

Ministry of Labour

2024/25
Annual Service Plan Report

August 2025



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Minister's Accountability Statement



The Ministry of Labour 2024/25 Annual Service Plan Report compares the Ministry's actual results to the expected results identified in the 2024/25 – 2026/27 Service Plan published in 2024. I am accountable for those results as reported.

A handwritten signature in black ink, which appears to read "J. Whiteside". The signature is fluid and cursive.

Honourable Jennifer Whiteside
Minister of Labour
August 13, 2025

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Letter from the Minister

I am pleased to present my first Ministry of Labour 2024/2025 Annual Service Plan Report.

Employment standards provide a critical touchstone for every worker in this province. We remain steadfast in our commitment to uphold standards and improve access to rights and protections in the workplace.

The Ministry of Labour's focus in 2024/2025 continued to be improving worker and workplace health and safety, ensuring strong and fair labour laws and standards, and supporting an inclusive and sustainable economy.

It has not been without its challenges, however. In early 2025, U.S. President Donald Trump's tariff threats presented unique difficulties that required all of us to come together as a province and as a nation. Helping individuals and families to build a better future in B.C., including people whose jobs might be considered precarious, remained a priority for the ministry. In June 2024, we finalized new standards and protections for ride-hail and food delivery service workers under the *Employment Standards Act* and the *Workers Compensation Act*. The regulations came into effect in September 2024 and addressed the top concerns raised by workers, such as low and unpredictable pay, lack of workers' compensation, unfair deactivations and suspensions, and tip protection. B.C. is leading the country in this area.

In June 2024, to further support workers' health, we expanded the mental health presumption to 11 additional occupations that have an elevated risk of mental or emotional trauma, such as coroners, parole officers, social workers and shelter workers.

In addition, after tragic crane incidents in recent years took the lives of six workers, including mother-of-two Yuridia Flores in 2024, WorkSafeBC made important strides around crane safety. Working with industry partners WorkSafeBC took steps as part of its crane safety initiative, such as reviewing the crane operator certification program to ensure it supports safe work, and improving training for supervisors, riggers and workers handling crane assembly and disassembly.

Workplace hygiene also got a much-needed boost in October 2024, when we passed a regulation that requires flush toilets and clean washrooms on construction sites with 25 workers or more. In addition to being the right thing to do, this change will also help the construction sector attract and retain new workers including women.

Unfortunately, throughout 2024/2025 mill closures and curtailments continued in the forest sector. The ministry's Bridging to Retirement Program supported hundreds of older workers to transition to retirement, while helping retain jobs for younger workers.

Much has been accomplished, and I look forward to continuing this work in the coming years as we help more workers, create healthier and safer workplaces, and ensure a better future for all British Columbians.

This report covers the period before the impacts of recent trade and tariff challenges began to take effect. B.C. is standing strong and is committed to building a resilient economy and preparing for the road ahead.

A handwritten signature in black ink, appearing to read 'J. Whiteside', written in a cursive style.

Honourable Jennifer Whiteside
Minister of Labour
August 13, 2025

Purpose of the Annual Service Plan Report

This annual service plan report has been developed to meet the requirements of the *Budget Transparency and Accountability Act* (BTAA), which sets out the legislative framework for planning, reporting and accountability for Government organizations. Under the BTAA, the Minister is required to report on the actual results of the Ministry's performance related to the forecasted targets stated in the service plan for the reported year.

Strategic Direction

The strategic direction set by Government in 2020 and Minister Harry Bains' [2022 Mandate Letter](#) shaped the goals, objectives, performance measures and financial plan outlined in the Ministry of Labour [2024/25 – 2026/27 Service Plan](#) and the actual results reported on in this annual report.

Purpose of the Ministry

To build a better British Columbia, the Ministry of Labour promotes fair, healthy and safe labour and employment relationships in support of a strong, sustainable and inclusive economy.

