political or public interest advocacy activities, our personal reputation and so on.

### WHAT IS AN ACTUAL AND APPARENT CONFLICT OF INTEREST?

An actual conflict of interest arises when our objectivity and ability to act in BC Hydro's best interests are or could be influenced by our personal interests or by our duties and obligations to others including outside organizations.

An apparent conflict of interest occurs when others may reasonably perceive that our objectivity and ability to act in BC Hydro's best interests could be influenced by our personal interests or by our duties and obligations to others, including outside organizations, even when no actual conflict of interest exists.

Some conflicts are obvious. For example, it is not appropriate to participate in a decision to award a contract to your spouse or child. But many conflicts are less obvious. There may be situations which could be perceived as a conflict of interest no matter how innocent your intentions may be.

Ask yourself these questions:

- Could my actions or conduct undermine the public's confidence in my ability to do my work or compromise the trust that the public places in BC Hydro?
- Could someone perceive that I'm using my work relationship with BC Hydro to gain a personal benefit from a third party?
- Do I, or my friends or relatives, stand to gain anything through my relationship with a third party doing business with BC Hydro?
- Could my personal interests affect a decision I might have to make at BC Hydro?
- Do I feel under any obligation to a third party that does business with BC Hydro due to my relationship with that third party?

If the answer to any of the above questions is "yes" or "perhaps" or could be perceived by third parties to be "yes" or "perhaps," you may be in a conflict of interest and should seek advice from your manager or the Ethics Officer or Code Advisor (as applicable).

### WHAT DO WE DO WHEN SOMETHING MAY BE A CONFLICT OF INTEREST?

As **employees (non-executive team)** we must promptly disclose actual and apparent conflicts of interest or any situation that has the potential to be considered a conflict of interest to our manager or the Ethics Office. If in doubt, disclose. Full disclosure protects you and BC Hydro. It allows us to resolve unclear situations and address any conflicting interests in a timely way.

**Managers** must promptly report any actual or apparent conflicts reports or disclosures made by or about employees to the Ethics Office to seek guidance. Conflicts can be challenging issues and the Ethics Office can assist managers to ensure that conflicts are handled appropriately and consistently across the organization.

**Directors and executive team employees** should meet with the Code Advisor for advice regarding any actual or potential conflicts and must promptly disclose to the Corporate Secretary any actual or apparent conflicts of interest that may arise, in addition to the annual disclosures of personal interests. If a conflict is identified, the Corporate Secretary, with advice from the Code Advisor where appropriate, will recommend procedures to be followed and actions to be taken by the director or executive team employee and by BC Hydro to avoid the conflict.

If you have an actual or apparent conflict of interest or your situation is being evaluated to determine if you may, avoid influencing or participating in any BC Hydro decisions or actions that could be affected by, or be reasonably perceived to be affected by, an actual or apparent conflict. You may also need to refrain from participating in decisions or actions outside BC Hydro which relate to the conflict.

## Personal relationships at work

We can't have influence over the hiring, supervision, evaluation or promotion of anyone with whom we have a close personal relationship. This includes influence over the hiring, evaluation, retention or management of contractors.

You may have or develop close personal relationships in the workplace. If you do, take special care to make sure the relationship does not result in an actual or apparent conflict of interest. Disclose any close relationship to the Ethics Office if one individual may be seen to possess influence over the hiring, supervision, evaluation, discipline or promotion of the other individual.

Close personal relationships include: familial connections, whether by birth, adoption, marriage or other such connection; sexual or romantic relations; and close friendships that include regular social contact outside of the workplace and work social functions

Exercise extra caution if you enter into a sexual or romantic relationship with someone you work closely with, are training or mentoring, or where there is a difference in job level between you and the other person. Early disclosure to the Ethics Office of such personal relationships is recommended even if you prefer the relationship remain private. This is particularly important if you are the senior person because it may be more difficult for a more junior employee to raise the matter.

