

# Stakeholder Engagement Framework

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**Safety  
Codes  
Council**

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## WHO WE ARE AND WHAT WE DO

The Safety Codes Council is an independent, self-funded regulatory organization. Our mandate is to provide oversight of the safety codes system and technical disciplines through a number of key legislated functions and client-focused services, including:

- Accrediting municipalities, regional commissions, corporations, agencies, and Métis settlements to deliver safety codes services under the Safety Codes Act (permitting, inspections, and compliance).
- Managing and overseeing the delivery of permitting and inspections services for Albertans who live in unaccredited areas of the province through third-party service providers contracted by the Council to perform safety code services.
- Delivering permit and inspection services, and overseeing spill and incident reporting for storage tank systems across Alberta.
- Training and certifying safety codes officers to perform regulated work, including the inspections of built structures and systems; and administering the Master Electrician Program.
- Providing expert advice and recommendations to Alberta's Minister of Municipal Affairs through the sub-councils' work to review and formulate safety codes and standards and identify emerging issues in the safety codes system.
- Investigating complaints on the conduct, performance, or competencies of an organization or individual having authority, powers, or duties under the Safety Codes Act.
- Conducting hearings and appeals of orders and written notices issued under the authority of the Safety Codes Act.
- Sharing technical and safety code information to ensure that it is easily accessible to stakeholders, clients, industry, and the broader public.

## PURPOSE OF THIS DOCUMENT

The Safety Codes Council is committed to collaborating with stakeholders in Alberta's safety codes system to ensure that the perspectives of both stakeholders and end-users of the system are considered in the delivery of our services. This Framework is intended to provide insight into our engagement approach and methods we undertake in support of our mission, mandate, and strategic plan.

## COMMITMENT

The Safety Codes Council believes stakeholder engagement is integral to building a culture of collaboration and transparency between our organization and our partners. We are committed to engaging a broad range of stakeholders to ensure a variety of perspectives are considered in the delivery of our programs and services. We will work with our partners to understand shared risks and establish common goals within the safety codes system. The Council will proactively build strong mutually beneficial relationships with stakeholders and system users to ensure Council programming meets their needs.

## BENEFITS OF ENGAGEMENT

- Increased knowledge about the ever-changing safety codes system from leveraging partnerships and sharing system information
- Programs and services that reflect the perspectives of our clients and stakeholders
- Strong and effective relationships with our partners in the safety system
- Increased support and expanded reach for the Council and our partners by working collaboratively

## ENGAGEMENT PRINCIPLES

Engagement principles guide the conduct of the Council to help ensure engagements are managed with integrity and to ensure an efficient and effective process. The Council will use these principles to ensure its engagements reinforce strong and lasting relationships, and support informed decision-making. These principles are consistent with current stakeholder engagement standards and practices across the public and private sectors.

### Purposefulness

The Council will begin every engagement with a clear understanding of why we want to engage, how outputs from engagement will be used, and what success looks like. Engagements will be a key driver in decisions around policy and programming, providing clarity and credibility for changes that benefit all Albertans in the built environment.

### Transparency

The Council will provide stakeholders and the public with the information they need to make a meaningful contribution to the engagement processes and activities. We will ensure our stakeholders are kept informed of engagement initiatives and resulting activities.

### Inclusiveness

The Council will design engagements to enable stakeholders with diverse interests and needs to meaningfully participate. When practical, a variety of engagement methods will be used to provide flexibility to participate.

### Accountability

The Council will share back stakeholder input it receives, and communicate how stakeholders' input is considered and incorporated into the Council's decision-making.

### Respect

The Council will encourage, and provide the conditions for, respectful dialogue that incorporates listening and respecting stakeholders' diverse views, values, and expertise.

## OUR PARTNERS

The work of the Council affects an extensive list of stakeholders, including end-users, the public at large, industry, municipalities, regulatory bodies, the Government of Alberta, and more. Our partners are unique and represent different aspects of the safety system. The following list is not comprehensive but provides a broad understanding of who some of our partners are and how we work together:



### **Government (municipal, provincial, federal)**

- o We receive direction from the Minister of Municipal Affairs and work with various levels of government on code development and implementation.



