

Client Services Policy Manual

Policy Number: **GP-02**
Subject: **Stakeholder Relations**
Chapter: **General**

Background

WorkplaceNL is governed by a constituency model Board of Directors with equal representation from employers, workers, the general public, including a member representing the interests of injured workers, and an independent Chairperson. Board members are appointed by the Government of Newfoundland and Labrador.

By virtue of their experience in and knowledge of key stakeholder environments, Board members ensure that stakeholder implications of policies and decisions are identified and considered as part of their governance of the organization. While Board members must act in the best interests of WorkplaceNL as a whole, and not as advocates for particular stakeholder interests, their ongoing connection with stakeholder groups provides a valuable source of information and perspective.

Policy Objective

This policy provides basic requirements and principles to guide Board / stakeholder relations to ensure that stakeholders are regularly engaged and consulted, and kept informed of WorkplaceNL's strategic commitments and outcomes.

Policy Statement

Clear communication, cooperation and sound working relationships with clients, stakeholders and partners are critical to the success of WorkplaceNL's business and client service delivery strategies. To help accomplish this, WorkplaceNL's stakeholder relations is guided by the following principles:

- *engage and consult stakeholders* in an open exchange of information, to allow for informed decision making that considers the best interests of the workers' compensation system as a whole;
- *use clear language* to explain policies and decisions, including the reasons for them;
- *keep stakeholders informed* about our plans and progress, presenting a balanced and accountable picture of our accomplishments and challenges;
- *value relationships and partnerships* as we work together to build a workplace safety culture in Newfoundland and Labrador; and,
- *live WorkplaceNL's values* of client service, safety, compassion,

Client Services Policy Manual

Policy Number: **GP-02**
Subject: **Stakeholder Relations**
Chapter: **General**

leadership, teamwork and accountability.

Strategic Commitments and Outcomes

WorkplaceNL prepares a three-year strategic plan outlining its goals and objectives. Each year, WorkplaceNL prepares an annual report on its financial activity and strategic outcomes for the preceding calendar year.

Once tabled, these documents are made publicly available for all stakeholders, free of charge.

Joint Labour and Employer Stakeholder Consultations

At least annually, the Board hosts a forum with primary stakeholders to review the annual performance report and discuss other strategic issues of interest.

As needed throughout the year, WorkplaceNL staff consults with stakeholders, in writing or in person, on new or changes in policy, except minor housekeeping matters and changes that are the result of court decisions or legislative amendments. The Board considers this stakeholder feedback in making final policy or program decisions.

All client service policies, along with the reasons for any changes, are made publicly available.

Spokesperson

The Chairperson is the primary spokesperson on corporate governance matters and the CEO is the primary spokesperson on day-to-day administrative and business matters for WorkplaceNL.

The Director, Communications coordinates all requests for speeches or presentations, which are delivered, at the discretion of the CEO, by the Chairperson, CEO or designate.

All other inquiries, including those from the media and/or regarding publicly available information, are handled by the Director, Communications or designate.

WorkplaceNL staff may discuss programs, policies or initiatives for which they are responsible, and therefore intimately familiar, with stakeholders, except the media.

When Board members speak publicly or at events in their non-

Client Services Policy Manual

Policy Number: **GP-02**
Subject: **Stakeholder Relations**
Chapter: **General**

WorkplaceNL capacity, they will defer WorkplaceNL-related inquiries to the CEO and inquiries from the media to the Director, Communications.

Information that is disclosed is managed according to WorkplaceNL's privacy policy.

Release of Other Public Information

All public information that does not require the prior approval of the Board of Directors, including, but not limited to, press releases, industry statistics, fact sheets, presentations, backgrounders, speeches, public awareness campaigns, must receive approval of the CEO or designate before being released unless the CEO advises otherwise.

Reference: *Workplace Health, Safety and Compensation Act, Section 4, 5 and 12*
Transparency and Accountability Act
Access to Information and Protection of Privacy Act (ATIPPA)

Amendment History

Original Effective Date 2016 04 08