If your sexual or romantic relationship progresses, make sure you and the other person have a shared understanding about the nature and status of the relationship and your disclosure obligations. Incorrect assumptions and misunderstandings about a relationship can lead to hurt feelings and violations of the Code and Respectful Workplace Policy. It may also adversely affect the workplace. If you're in doubt as to whether a sexual or romantic relationship could give rise to an apparent or actual conflict of interest, err on the side of disclosure and seek advice from your manager or the Ethics Office.

While any employee with a close personal relationship, including a sexual or romantic relationship, that could give rise to an actual or apparent conflict of interest is required to disclose it to their manager or the Ethics Office, the onus is on the more senior employee to do so. If you advise your manager of such a close personal relationship, your manager must notify the Ethics Office. Your manager and the Ethics Office will work with you and the other person to address the conflict in a discreet manner that preserves privacy to the extent that is possible.

## Involvement in outside organizations

Many of us become involved in outside organizations in our personal time. Our involvement in businesses, charities, foundations, professional associations, non-profit societies and other organizations can result in an actual or apparent conflict between our duty to act in the best interests of BC Hydro and the interests of the outside organization. Usually, this would only happen when the organization has some intersection or relationship with BC Hydro. Take care to ensure your involvement in outside organizations isn't, and won't result in, an actual or apparent conflict of interest. For example, you shouldn't participate in an outside organization if you have the ability to benefit the outside organization by influencing the decisions or actions of BC Hydro.

## Outside employment

Employees can hold outside jobs or engage in modest self-employment activities on their own time and using their own tools and resources provided the outside work doesn't negatively affect or appear to affect their performance or objectivity or BC Hydro's reputation. However, employees must not work for or subcontract with any BC Hydro contractor or any entity that has an opposing interest to BC Hydro where the work could lead to an actual or apparent conflict of interest.

Employees must disclose all outside jobs or self-employment activities to their manager or to the Ethics Office or Code Advisor (if applicable).

You must immediately disclose to the Ethics Office or Code Advisor (if applicable) any negotiations around prospective employment or a contract for services with an employer other than BC Hydro if the negotiations or the prospective employment or contract could place you in an actual or apparent conflict of interest.

Be aware that specific conflict of interest disclosure requirements apply to our competitive procurement processes. Bidders must disclose anyone on their bid or project team who currently works for, or has worked for, BC Hydro in the previous two years as well as other potential conflict relationships. This allows us to identify and take steps to prevent any unfair competitive advantage or actual or apparent conflict of interest. Don't use BC Hydro property such as vehicles, phones, computers, printers or copiers or your BC Hydro email for outside employment.

## Political participation

Each of us can participate in the democratic process at any level including campaigning in elections and running for or holding public office. However, this should be done on your own time and with care to ensure separation between your personal activities and your association with BC Hydro. Don't use BC Hydro property such as vehicles, phones, computers, printers or copiers or your BC Hydro email for political activities.

## Gifts, entertainment and benefits

Gift-giving or complimentary meals or entertainment can be a common business and social practice. However, they may lead to practical difficulties or reputational harm to BC Hydro. Be careful when accepting or offering any gifts, meals or entertainment to avoid the perception that you may be receiving inappropriate personal benefits as a result of your employment with BC Hydro or making decisions for the wrong reasons.

Don't directly or indirectly receive, solicit or offer gifts, entertainment or benefits from anyone in the course of your work for BC Hydro—even during traditional gift giving seasons. However, this general rule isn't absolute. Some gifts, entertainment or benefits may be acceptable if they are normal and customary in the business circumstances, including:

- **Occasional items of nominal value**—This includes items with an estimated value of \$75 or less, such as promotional items or items to express gratitude on special occasions. These items should only be given/accepted infrequently and must not include alcohol or cannabis products.
- **Relationship-building events or meals**—Attending an event or meal with someone you do business with such as a contractor, customer or counterparty may be valuable in building or maintaining a business relationship. It is acceptable in the ordinary course of business provided it's infrequent and the value is reasonable. While invitations to business meals do not require manager approval, seek your manager's approval before accepting invitations to events such as concerts, sporting events or live theatre where the value is more than nominal. Don't accept meals or tickets to events if a representative of the contractor, customer or counterparty does not attend the event with you.
- **Offensive to reject**—If the return of a gift or refusal of a gift, entertainment or benefit would be offensive to the donor, then the gift, entertainment or benefit may be accepted. But full details must be immediately disclosed to your manager and, if possible, BC Hydro must assume ownership of any gift or benefit received.

