



GOVERNMENT'S LETTER OF EXPECTATIONS

BETWEEN

**THE MINISTER OF ENERGY AND MINES
(AS REPRESENTATIVE OF THE GOVERNMENT OF BRITISH COLUMBIA)**

AND

**THE GENERAL MANAGER OF THE LIQUOR DISTRIBUTION BRANCH
(AS REPRESENTATIVE OF THE LIQUOR DISTRIBUTION BRANCH)**

FOR 2012/13

PURPOSE

This Letter of Expectations (the Letter) provides Government's annual direction to the Liquor Distribution Branch (LDB) and is an agreement on the parties' respective accountabilities, roles, and responsibilities. The Letter confirms the LDB's mandate and priority actions, articulates the key performance expectations as documented in the Shareholder's Expectations Manual for British Columbia Crown Agencies¹, and forms the basis for the development of the LDB's Service Plan and Annual Service Plan Report. The Letter does not create any legal or binding obligations on the parties and is intended to promote a co-operative working relationship.

¹ The Province of British Columbia's Crown Agency Accountability System (<http://www.gov.bc.ca/caro/publications/index.html>) establishes guiding principles for the governance of Crown corporations. The Shareholder's Expectations Manual identifies roles and responsibilities for the Government and Crown corporations, and provides for a Government's Letter of Expectations (Letter) to be jointly developed.

CORPORATION ACCOUNTABILITIES

Government has provided the following mandate direction to LDB under the *Liquor Distribution Act*:

- Under the *Liquor Distribution Act*, to manage the importation, distribution and retailing of beverage alcohol in the province of British Columbia.

SPECIFIC CORPORATION ACCOUNTABILITIES

To achieve this mandate, the LDB is directed to take the following specific actions:

- Work with service providers in its wholesale distribution network to improve on-time delivery and inventory turnover performance metrics;
- Meet the LDB 2012/13 – 2013/14 Service Plan budget and performance targets, including net income;
- Comply with the financial policies/guidelines provided by the Government for mark-up, taxation, the extent to which LDB may own capital assets, and LDB contributions to the Government;
- Comply with the Government's and the Liquor Control and Licensing Branch's direction to rationalize and improve the regulatory framework for the importation, distribution and retailing of beverage alcohol products in British Columbia; and
- Facilitate transition of private liquor stores appointed under the Liquor Distribution Branch to become licensees under the *Liquor Control and Licensing Act* and regulated by the Liquor Control and Licensing Branch.

GENERAL CORPORATION ACCOUNTABILITIES

Over the past decades, British Columbians have come to expect high quality products and services delivered by their Crown corporations. The Province is well served by our Crown corporations and it is up to the Boards and Senior Management teams of these organizations to manage in the best interests of the Province and our citizens.

For those Crown corporations that are commercial entities, they are expected to earn positive returns for their shareholders, the people of British Columbia, to help provide health care, education and other critical social services required by our growing and aging population.

As a commercial Crown corporation, it is critical that the operations of the entity be done as efficiently as possible, in order to ensure families are provided with services at the lowest cost possible. In addition, it is expected that Crown corporations, to the greatest extent possible, participate in the Government's open data and public engagement opportunities.

British Columbians rightly expect openness and transparency from both their Government and Crown corporations and it is incumbent upon both parties to be as open and transparent as possible with citizens.

Government sets broad policy direction to ensure the Corporation's operation and performance is consistent with government's strategic priorities and Fiscal Plan, and as such, the Corporation will:

- Ensure that the Corporation's priorities reflect Government's goals of putting families first; creating jobs and building a strong economy; and open government and public engagement;
- Prior to commencing collective bargaining or initiating changes to non-union compensation on or after January 1, 2012, coordinate with Government to develop detailed plans for funding proposed compensation changes or other incentives under the Province's Cooperative Gains Mandate. Plans must be based on real savings and must not include proposals for:
 - increased funding from Government,
 - reductions in service, or
 - transferring the costs of existing services to the public,
 - but may include revenue generation opportunities.

Plans must be reviewed and approved by Government before any proposed changes to union or non-union compensation are made. Any changes to an approved plan also require approval by Government.

Commencing the effective date of any changes to the collective agreement and/or non-union compensation plans, the Corporation must report annually to Government on the implementation of a plan, including information on progress in meeting savings targets;

- Government is undertaking reviews of all Crown corporations. The Corporation is expected to participate in the review as requested, and to implement the results of the review;
- At this time of fiscal constraint, government has initiated a review of incentive pay and will be communicating with Boards in early 2012;
- Conduct its affairs with the principles of integrity, efficiency, effectiveness, and customer service;
- Display annual *Financial Information Act* – Statement of Financial Information and Executive Compensation Disclosure Schedules, a Remuneration for Appointees to Crown Agency Boards Schedule and Corporate Governance Disclosure in an easily accessible website location;
- Inform Government immediately if the Corporation is unable to meet the performance and financial targets identified in its Service Plan;
- Comply with Government's requirements to be carbon neutral under the *Greenhouse Gas Reduction Targets Act*, including: accurately defining, measuring, reporting on and verifying the greenhouse gas emissions from the Corporation's operations; implementing aggressive measures to reduce those emissions and reporting on these reduction measures and reduction plans; and

offsetting any remaining emissions through investments in the Pacific Carbon Trust, which will invest in greenhouse gas reduction projects outside of the Corporation's scope of operations;