In this context, the Ministry has overall responsibility for British Columbia's labour and employment statutes – including the *Labour Relations Code*, the *Employment Standards Act*, the *Workers Compensation Act* and the *Temporary Foreign Worker Protection Act* (TFWPA) – and for the effective administration and enforcement of those statutes. The Ministry houses the [Employment Standards Branch](#) (ESB), the [Workers' Advisers Office](#) (WAO), and the [Employers' Advisers Office](#) (EAO). The Ministry has legislative responsibility for [WorkSafeBC](#), and for the Ministry's three tribunals: the [Labour Relations Board](#), the [Employment Standards Tribunal](#), and the [Workers' Compensation Appeal Tribunal](#).

The ESB and the Ministry's three administrative tribunals manage complaints and issues that have been brought before them. The WAO and the EAO provide advice and advocacy for workers and employers with respect to issues under the *Workers Compensation Act*. In all cases, timely and accurate disposition of those complaints or issues is an essential component of a fair and balanced system of labour and employment laws that is readily accessible to all stakeholders.

For more information about the Ministry's areas of responsibility and key initiatives, visit the [Ministry of Labour website](#).

Operating Environment

Throughout 2024/25 the Ministry of Labour operated in a changing environment shaped by shifting economic conditions and demographics, an increasingly diversified labour market and ever-evolving workplace norms and expectations. The work of the Ministry was also impacted by other factors such as labour shortages, changing demands for foreign workers, and rising inflationary pressures.

The goals and objectives in the Ministry 2024/25 – 2026/27 Service Plan outline key priorities and deliverables, including measures used to track and assess performance over time in key program areas.

Economic Statement

After several years of strong growth, economic activity in British Columbia moderated in 2024 amid high interest rates, persistent price pressures, and ongoing global economic uncertainty. B.C.'s real GDP increased by 1.2 per cent in 2024 and ranked 8th (tied with Ontario) among the provinces following growth of 2.4 per cent in 2023. Last year, economic growth was driven by B.C.'s service-producing industries such as real estate, rental and leasing; health care and social assistance services; transportation and warehousing; public administration; and educational services. Output for goods-producing industries declined in 2024 due to lower construction and manufacturing activity, which was partly offset by growth in the mining, quarrying and oil and gas extraction; utilities; and agriculture, forestry, fishing and hunting sectors.

B.C.'s labour market continued to expand in 2024. Employment in B.C. increased by 66,100 jobs (+2.3 per cent), supported by high immigration, and wages and salaries rose by 6.3 per cent. B.C.'s unemployment rate averaged 5.6 per cent in 2024, up from 5.2 per cent in 2023 as strong population and labour force growth outpaced job gains. Elevated interest rates, rising construction costs, and ongoing labour shortages weighed on the construction sector last year. Housing starts totaled 45,828 units in 2024, down 9.2 per cent from the record high in 2023 but remained above the ten-year historical average. B.C. home sales increased by 2.1 per cent and the average home sale price increased by 1.0 per cent compared to 2023. Price pressures in B.C. continued to broadly moderate last year, but shelter price growth remained elevated. Overall, B.C.'s inflation rate averaged 2.6 per cent in 2024, down from 3.9 per cent in 2023. Despite strong population growth, nominal retail sales increased by just 0.6 per cent in 2024, following a 0.1 per cent decline in 2023. On the trade front, weak global demand and lower commodity prices (primarily natural gas and coal prices) last year contributed to a 2.7 per cent decline in B.C.'s merchandise exports relative to 2023 despite increased exports to non-U.S. destinations including China, South Korea, and Australia.

Report on Performance: Goals, Objectives, and Results

The following goals, objectives and performance measures have been restated from the 2024/25 – 2026/27 service plan. For forward-looking planning information, including current targets for 2025/26 – 2026/27, please see the [latest service plan](#).

Goal 1: Strong and fair labour laws and standards

Objective 1.1: Update and modernize B.C. labour laws to ensure they are responsive to the needs of the modern workplace.

Labour laws require periodic updating to be relevant and responsive to the modern workplace and to support an inclusive, sustainable and innovative economy. Robust labour laws also promote fairness, protect vulnerable workers and support world-class worker health and safety outcomes. In 2024/25, the Ministry worked toward this objective by targeting priority areas for improvement and providing opportunities for collaboration with workers, employers and Indigenous partners.