- **Gifts to BC Hydro**—Gifts such as artwork, ceremonial items or event tickets donated to BC Hydro can be used to support BC Hydro’s charitable endeavours, employee engagement or to benefit the organization. Gifts can be accepted if it’s in BC Hydro’s best interest and the gift doesn’t affect or can’t reasonably be perceived to affect our objectivity and ability to make decisions in BC Hydro’s best interest.

We act with integrity and use good judgement before accepting or offering gifts, entertainment or benefits. Unless the gift or offer is of nominal value, you must disclose it to your manager. Return inappropriate gifts to the donor with an explanation why you cannot accept it and a copy of this Code. Perishable gifts can be donated to a charity and the donor notified. If you don’t know if it’s appropriate to accept or offer any gift, entertainment or benefit, ask your manager or the Ethics Office or Code Advisor (if applicable).

Never accept gifts, benefits or invitations to events or meals, even if only of nominal value, from anyone engaged in a procurement process with BC Hydro. This includes gifts to BC Hydro. It is very important that all proponents and bidders, the contractor and supplier community, our customers and the public have confidence that we are making procurement decisions for the right reasons.

## Working with contractors

We cannot benefit directly or indirectly from BC Hydro’s business relationships with contractors unless it’s permitted under gifts, entertainment and benefits. The exception is when it’s clear that the benefit is one BC Hydro is aware of and intends us to enjoy, such as a reduced rate for a service that’s offered to all BC Hydro employees or tickets to an event that BC Hydro has sponsored.

Consider your personal relationships and interests when you become involved in any procurement or when you’re assigned to manage a contractor’s work or contract. If you have a direct or indirect relationship (past or present) with a known or reasonably likely bidder, proponent or contractor, promptly disclose the relationship to your manager or the Ethics Office as soon as you become aware of it. If in doubt, disclose.

In some cases, the nature of the contractor’s work for BC Hydro could lead to an actual or apparent conflict of interest or give the contractor an unfair advantage in BC Hydro’s competitive procurement processes. Avoid these situations. They can negatively impact BC Hydro’s reputation and pose a legal risk. Employees responsible for a contract or procurement must work with BC Hydro’s procurement professionals, Legal Services and the Ethics Office or Code Advisor (if applicable) to address any actual or apparent conflict or unfair advantage.





## Trivial financial interests exception

You may have a trivial financial interest that arguably gives rise to an actual or perceived conflict of interest. However, BC Hydro generally isn't concerned about such trivial financial interests and they are not considered to be a conflict of interest. A trivial financial interest includes:

- an interest of such minimal value, either absolute value or in the context of your total net worth, that the interest couldn't reasonably be expected to influence your objectivity or ability to act in BC Hydro's best interests, or
- an interest with a value that can't reasonably be expected to be influenced by your decisions or actions.

Trivial financial interests typically don't require disclosure but when in doubt, full disclosure of the interest is the most effective way to prevent an inadvertent breach of the Code. See Hydroweb for more information.

# Part 4: How to report concerns & what happens after disclosure

## How to report concerns and get advice

Familiarity with the Code and the supplementary requirements supporting the Code as well as PIDA should help you determine an appropriate course of action if a Code, ethical concern, or wrongdoing arises. However, it's helpful, and in some cases necessary, to discuss your circumstances with others or report a concern.