### **Industry (e.g., BILD Alberta, Alberta Mechanical Officials Society, Electrical Contractors Association of Alberta, etc.)**

- o We seek feedback from industry on matters pertaining to the safety system and how it is administered across the province.



### **Regulatory bodies (e.g., Alberta Boiler Safety Association, Alberta Association of Architects, Association of Professional Engineers and Geoscientists of Alberta, etc.)**

- o Work together to innovate and strengthen safety standards in the built environment.



### **Accredited organizations (municipalities, corporations, agencies)**

- o The Council is responsible for administering the accreditation program on behalf of the Government of Alberta. We work with Alberta municipalities, corporations, and other organizations to provide an effective, accountable, and affordable safety system.



### **Clients (Safety Codes Officers, Master Electricians, Alberta Safety Codes Authority permit holders)**

- o We provide training and certification for Safety Codes Officers and Master Electricians.
- o The Council oversees permitting in unaccredited areas of the province.



### **Educational Institutions**

- o We seek feedback from post-secondary institutions on training and educational offerings related to safety codes.



### **Public**

- o We ensure the safety system is accessible for the end-user and oversee safety for the built environment in Alberta.

## KEY POINTS OF ENGAGEMENT

The Safety Codes Council recognizes and values the expertise our stakeholders bring to the table. We believe involving our stakeholders in planning and project development provides valuable input and diverse perspectives that greatly enhances our delivery of the safety codes system in Alberta.

In order to ensure we consider a wide range of perspectives in the development and delivery of our programs and services, the Council engages our stakeholders on code development and review, curriculum enhancements, strategic planning, policy development, and program review.

We recently conducted engagements on the Accreditation Review, Curriculum Modernization, and Master Electrician Program Review. We believe including a broad range of stakeholders provides us with valuable information on the constantly changing safety codes system. Working collaboratively with our stakeholders and proactively seeking their input and feedback leads to stronger partnerships and improved outcomes for the safety system.

Our sub-councils play an important role in executing functions in our legislated mandate. We have 12 sub-councils representing various disciplines and consisting of over 160 volunteer members who represent the various industry segments that make up the safety system. These sub-councils meet several times a year and make recommendations to the Minister of Municipal Affairs. Sub-council members review and develop codes and standards, and share their perspectives on topics and issues related to their discipline. This opportunity for regular and timely engagement is invaluable and an integral component of the Council’s stakeholder engagement approach. In addition, we periodically enlist the expert members of our sub-councils to provide their perspective on programs and services delivered by the Council, as well as on issues for engagement as directed by the Minister of Municipal Affairs. This includes the formation of working groups to provide input on issues such as farm buildings or the Tiered Energy Code.