Key results

- Implemented regulations to provide fairness, minimum wage measures, and basic protections for app-based ride-hail and delivery services workers in B.C.
- Guaranteed that future increases to B.C.'s minimum wage rates will be automatically determined by the previous year's average inflation rate for B.C. through changes to the *Employment Standards Act*.
- Made it easier to access workers' compensation for psychological injuries caused by work-related trauma by adding 11 occupations to the mental health presumption under the *Workers Compensation Act*.
- Received recommendations from an independent panel for modernizing and improving the *Labour Relations Code*.
- Improved washroom facilities for workers at construction sites with 25 or more workers across B.C. through amendments to the Occupational Health and Safety Regulation.
- Continued to prioritize opportunities for Ministry learning and engagement with Indigenous peoples as part of the ongoing effort to implement the *Declaration on the Rights of Indigenous Peoples Act* summary of progress made in 2024/25.

Throughout 2024, the Ministry finalized regulations to support app-based ride-hail and delivery workers, following the 2023 changes to the *Employment Standards Act* and the *Workers' Compensation Act* that laid the foundation for appropriate employment standards and other protections for gig workers in B.C. The Ministry continued to monitor the implementation of

the gig worker protections, which took effect in September 2024, to ensure they are delivering meaningful and intended outcomes.

In April 2024, legislative changes to enshrine Government's commitment to tie the minimum wage to inflation came into effect. The *Employment Standards Act* now provides increased certainty and predictability to workers and businesses by providing for annual increases to minimum wage rates based on the average change in B.C.'s consumer price index for the previous calendar year.

Building on the 2018 amendments to the *Workers' Compensation Act* that established a mental health presumption for some first responders and correctional officers, in June 2024 the mental health presumption was expanded to cover community integration specialists, coroners, harm reduction workers, parole officers, probation officers, respiratory therapists, shelter workers, social workers, transition house workers, victim service workers, and withdrawal management workers. The presumption fast tracks the claims process with WorkSafeBC and provides workers faster access to treatment and workers' compensation benefits once a formal diagnosis of a psychological injury has been made.

The *Labour Relations Code* (Code) requires the Minister to appoint a committee of special advisors to review the Code every five years. A review was required in 2024, and in August 2024 an independent three-person panel submitted its report to the Minister with recommendations to help ensure B.C.'s labour laws keep up with the needs of today's workplaces and are consistent with the rights and protections enjoyed by other Canadians.

In October 2024, changes to the Occupational Health and Safety Regulation made it mandatory for employers at construction sites with 25 or more workers to provide flush toilets, in addition to handwashing facilities and clean washrooms, in response to calls from within the industry for better sanitation and enforcement in this area.

In March 2025, the Ministry of Labour Reconciliation Working Group introduced a comprehensive performance development goal intended to support Ministry staff in understanding the province's colonial history and their obligation to uphold the rights of Indigenous Peoples.

Performance measure(s) and related discussion

Performance Measure	2023/24 Actual	2024/25 Target	2024/25 Actual
1.1 Percentage of Employment Standards Branch complaints resolved within 180 days	35%	80%	32%

Data source: Ministry of Labour Employment Standards Branch internal data

¹PM 1.1 targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as 85% and 85%, respectively.

This is a long-established performance measure for tracking the percentage of complaints to the ESB resolved within 180 days from the date of receipt. It supports the goal of strong and fair labour laws and standards that protect vulnerable workers and provides for the fair and timely resolution of complaints involving non-compliance with the law.

The ESB has experienced a significant increase in demand for its services in recent years, the result of several factors which has led to higher complaint volumes, and, in turn, a longer period of time required to assign, investigate, and resolve cases. As a result, the Ministry has continued to strive to meet this high service target, leading to a 2024/25 actual that is lower than the 2023/24 actual. In 2019, government began modernizing ESB to make it easier for people to access needed services. As barriers were removed, the volume of complaints rose. To address the increase in complaints, the Ministry has:

- developed new, streamlined intake and triage processes to provide better outcomes for workers,
- improved the use of technology as part of its overall digital transformation strategy, and
- improved information gathering.