### EMPLOYEES: WHO TO CONTACT

In most cases, your manager should be your first point of contact, whether you require advice, wish to make a disclosure or report a breach or potential breach of the Code, or serious wrongdoing as described by PIDA. If you feel unable to discuss an issue with your immediate manager or your manager failed to address your concern, you may contact the resources described below:

Resource	
<b>Ethics Office</b>	The Ethics Office is concerned with the full Code, <b><u>Fraud Risk Policy</u></b> and serious wrongdoing as described by PIDA.
<b>Code Advisor</b>	For executive team employees and members of the Board, the Code Advisor is concerned with the full Code.
<b>Safety</b>	Safety & Compliance
<b>Human Resources</b>	Putting our Values to Work
<b>External Reporting Service</b> File a report at <a href="https://clearviewconnects.com">clearviewconnects.com</a> or call ClearView Connects at 1 833 569 5601. This service is available anytime, 24/7.	You may also report Code or serious wrongdoing as described by PIDA anonymously. BC Hydro has an externally coordinated reporting service known as Clearview Connects. You can use it to either verbally report concerns by phone or to submit a written concern via their website. If you use this service, you can't be identified by BC Hydro unless you choose to identify yourself.

## DIRECTORS AND EXECUTIVE TEAM EMPLOYEES

BC Hydro has retained a Code Advisor to provide neutral and independent expert advice to the directors and executive team employees. The Code Advisor provides advice regarding personal interests and the potential for conflicts of interest and, if appropriate, issues opinions to directors and executive team employees on conflict of interest and other Code matters that arise from time to time. In addition, the Code Advisor assists the Corporate Secretary with establishing procedures to be followed and actions taken to help directors and executive team employees avoid actual or apparent conflicts of interest.

At the time of appointment, and annually thereafter, each director and executive team employee meets with the Code Advisor to discuss any personal interests that the director or executive team employee has that could give rise to a conflict of interest to:

- help the director or executive team employee meet their Code obligations to disclose personal interests;
- help determine whether the director's or executive team employee's personal interests could result in an actual or apparent conflict of interest under the Code;
- discuss steps that should be taken to avoid any such conflicts of interest; and
- help the director or executive team employee to keep the record of their personal interests current and complete.

Annual written disclosures of personal interests that could result in an actual or apparent conflict of interest must be provided to the Corporate Secretary and each director and executive team employee will promptly report any material changes to their annual disclosures. The Corporate Secretary will maintain a record of the disclosures and any updates.

A director or executive team employee have an elevated obligation to report potential misconduct and must report any breaches or potential breaches of the Code to the Code Advisor. A director or executive team employee may report serious wrongdoing as described by PIDA to the Ethics Office or BC Ombudsperson.

## PUBLIC INTEREST DISCLOSURE ACT (PIDA)

For serious wrongdoing under PIDA, special reporting provisions apply that allow employees, including directors and executive team members, and former employees to report concerns internally to the Ethics Office or escalate them to the BC Ombudsperson, which operates independently from BC Hydro and the BC government. Wrongdoing described by PIDA includes: (a) a serious act or failure to act that is an offence or crime under BC and Canadian law; (b) a serious act or failure to act that creates a real danger to people or the environment; (c) a serious misuse of public funds or assets; (d) gross or systemic mismanagement; or (e) knowingly directing another person to commit wrongdoing. It is a violation of PIDA and this Code to retaliate against anyone for disclosing wrongdoing or cooperating in a PIDA investigation. For more details on PIDA, [see here](#).

## CONTRACTORS: WHO TO CONTACT

Contractors with concerns about the conduct of BC Hydro employees or directors should contact the BC Hydro representative identified in their contract or the Ethics Office.

## After disclosure

### EMPLOYEES (NON-EXECUTIVE)

We expect that most decisions about the application of the Code to employees will be resolved at an early stage. Early stage resolution typically involves an employee's direct manager as well as the Ethics Office, or other resource if applicable, and BC Hydro human resources personnel. If there is no resolution at this stage, the matter will be elevated to a more senior level in the employee's business group and within Human Resources or the Ethics Office, as applicable.

### MANAGERS

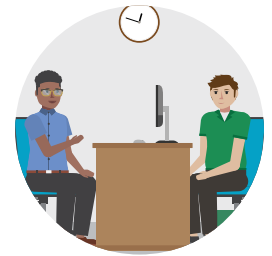
We treat breaches or potential breaches of the Code and supplementary requirements seriously. When an employee seeks advice, makes a disclosure or reports a breach or potential breach of the Code or supplementary requirements or a serious wrongdoing under PIDA, their manager must give it prompt attention and act on it. This may mean reporting it to the Ethics Office, working

with human resources to investigate the breach or potential breach, protecting employees from retaliation or, if an employee is found to have breached the Code or supplementary requirements, ensuring appropriate consequences for the employee.

