

Employer Audit Services

Fairness Pledge

Our Fairness Pledge

Our fairness commitment is based on service that is responsive, consistent, reasonable and impartial.

Our actions must reflect objective yet considerate application of the *Workplace Safety & Insurance Act* (the *Act*).

We recognize that employers have specific needs and concerns.

Information

We will be open and transparent in giving employers information that is accurate, understandable and reliable. We will offer them professional assistance to help them understand how to meet their reporting obligations. We will explain the requirements of the *Act* and the details of any audit decisions and adjustments in language that is plain and clear. We will provide all our services in both official languages.

Timeliness

We will advise employers of the time it will take to provide the requested service. We will strive to meet that time, and we will continually work toward improving our response time.

Consistency

We will apply the *Act* and WSIB Policy consistently and equitably. While each situation is unique, we will ensure employers are treated equally under similar circumstances to ensure a level playing field and that WSIB premiums are not a factor in the marketplace.

Impartial review

We will provide employers with internal Branch review processes that are accessible, transparent, and impartial. We will accept and review new information without forcing appeal escalation. We will advise employers of the process for formally appealing our decisions.

Client support

We will act in the interests of employers according to our role under the *Act*. We will inform employers of their rights and obligations under the *Act*, and will ensure that they are aware of their obligations and rights. We will respect their privacy and will keep confidential the information we hold about them in accordance with the law.

Accountability

We recognize that our commitment to being fair requires a continuous effort. We will measure, maintain, and enhance our commitment to fairness. Our actions will reflect the high standards and integrity expected of those entrusted with a compliance function. We will be accountable for any changes we make on employers' accounts.