As of March 31, 2025, the backlog was reduced from 5,348 to 3,803. Budget 2023 provided an increase of almost \$12 million over three years to support ESB's sustainable complaints management strategy including to eliminate historical complaints. Funding was received to support incremental hiring of 33 full-time equivalents (FTEs) and supporting operating costs. Building on this, Budget 2024 provided a further \$5.2 million over three years to hire an additional seven staff, for a combined total of up to 40 additional FTEs and associated operating costs.

The Ministry remains committed to resolving complaints in a timely manner. The ESB continues to implement system and process improvements to enable the timelier resolution of complaints while maintaining quality investigations and outcomes. Throughout 2024 the ESB piloted a new dispute resolution process. Workers and employers are offered the opportunity to attend a resolution meeting and explore earlier education and resolution of disputes. This process stream has proven successful at resolving complaints more efficiently and effectively than an exclusive full investigation model. In 2024 over 1,800 complaints moved through the Alternative Dispute Resolution (ADR) process. Given its effectiveness, this process was fully implemented across the ESB in early 2025.

In 2019, the Ministry removed the Self-Help Kit, which was a barrier to access to justice for workers, making it easier to submit complaints. A new investigation model was implemented, and the statutory recovery period was doubled from six months to one year. The TFWPA and the associated Temporary Foreign Worker Registry was also launched. Pandemic response actions – including temporary layoff variances, vaccination leave, and illness and injury leave – also resulted in new work for the branch. Additionally, the Ministry implemented new provisions for online platform workers, which expanded the scope of legislative protections to workers previously not explicitly covered.

Goal 2: Ensure that labour laws are communicated and enforced through effective, client-centred service delivery

Objective 2.1: Continue to implement new and updated Ministry processes to improve service delivery.

Key results

- Improved accessibility to WAO services to better support vulnerable workers by completing the development of a new case management and reporting system by using human-centred design.
- Updated workflow processes to enhance service delivery.
- Increased WAO's capacity to support vulnerable workers across B.C. by improving the Workers' Adviser training program and updating outreach and education materials.
- The ESB evaluated and updated workflow processes, policy interpretation guidelines, and service standards to provide fair and efficient procedures to resolve disputes, encourage open communication between employees and employers, and to ensure compliance with the law.

Summary of progress made in 2024/25

The WAO completed the initial phase of the transformation of the Case Management and Reporting System (CMS) and public interface. The new CMS applies human-centred design to create a system that increases accessibility and simplifies both communications and workflow processes for workers accessing the system and for staff within a complicated appeals system.

With respect to outreach efforts, the WAO completed compensation and advocacy clinics both virtually and in person for WorkSafeBC, unions, and other organizations that support workers. Updates to our education and training materials aimed to further enhance participants' knowledge of the workers' compensation system, prohibited action issues, and occupational health and safety complaints.

The EAO continued to develop new educational sessions to promote awareness of new legislative requirements and obligations on employers. For example, a targeted session on the new Occupational Health and Safety (OHS) First Aid Regulations was conducted in October 2024 to help employers prepare for provincewide changes that came into effect in November 2024.

The EAO also utilized our new digital distribution platform to send out updated newsletters to employers of B.C. to promote upcoming legislative and regulatory changes. The EAO continually updates educational materials to ensure employers and workers receive timely and accurate information to increase their understanding and compliance within the workers' compensation system.

The ESB evaluated workflow processes, policy interpretation guidelines, and service standards to provide fair and efficient procedures to resolve disputes, encourage open communication between employees and employers, and to ensure compliance with the law.

The ESB conducted 39 education sessions in 2024 with workers, employers and licensed entities to ensure these parties are well informed about their obligations and entitlements under the legislation and promote compliance with the law.

The ESB reviewed, updated, and improved its digital systems, including its case management system and web-based resources. These changes maximize operational efficiency and provide high-quality information about ESB's statutory interpretation, policy, and processes.

The ESB continued to review and improve the efficiency and effectiveness of its direct informational services to the public, complainants and employers, and early intervention correspondence with complainants and employers to better assist the parties in navigating the ADR process.

