

THOROLD BUSINESS IMPROVEMENT AREA ASSOCIATION
POLICY AND PROCEDURE MANUAL

GOVERNANCE		
POLICY NO: 100-01 REVISED: Nov. 11, 2017	ACCOUNTABILITY AND TRANSPARENCY	PAGE 1 OF 3

ACCOUNTABILITY AND TRANSPARENCY POLICY

The Thorold BIA is committed to the fundamental principles of accountability and transparency, as a matter of good governance.

DEFINITIONS:

“ACCOUNTABILITY“ means the concept that the BIA is answerable for the content and merits of decisions made and policies adopted, as well as for its actions or failures to act in specific circumstances. The concept of accountability also carries with it an obligation to explain the reasons for making specific decisions and adopting policies dealing with particular subject matters within the BIA's jurisdiction.

“TRANSPARENCY“ means the concept that the BIA believes in and consistently practices openness in all its activities and decision making processes, subject only to narrow exceptions which can be demonstrated as being in the best interests of the BIA. Essentially, transparency means that members of the public are reasonably able to observe the workings of the BIA's operations and the manner in which decisions are made subject to provisions respecting confidentiality including those outlined in the Municipal Act, 2001 and the Municipal Freedom of Information and Protection of Privacy Act.

POLICY STATEMENT:

The board of the Thorold BIA acknowledges that it is responsible to provide good governance for its members in an accountable and transparent manner by:

- Encouraging public access and participation to ensure that decision making is responsive to the needs of its members and receptive to their opinions;
- Delivering high quality services to our members and visitors; and
- Promoting the efficient use of BIA resources.

Accountability, transparency and openness are standards of good governance that enhance public trust. They are achieved through the BIA adopting measures ensuring, to the best of its ability, that all activities and services are undertaken utilizing a process that is open and accessible to its members. In addition, wherever possible, the BIA will engage its members throughout its decision-making process which will be open, visible and transparent to the public.

CORPORATE VALUES:

Mission Statement:

It is the goal of the Thorold Business Improvement Area (B.I.A.) to continue to revitalize, improve, beautify, maintain and promote the downtown of Thorold as a whole. We will work diligently to keep it a clean, safe and attractive business and shopping destination for local residents and visitors.

POLICY REQUIREMENTS:

The principles of accountability and transparency shall apply equally to the political process and decision-making, and to the administrative management of the BIA.

Financial Matters:

The Thorold BIA will be open, accountable and transparent to its membership in its financial dealings as required under the Act. The following examples demonstrate accountability and transparency:

- External Audit
- Purchasing Policy
- Development Charges By-law
- Notice Requirements
- Sale of Land Policy
- Financial Reporting to Provincial and Federal Governments
- Application of the Municipal Freedom of Information & Protection of Privacy Act
- Strategic Planning
- Public Meetings under the Planning Act

Internal Governance:

The BIA's administrative practices ensure specific accountability on the part of its employees through the following initiatives:

- Code of Ethics
- Health & Safety Policy
- Hiring Policy
- Performance Appraisal

Public Participation and Information Sharing:

The Thorold BIA ensures that it is open and accountable to its membership by:

- informing how, when and under what circumstances meetings will take place;
- holding meetings that are open to the public when and as required under the Act;
- enabling members of the BIA and members of the public to have the opportunity to make delegations or provide written comments on specific items at these meetings;

- adopting policies to ensure the participation of members and the public in a meaningful and effective way through timely disclosure of information by various means including print media and the BIA's website. Some specific examples include:
 - Procedure By-law
 - Planning processes under the Planning Act
 - Notice By-law
 - *Municipal Freedom of Information and Protection of Privacy Act*
 - Annual Reports and Audited Financial Statements
 - Budget Consultation Process/Open House Meetings
 - Advisory Committees