Amusement Rides



Barrier Free



Building



Fire



Gas



Passenger Ropeways



Electrical



Electrical Utilities



Elevators



Plumbing



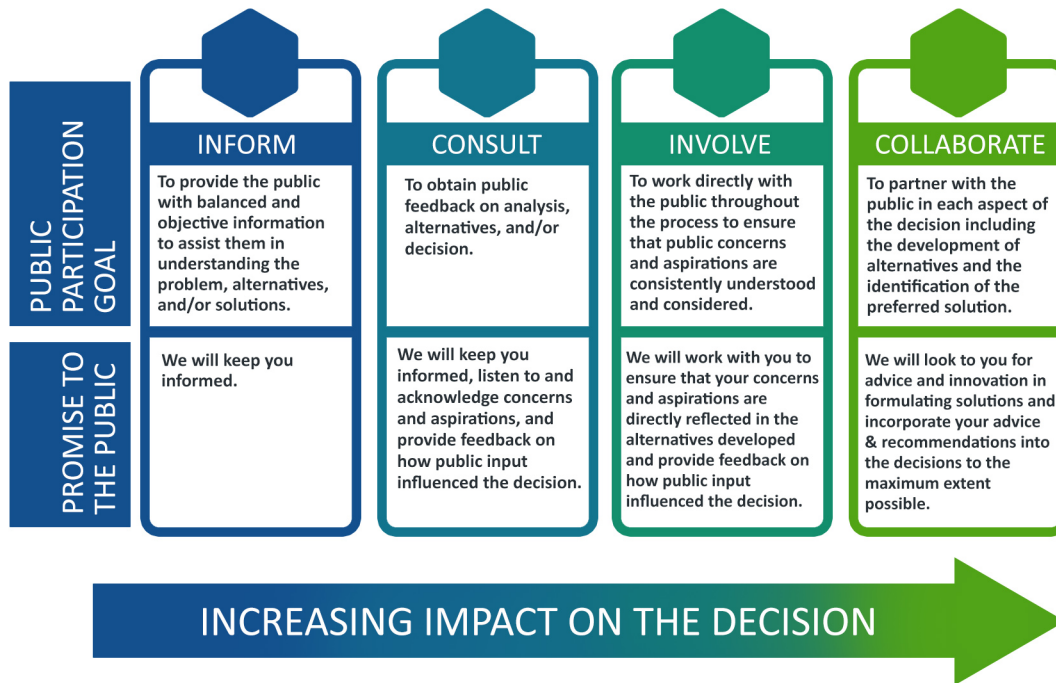
Pressure Equipment



Private Sewage

## ENGAGEMENT APPROACH

The Safety Codes Council believes that ongoing and consistent engagement is integral to building a culture of collaboration and transparency between the organization and its partners. The Council will utilize the International Association for Public Participation (IAP2) spectrum of engagement to help identify the appropriate level of engagement for each stakeholder on each project.



Various engagement methods will be used to gather feedback from our stakeholders, with a focus on our Principles of Engagement to ensure the process is transparent and inclusive. Each engagement will have a tailored engagement plan outlining outcomes, activities, and how findings will be used and shared. Appropriate tools will be selected based on individual stakeholder’s level of interest and influence according to the IAP2 spectrum of engagement; some examples are provided below:

|                                                                                                                                                                   |                                                                                                                            |                                                                                                                                                        |                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <p><b>INFORM</b></p> <ul style="list-style-type: none"> <li>• E-mails</li> <li>• Website</li> <li>• Newsletter</li> <li>• What We Heard document (WWH)</li> </ul> | <p><b>CONSULT</b></p> <ul style="list-style-type: none"> <li>• Surveys</li> <li>• Presentations to sub-councils</li> </ul> | <p><b>INVOLVE</b></p> <ul style="list-style-type: none"> <li>• Working groups</li> <li>• Meetings with stakeholders</li> <li>• Focus groups</li> </ul> | <p><b>COLLABORATE</b></p> <ul style="list-style-type: none"> <li>• Advisory Committees</li> <li>• Sub-councils</li> </ul> |
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## OUR PROCESS

If a project has a great impact on stakeholders there should be opportunities for engagement from the beginning of the project and onward. Our engagement process includes identifying those who will be impacted and determining their level of involvement through stakeholder mapping. In order to gather meaningful information we create an engagement plan, select appropriate engagement tools, and ensure we are asking the right questions to help us clarify goals and gain insights. We conduct our engagements using methods that are inclusive and offer a fair chance for all stakeholder groups to participate. After engagements, we draft a What We Heard document and provide it to stakeholders to validate our findings, or inform them of next steps. Through this process we create opportunities to listen to, collaborate with, and inform stakeholders while building trust and stronger connections.



## OUTCOMES AND EVALUATION

The Safety Codes Council believes effective stakeholder engagement is enriched by the consistent evaluation of processes and outcomes. The Council recognizes stakeholder engagement is dynamic and constantly evolving due to changing needs and other considerations.

To gauge how we are doing, the Council will conduct an annual assessment to hold ourselves accountable to our commitments in this framework – and ensuring that our engagements are effective for both the Council and our stakeholders. The Council commits to revising this framework as necessary to ensure continuous improvement.

## REPORTING

The Safety Codes Council is committed to transparency throughout the engagement process. Reporting on stakeholder engagements is likely to include a summary report of engagement activities, findings, and next steps once complete; updates on current and ongoing engagements; survey results; and listings of current engagement opportunities available.