Different types of disclosures or concerns are addressed as described below.

### **Respectful workplace concerns**

If the disclosure or concern reported is about a respectful workplace matter, the matter will be addressed and (if necessary) investigated as described in the Respectful Workplace Rules. Managers should inform the Ethics Office of any respectful workplace related disclosures or reports made by or about employees as well as any outcomes associated with the disclosure or report.



### **Accounting and auditing concerns**

If the disclosure or report concerns an auditing or accounting concern then, once the Director, Audit Services receives information from the Ethics Office, the manager or directly from the person making the report they will perform a preliminary investigation to establish the validity and materiality of the information. The Director, Audit Services will report all auditing or accounting disclosures made under this Code to the Audit, Finance and Capital Committee of the Board on a quarterly basis. The Audit, Finance and Capital Committee of the Board of BC Hydro will review the quarterly report from the Director, Audit Services and direct further investigation where required.

### **Putting our values to work**

If a disclosure or a concern is reported about a breach of any other section of Part 2 of this Code by an employee, a BC Hydro human resources representative together with the employee's manager or senior management will decide whether the matter requires further investigation or action. If an investigation is conducted they will also select the best structure and process for the investigation.

### **Conflicts of interest (non-executive employees)**

If a disclosure or a concern is reported about an actual or apparent conflict of interest by an employee, the Ethics Officer will decide whether the matter discloses a potential, actual or apparent conflict of interest or breach of the Code. If it does, the Ethics Officer will decide whether the matter requires further information, action or investigation. If an investigation into a potential breach of the Code is conducted, the Ethics Officer will select the best structure and process for the investigation. Everyone must cooperate with any requests for information from the Ethics Office and participate honestly and in good faith in any investigation.

If the Ethics Office determines that a course of action may result in a potential actual or apparent conflict of interest, the Ethics Officer will consider, in consultation with the manager, whether there are actions that can eliminate the potential for an actual or apparent conflict of interest. These actions may require the employee to excuse themselves from discussions or communications with anyone on the matter or that the manager assign responsibilities to another employee. The actions to address the potential actual or apparent conflict will be recorded by the Ethics Office, manager and employee. The manager will monitor their employees' duties and responsibilities in consideration of any potential actual or apparent conflicts of interest of which the manager is aware.

### **Overlapping concerns**

Sometimes a single disclosure or report concerns more than one part or section of the Code and the process for investigating and resolving the concern is unclear. If that occurs, the CEO or Ethics Office will designate who will decide whether the matter requires further investigation or action. If an investigation is conducted the Ethics Office will also select the best structure and process for the investigation.

### **Public Interest Disclosure Act – serious wrongdoing**

The process for disclosures of serious wrongdoing under PIDA is different from other types of disclosures and investigations. PIDA sets out requirements for public sector organizations to assess and investigate reports of wrongdoing and share annual reports with the public. If you make a PIDA disclosure, your manager will not be involved. Instead, the Ethics Office (or BC Ombudsperson) will determine who will investigate the wrongdoing to decide if it meets the requirements under PIDA. Your identity and the investigation will be kept confidential. Investigations may take time to complete, and you may not necessarily be involved, although we may ask you additional questions. For more information about PIDA, [see here](#).

## DIRECTORS: CONFLICTS

The Corporate Secretary will assist directors to fulfill their obligations under the Code by relying on written annual disclosures of personal interests submitted by directors to the Corporate Secretary. This assistance will include alerting a director to business coming before the Board (or Board Committee) that might raise actual or apparent conflicts of interest for that director. Directors also have ongoing obligations to disclose any actual or apparent conflicts of interest and should seek advice from the Code Advisor if in doubt.