- Ensure Government is advised in advance of the release of any information requests by the Corporation under the *Freedom of Information and Protection of Privacy Act*;
- Ensure any debit/credit card payment services provided to the public are in compliance with the international Payment Card Industry Data Security Standards;
- For Corporations subject to the *Public Sector Employers Act*, ensure the Corporation's membership in the Crown Corporation Employers' Association is in good standing;
- Annually assess the Board appointment process to ensure that succession results in a balance of renewal and continuity of Board membership, and provide the results of this assessment to the Shareholder for consideration;
- Ensure that Board appointments to Crown corporation subsidiaries comply with Board Resourcing and Development Office's Best Practice Guidelines and are approved by Cabinet; and,
- Comply with Government's requirement that lobbyists not be engaged to act on behalf of the Corporation in its dealings with government.

GOVERNMENT'S RESPONSIBILITIES

SPECIFIC GOVERNMENT RESPONSIBILITIES

Specific to the LDB, Government will:

- Approve the LDB's mandate to manage the importation, distribution and retailing of beverage alcohol in the Province of British Columbia under the *Liquor Distribution Act* and to support the role of the private sector in the retailing of beverage alcohol in the Province;
- Provide direction to the LDB regarding the respective roles and responsibilities of LDB and the Liquor Control and Licensing Branch regarding regulatory functions;
- Enter into agreements with Canada as required under the *Excise Act* and the *Customs Act* and specify the role of LDB in those agreements; and
- Ensure the appropriate consultation and notification occurs on significant policy and legislative issues that might impact the LDB.

GENERAL GOVERNMENT RESPONSIBILITIES

Government is responsible for the legislative, regulatory, and public policy frameworks in which Crown corporations operate. In order to meet these responsibilities and support achievement of government's performance expectations, Government will:

- Issue performance management guidelines, including annual guidelines for Service Plans and Annual Service Plan Reports (<http://www.gov.bc.ca/caro/publications/index.html>);
- Review and provide feedback and final approval of the LDB's Service Plans and Annual Service Plan Reports; and
- On a quarterly basis, meet with the LDB to review the achievement of the goals, objectives, performance and financial targets and risk assessments identified in the LDB's Service Plan, and provide direction to the LDB as required.

Government has developed the following policies and resources to support the Ministries and Corporations with their regulatory and public policy requirements:

- Shareholder's Expectations Manual for British Columbia's Crown Agencies (<http://www.gov.bc.ca/caro/publications/index.html>);
- Best Practice Guidelines – BC Governance and Disclosure Guidelines for Governing Boards of Public Sector Organizations (<http://www.lcs.gov.bc.ca/brdo/governance/index.asp>);
- Remuneration Guidelines for Appointees to Crown Agency Boards (<http://www.aved.gov.bc.ca/psec/appointeeremuneration.htm>)
- Capital Asset Management Framework (<http://www.fin.gov.bc.ca/tbs/camf.htm>)

AREAS OF SHARED ACCOUNTABILITY

REPORTING

Government and the LDB are committed to transparency and accountability to the public and have reporting and disclosure requirements in the *Budget Transparency and Accountability Act*, the *Financial Administration Act*, and/or the *Financial Information Act*. Government provides an Information Requirements and Events Calendar (<http://www.gov.bc.ca/caro/publications/index.html>) to the ministries responsible and the Corporations that set out the dates the Crown corporations must submit their financial information, service plans, annual service plan reports, and other information to government in order to meet the statutory reporting dates and other government requirements.

The parties agree that each will advise the other in a timely manner of any issues that may materially affect the business of the LDB and/or the interests of Government, including information on any risks to achieving financial forecasts and performance targets.

The LDB will post the most recent signed copy of the Government's Letter of Expectations on its website and the Crown Agencies Resource Office will post a signed copy of the Letter on its website.

REVIEW AND REVISION OF THIS LETTER

The Minister of Energy and Mines is accountable for undertaking reviews of this Letter and monitoring its implementation. Government and the LDB may agree to amend this Letter on a more frequent than annual basis.



Honourable Rich Coleman
Minister of Energy and Mines

Feb 21, 2012
Date



Jay Chambers, General Manager
Liquor Distribution Branch

FEBRUARY 9, 2012
Date

cc. Honourable Christy Clark
Premier

John Dyble
Deputy Minister to the Premier and Cabinet Secretary

Peter Milburn
Deputy Minister and Secretary to Treasury Board
Ministry of Finance

Lori Wanamaker
Deputy Solicitor General
Ministry of Justice

Karen Ayers
Assistant Deputy Minister
Liquor Control and Licensing Branch
Ministry of Energy and Mines

Marie Ty
Executive Director
Crown Agencies Resource Office