Performance measure(s) and related discussion

Performance Measure	2020/21 Baseline	2022/23 Actual	2023/24 Actual	2024/25 Target	2024/25 Actual
2.1a Number of community outreach sessions conducted annually by the Workers' Advisers Office ¹	10	18	7	Maintain or improve over baseline	17
2.1b Number of educational outreach sessions conducted annually by the Employers' Advisers Office ²	100	147	328	Maintain or improve over baseline	316

Data source: Ministry of Labour Workers' Advisers Office internal data; Ministry of Labour Employers' Advisers Office internal data

¹ PM 2.1a targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as "Maintain or improve over baseline."

² PM 2.1b targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as "Maintain or improve over baseline."

In 2024/25, the WAO exceeded its target by conducting 17 community outreach sessions and demonstrated an enhanced commitment to outreach efforts aimed at better supporting workers and improving access to services.

In 2024/25, the EAO exceeded its target by conducting 316 educational sessions, which included both in-person and virtual delivery formats. The goal of these educational sessions was to increase employer and worker understanding of their legal rights and responsibilities, to assist employers in achieving and maintaining compliance, and to promote safe, healthy, and respectful workplaces.

Objective 2.2: Maintain an effective B.C. temporary foreign worker protection regime.

Key results

- As of December 31, 2024, there were 495 active foreign worker recruiter licenses and 33,398 temporary foreign workers (TFW) employer certificates of registration issued.

Summary of progress made in 2024/25

The TFWPA is designed to curtail the exploitation and abuse of TFWs, such as charging recruitment fees or retaining a worker's passport.

The TFWPA requires recruiters who recruit foreign workers (not just TFWs) for employment in B.C. to be licensed, and employers who hire certain TFWs for employment in B.C. to be registered. The TFWPA also contains compliance and enforcement provisions to better protect these vulnerable workers.

Specific to the TFWPA's licensing and registration processes, the ESB completed as of December 31, 2024, 495 active foreign worker recruiter licenses and 33,398 TFW employer certificates of registration. In addition, the ESB investigates complaints under the TFWPA and collaborates with federal and provincial counterparts to strengthen foreign worker protections and service delivery across various programs.

A timely and robust licensing and registration system ensures recruiters and employers working with vulnerable foreign workers receive education about their obligations under the legislation and have a level of compliance monitoring. ESB has continued to maintain and enforce the TFWPA's licensing and registration requirements, including maintaining a public facing website to ensure key information under this regime is proactively shared with the public.

Performance measure(s) and related discussion

Performance Measure	2023/24 Actual	2024/25 Target	2024/25 Actual
2.2 Number of proactive investigations undertaken under the Temporary Foreign Worker Protection Program	36	Maintain or improve	12

Data source: Ministry of Labour Employment Standards Branch internal data

¹PM 2.2 targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as "Maintain or improve."

The ESB's resources have primarily been focused on carrying out its core mandate of investigating and resolving wage complaints, assessing and issuing all licenses, registrations, variances and permits, and, carrying out its agricultural compliance (Farm Labour) proactive responsibilities. As such the Ministry did not meet its earlier established target which is specific to the TFWPA.

Proactive investigations of employers and recruitment agencies are a key feature of ensuring that the TFWPA is effective in protecting vulnerable foreign workers. The ESB completed 12 proactive investigations within the foreign worker regime exclusively under the TFWPA this fiscal year, with a focus on education and ensuring compliance with the TFWPA's recruiter licensing and employer registration requirements. Currently, ESB resources are directed towards helping foreign workers resolve specific complaints under the ESA and/or the TFWPA.

Goal 3: Support forest workers as government transitions towards a new approach for sustainable forest management

Objective 3: Support forest workers impacted by old growth harvesting deferrals through the Bridging to Retirement program.

Key results

- From November 2021 to March 2025, the Program supported nearly 1,200 workers by providing over \$48 million in early retirement bridge funding.

Summary of progress made in 2024/25

The Bridging to Retirement (BTR) program was created in October 2019. BTR was updated and provided with three years of funding in November 2021, as part of a suite of forestry industry supports for workers impacted by old growth deferral decisions, fibre shortages that led to mill closures, indefinite curtailments and shift reductions.

The BTR program was open for full-time workers at least 55 years old – who were B.C. forestry mill workers, forestry-dependent contractors and their employees – to transition to retirement.

Forestry workers were eligible for up to \$75,000 in retirement bridging funding, depending on individual factors including years of experience, age at retirement and the amount of employer contribution.