If an actual or apparent conflict of interest exists, the Corporate Secretary will not circulate related materials to that director. A director in this situation needs to notify the Board Chair (and Committee Chair, as applicable) of the situation and avoid any involvement with the item of business, including attending any part of a meeting where it is being discussed. If this occurs, the Corporate Secretary will record the director's recusal in the minutes of the meeting. The director will only be provided with minutes of the meeting that record the decision made respecting that subject matter but not minutes detailing any related discussion.

The Corporate Secretary has established processes to ensure that these and other appropriate steps are carried out in order to help directors to avoid actual or apparent conflicts of interest.

## EXECUTIVE TEAM EMPLOYEES: CONFLICTS

The Corporate Secretary will provide copies of executive team employees' written annual disclosures of any personal interests to the CEO. The Corporate Secretary will provide copies of executive team employees' written annual disclosures of any personal interests to the CEO. The Corporate Secretary will ensure appropriate steps are taken to avoid any actual or apparent conflicts of interest if any executive team employee's annual disclosure is related to Board materials or items in a Board agenda. The CEO's Office will monitor Executive Team business related to these disclosures in the same manner as the Corporate Secretary does for directors. If the CEO considers that a particular executive responsibility, or involvement in particular executive team decisions, could result in an actual or apparent conflict of interest for an executive team employee, the CEO may determine steps to be taken by the executive team employee and others within BC Hydro to avoid the actual or apparent conflict of interest, including assigning that responsibility to another executive team employee and requiring the executive team employee avoid any involvement in the particular Executive Team decisions.

An executive team employee with an actual or apparent conflict of interest related to a matter should, in addition to disclosing it, avoid influencing or participating in any BC Hydro decisions or other actions that could be affected by the actual or apparent conflict, including avoiding discussions or communications with other employees and the Board on the matter. The recusal will be recorded in any minutes that are maintained and the executive team employee should not receive any information or documents relating to the matter.

## Confidentiality and whistleblower protection

Management will respect the privacy of anyone who seeks advice or discloses a breach or potential breach of the Code or a potential serious wrongdoing under PIDA as much as is possible in the circumstances. Any disclosures or reports under the Code or PIDA will be treated as confidential and will only be disclosed if absolutely necessary including, for example, a threat of serious harm. Our commitment to confidentiality is also subject to all laws which may oblige us to disclose information. In addition, if you've made a report to the Ethics Office, Code Advisor or BC Ombudsperson, you may be contacted if additional information is required for the investigation.

Any individual who, in good faith, has made a disclosure, or is cooperating in an investigation, about a breach or potential breach of the Code by another person or party or serious wrongdoing under PIDA by BC Hydro or another person or party will not be retaliated against. Retaliation against such individuals is a breach of this Code and an offence under PIDA. For any employee concerned about possible retaliation, the Ethics Office can, on request, monitor the circumstances on your behalf and report any concerns to the executive responsible for Human Resources on a confidential basis. If you feel you have been retaliated against contrary to the Code, please contact the **Ethics Office**. If you feel you have been retaliated against contrary to PIDA, please contact the **Ethics Office** and the BC Ombudsperson.

# Exceptions

We are expected to comply with the Code but BC Hydro may provide an exception. Exceptions are expected to be rare and given only if it is considered to be in the best interests of BC Hydro.

To request an exception from part of this Code:

- Make the request in writing to your manager or the Ethics Office.
- Include a full and candid disclosure of all relevant facts and circumstances, even if the facts don't support the request.

Full disclosure permits an informed evaluation of whether BC Hydro's best interests are being served by approving a request for an exception. Failure to make full and candid disclosure may result in both revocation of the exception and disciplinary action. The person granting the exception must sign it and document the reasons for granting it. Copies of approved exceptions must be provided to the Ethics Office.

Exceptions the Code may only be granted by:

- The Corporate Governance and ESG Oversight Committee of BC Hydro's Board for exceptions sought by the Chair of the Board;
- The Chair of the Board for exceptions sought by other Board directors or the CEO; and,
- The CEO for exceptions sought by employees, including executives.

Exceptions to any supplementary requirements may only be granted by the individual (identified by role) listed on that specific supplementary requirement.

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