

WorkSafeBC Pension Plan Dispute Resolution Process

Applies to: All WorkSafeBC Pension Plan Members

Administered by	Pension Management
Authorization	Board of Directors
Effective date	January 27, 2021

Background

WorkSafeBC Pension Plan (the “**Plan**”) members are encouraged to contact WorkSafeBC if they have any concerns with the administration of the Plan or their entitlement to benefits under the Plan.

In the event of a concern, Section 8 of the WorkSafeBC Pension Plan Governance Policy confirms the availability of dispute resolution processes for Plan members:

- A) Pension Management or the Pension Committee will respond to Plan member general inquiries or concerns, and may involve external third parties to assist if required.
- B) If the concern is regarding a decision made by BC Pension Corporation in applying the Plan rules, that decision may be appealed to the Pension Committee.

The “**Pension Committee**” is appointed by the Board of Directors and consists of representatives for the employer, the employees, and an independent member. The independent member is appointed on the recommendation of the employer and employee representatives.

For the purpose of this dispute resolution process, “**Pension Management**” consists of the Director, Total Rewards & HRIS¹, the Manager, Employee Benefits and other senior management as may be required.

Under this dispute resolution process, “**Plan member**” is a person directly affected by a decision of BC Pension Corporation in the application of the Plan terms.

Process

A. General Inquiries or Concerns

Plan members should direct any inquiries/concerns with respect to the administration of the Plan to the Manager, Employee Benefits. Depending on the nature of the inquiry/concern, either Pension Management or the Pension Committee will provide the Plan Member with a written response within 60 days of receiving the inquiry/concern. The Manager, Employee Benefits will acknowledge receipt of the inquiry/concern within five days.

¹ Including any successor position or title to the Director, Total Rewards & HRIS or Manager, Employee Benefits.

B. Concerns about a BC Pension Corporation Decision in Applying the Plan Rules

1. If a Plan member has a concern about a BC Pension Corporation decision in applying the Plan rules, the Plan member must first use all of BC Pension Corporation's internal processes for reviewing the decision made by it in applying the Plan rules, up to and including the final level of review by the BC Pension Corporation Director of Pension Operations.
2. If the BC Pension Corporation Director of Pension Operations reviews the decision, the Director of Pension Operations will provide to the Plan member a written decision with respect to the concern raised by the Plan member. This decision will be the final decision of BC Pension Corporation.
3. If the Plan member is not satisfied with the final decision of BC Pension Corporation, the Plan member must **within six months** of receiving the BC Pension Corporation final decision submit to the Manager, Employee Benefits:
 - a copy of the BC Pension Corporation final decision;
 - a written request to appeal the BC Pension Corporation final decision that includes sufficient information to identify the issue and the Plan member's concerns or position; and
 - if applicable, any new information relevant to the BC Pension Corporation final decision that was not available to BC Pension Corporation when it made its final decision.
4. When the Manager, Employee Benefits has received all of the above materials from a Plan member, the Manager, Employee Benefits will prepare the materials for submission to the Pension Committee. The Manager, Employee Benefits will:
 - review the Plan member's written request to appeal the BC Pension Corporation final decision to ensure that there is sufficient information to identify the issue and understand the concern;
 - within five days, acknowledge receipt of the appeal and may request the Plan member provide additional information to identify the issue and understand the concern;
 - obtain from BC Pension Corporation a copy of all materials and information provided by the Plan member to BC Pension Corporation with respect to the Plan member's concern;
 - refer any additional information received from the Plan member to BC Pension Corporation for its consideration and response.
5. If additional information is received from that Plan member and referred to BC Pension Corporation, BC Pension Corporation will, within 30 days of the receipt of the additional information, either:
 - render a revised decision to the Plan member if the BC Pension Corporation concurs with the Plan member as a result of the additional information; or
 - provide the Manager, Employee Benefits with written comments on the additional information.
6. If the Manager, Employee Benefits receives written comments from BC Pension Corporation regarding the Plan member's additional information, the Manager, Employee Benefits will provide the Plan member with a copy of the comments and ask the Plan member to either provide a response to the comments or confirm the Plan member has

no additional comments within 60 days of receipt of the additional information.

7. When the Manager, Employee Benefits has received the Plan member's response or confirmation, or the 60 days has expired, the Manager, Employee Benefits will provide the Pension Committee with the following:
 - a copy of the BC Pension Corporation final decision;
 - the written request to appeal the BC Pension Corporation final decision;
 - if applicable, any new information received from the Plan member;
 - the written comments on the additional information provided by the BC Pension Corporation;
 - if applicable, any response from the Plan member to BC Pension Corporation's comments on the additional information; and
 - the relevant Plan Rules, legislation, and policies.
8. The Pension Committee will, at its next regularly scheduled meeting after its receipt of the foregoing materials, review the materials and do any of the following:
 - Request further information from the Plan member, the BC Pension Corporation or Pension Management before making any decision;
 - Confirm the decision made by BC Pension Corporation;
 - Request BC Pension Corporation to reconsider the issue and provide direction to BC Pension Corporation for the purpose of the reconsideration;
 - Overturn the BC Pension Corporation decision and provide alternative direction to BC Pension Corporation.

The Pension Committee will prepare written reasons for its disposition of the Plan member's appeal.

The Manager, Employee Benefits will provide the Plan member and BC Pension Corporation with the Pension Committee's decision. If applicable, BC Pension Corporation will apply the decision within 60 days of receiving this correspondence from the Manager, Employee Benefits.

At any time before the Pension Committee considers an appeal, Pension Management and the Plan member may resolve the issue. In that event, the appeal will be removed from the Pension Committee meeting agenda. The Plan member may withdraw an appeal at any time.