On February 26, 2025, Government announced that the BTR program was fully subscribed and that applications would no longer be accepted. The BTR program has completed its three years of funding.

Performance measure(s) and related discussion

Performance Measure	2023/24 Actual	2024/25 Target	2024/25 Actual
3a Number of workers receiving bridging to retirement benefit funding offers ¹	473	200	351
3b Number of forestry jobs opened for impacted workers ²	300	100 ³	58

Data source: Ministry of Labour, Bridging to Retirement Program internal data.

¹PM 3a targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as N/A.

²PM 3b targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as N/A.

³2024/25 target was TBD (that is, to be determined) in the Service Plan. The target was developed based on the third and final year of funding, which was the smallest amount allocated.

In 2024/25, the BTR program was in its last year of funding. It focused on helping forestry workers who lost their jobs or were at risk because of old growth deferral decisions, fibre shortages that led to mill closures, indefinite curtailments and shift reductions. This was due to mills shutting down temporarily or permanently. The target for the number of workers receiving bridging to retirement benefit funding was exceeded due to applications from these workers who were facing job losses being prioritized.

The target for the number of forestry jobs opened for junior or impacted workers was not met. In previous years, because there were less mill closures, more funding was available for forestry workers who were not losing their jobs but wanted to retire early. When these senior workers retired, it opened up jobs for impacted junior workers (impacted workers) and supported them to keep their jobs at the same mill.

Since 2019, the BTR program approved more than \$95 million in funding and supported nearly 2,240 forestry workers across the province who were affected by challenges in the forestry sector.

Financial Report

Financial Summary

	Estimated (\$000)	Other Authoriz- ations ¹ (\$000)	Total Estimated (\$000)	Actual (\$000)	Variance (\$000)
Operating Expenses					
Labour Programs	23,322	15,835	39,157	39,299	142
Executive and Support Services	2,085	26	2,111	1,969	(142)
Sub-total	25,407	15,861	41,268	41,268	0
Adjustment of Prior Year Accrual ²	0	0	0	(10)	(10)
Total	25,407	15,861	41,268	41,258	(10)
Ministry Capital Expenditures					
Labour Programs	3	0	3	1	(2)
Total	3	0	3	1	(2)

¹ "Other Authorizations" include Supplementary Estimates, Statutory Appropriations, Contingencies and Government Reorganization.

² The Adjustment of Prior Year Accrual of \$0.01 million is a reversal of accruals in the previous year.

Appendix A: Public Sector Organizations

As of August 13, 2025, the Minister of Labour is responsible and accountable for the following organizations:

Employment Standards Tribunal

The Employment Standards Tribunal is an administrative tribunal established under the *Employment Standards Act*. The Tribunal conducts appeals of determinations issued by the director of employment standards under the *Employment Standards Act* and under the *Temporary Foreign Worker Protection Act*.

Labour Relations Board

The Labour Relations Board is an independent, administrative tribunal established under the *Labour Relations Code* with the mandate to mediate and adjudicate employment and labour relations matters related to unionization and unionized workplaces.

Workers' Compensation Appeal Tribunal

The Workers' Compensation Appeal Tribunal is the final level of appeal in the workers' compensation system of B.C. and is independent of WorkSafeBC. The tribunal is established under the *Workers' Compensation Act*.

WorkSafeBC

WorkSafeBC is an agency established under the *Workers' Compensation Act* with the mandate to oversee a no-fault insurance system for workplace injuries, illnesses and fatalities. WorkSafeBC partners with employers and workers in B.C. to promote the prevention of workplace injury and illness, rehabilitate those who are injured and provide timely return to work, provide fair compensation to replace workers' loss of wages while recovering from injuries, and ensure sound financial management for a viable workers' compensation system.

Appendix B: Progress on Mandate Letter Priorities

The following is a summary of progress made on priorities as stated in Minister Harry Bains' 2022 Mandate Letter.

2022 Mandate Letter Priority	Status as of March 31, 2025
Work to improve the timeliness of employment standards dispute resolution.	<ul style="list-style-type: none"> • In 2019, government began modernizing ESB to make it easier for people to access needed services. • As barriers were removed, the volume of complaints rose. • To address the increase in complaints, the Ministry has: <ul style="list-style-type: none"> ○ developed new, streamlined intake and triage processes to provide better outcomes for workers, ○ improved the use of technology as part of its overall digital transformation strategy, and ○ improved information gathering. • As of March 31, 2025, the backlog was reduced from 5,348 to 3,803. • Budget 2023 provided an increase of almost \$12 million over three years to support ESB's sustainable complaints management strategy including to eliminate historical complaints. Funding was received to support incremental hiring of 33 full-time equivalents (FTEs) and supporting operating costs. • Building on this, Budget 2024 provided a further \$5.2 million over three years to hire an additional seven staff, for a combined total of up to 40 additional FTEs and associated operating costs. In 2024, the ESB launched a pilot to create a new process stream for complaints, referred to as alternative dispute resolution (ADR). Workers and employers are offered the opportunity to attend a resolution meeting and explore earlier education and resolution of disputes. In 2025, the ESB permanently implemented

2022 Mandate Letter Priority	Status as of March 31, 2025
	the ADR process.
Continue engaging with affected parties on implementation of the recommendations of the Industrial Inquiry Commission regarding Forest Industry Successorship.	<ul style="list-style-type: none"> Following the public release of the Industrial Inquiry Commission's (IIC) 2022 report and recommendations on successorship in the forestry sector, the Ministry engaged with B.C. First Nations and forest sector employee organizations and employers on the IIC's recommendation to expand the <i>Labour Relations Code</i> (Code) successorship provisions so that they apply when Government initiates a transfer of harvesting rights, including to First Nations. Government did not make amendments to the Code with respect to expanding successorship in the forestry sector. The Ministry continued to engage in policy development and discussions with the Ministry of Indigenous Relations and Reconciliation, the Ministry of Forests and Indigenous partners regarding forestry successorship and the labour impacts of tenure take-backs.
Work with WorkSafeBC to ensure meaningful programs are in place to support the return of injured workers to their workplaces.	<ul style="list-style-type: none"> Bill 41, the <i>Workers' Compensation Amendment Act</i> (No. 2), 2022, added new legal duties for employers to maintain employment for injured workers, and for the worker and employer to cooperate in an injured worker's return to work These provisions came into force on January 1, 2024. WorkSafeBC continued to monitor the implementation of the new "return to work" provisions to ensure they are achieving the intended impacts.
Support WorkSafeBC, with involvement of the Minister of Health and the Minister of	<ul style="list-style-type: none"> The Ministry of Labour is working collaboratively with the Ministry of Health and WorkSafeBC to develop options that ensure injured workers have the medical care and pain management they need. This includes improving pain

2022 Mandate Letter Priority	Status as of March 31, 2025
<p>Mental Health and Addictions¹, to develop better options for chronic work-related pain, including improving pain management practices for injured workers and providing treatment on demand to those with chronic pain as a result of workplace injuries.</p>	<p>management practices for injured workers and providing a variety of supports to those with chronic pain as a result of a workplace injury.</p> <ul style="list-style-type: none"> • WorkSafeBC has engaged stakeholders consistently in the review process to inform policy development. WorkSafeBC began consultations on proposed policy amendments in 2023, and work is continuing. • WorkSafeBC is working on assembling an expert panel to assist with the evaluation of the approach to rating permanent chronic pain.
<p>Ensure our labour law is keeping up with modern workplaces through the upcoming review of the Labour Code, providing stable labour relations and supporting the exercise of collective bargaining rights.</p>	<ul style="list-style-type: none"> • Every five years, the Minister of Labour must appoint a committee of special advisors to review the <i>Labour Relations Code</i> (Code) and make recommendations. • As such, in Feb 2024 the former Minister appointed a committee of special advisors to review the Code and make recommendations for amendments to ensure that B.C.'s labour laws are keeping up with modern workplaces and are consistent with the rights and protections enjoyed by other Canadians. The committee was tasked with consulting interest groups and Indigenous parties across the province. • On August 31, 2024, the panel's report and recommendations were submitted to the former Minister.

¹ In November 2024, the Ministry of Mental Health and Addictions was dissolved and its responsibilities were returned to the Ministry of Health.