



Honourable Tracy MacCharles
Minister of Consumer Services
900 Bay St, Mowat Block, 6th Floor
Toronto, ON
M7A 1L2

March 12, 2014

Dear Minister:

I am pleased to respond to your request for Ontario One Call's (ON1Call) accountability commitments to the Ministry of Consumer Services. Although these commitments are not addressed in the Memorandum of Understanding (MOU) between the ministry and ON1Call, as a mandatory service provider, ON1Call is fully committed to demonstrate strong accountability to the public, stakeholders, and government.

This letter will document and formalize ON1Call's accountability commitments to the Minister and serve to establish a common understanding between the two parties regarding the topics identified below.

ON1Call's commitments include:

- a. Procurement policy: ON1Call has reviewed the Broader Public Sector (BPS) Procurement Directive (July 2011) and confirms that all procurement activities are in keeping with the spirit of this directive. ON1Call has developed a procurement policy for the corporation that is in keeping with the spirit of the BPS directive, which has been approved by the Board. This policy will take effect on July 1, 2014. In addition, ON1Call is committed to providing value for money in the services it provides to its members and will ensure it has the appropriate financial information for it to assess existing or future contracts.
- b. Travel and expenses policy: ON1Call has reviewed the Broader Public Sector Expenses Directive (April 2011) and confirms that its travel, meal and hospitality expenses policy is in keeping with the spirit of this directive. The policy is presently in effect and is being followed by employees, directors and officers of the corporation.
- c. Performance measures: ON1Call presently generates a number of performance metrics related to call centre operations. ON1Call will develop performance measures to demonstrate how the corporation is fulfilling its objects under the Ontario Underground Infrastructure Notification Systems Act (the act). ON1Call will work with its members and the Ministry of Consumer Services to develop such performance measures in fall 2014.

- d. Business plan and annual report: ON1Call will publish an annual business plan and make it available to the public by posting it on ON1Call's website. ON1Call will also publish an annual report with audited financial statements and also post it on ON1Call's website.
- e. French language services: ON1Call can respond to locate requests in both English and French.
- f. Complaint process: ON1Call will make public how complaints against it were responded to and the status of those complaints. ON1Call will include in its annual report how complaints have been addressed for the year reported on.
- g. Public Awareness: ON1Call will develop a multi-year plan to engage the public at large on the important public benefits of safe digging practices and related matters. These activities will be reported on each year in ON1Call's annual Business Plan.
- h. Member satisfaction: ON1Call will engage members about their interactions with ON1Call. ON1Call will periodically request feedback from its members both via website communications and satisfaction surveys.
- i. Stakeholder engagement: ON1Call will enable stakeholders to provide feedback to the corporation. ON1Call will develop processes to have effective engagement with stakeholders on matters relevant to stakeholders and ON1Call in the 2015 calendar year.
- j. Business continuity plan: ON1Call has developed a preliminary business continuity plan (called the "disaster recovery plan") that outlines potential risks ON1Call may encounter in meeting its program and service delivery objectives and ways to mitigate identified risks and has a draft of such a plan. ON1Call will finalize its plan and provide a summary to the ministry no later than April 30, 2014.
- k. Board composition: ON1Call will notify the ministry of any changes to the governance structure of the Corporation and to the membership of the Board. ON1Call will follow best practices regarding Board governance for a not-for-profit corporation. The Board has approved a code of conduct policy for Board members and is in the process of refining a code of conduct policy for ON1Call staff. The Board is also reviewing proposed conflict of interest policy for the Directors and Officers of ON1Call which it anticipates approving before March 31, 2014. The Board will advise the ministry when these policies have been approved and will provide copies. The Board has established an initial list of competencies for the Governance and Nominations Committee to use in recruitment of candidates for the Board. The Board will be establishing during 2014 a process for conducting Board member evaluations.

- l. Financial arrangements: ON1Call will notify the ministry immediately if there are any concerns about the financial state of the corporation.

- m. Fee-setting process: ON1Call will be transparent regarding how it sets fees and any members will be consulted in advance of any fee changes. Changes to fees will be subject to members' approval. ON1Call will also provide the ministry with advance notice of any fee proposals brought to members for their approval and will provide confirmation of any final decisions on fee changes.

- n. Privacy: ON1Call is in the process of developing a privacy policy, in accordance with the principles of applicable laws, and expects to provide this policy to the ministry and the Board by March 31, 2014.

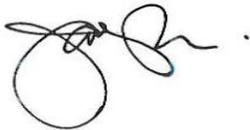
- o. Insurance: ON1Call has liability insurance in the amount of \$5,000,000 per occurrence, which ON1Call believes is appropriate for the level of risk faced by the corporation in fulfilling its objects under the act.

- p. Non-mandated business activities: ON1Call recognizes that:
 - o its objects are limited under the act and its current activities meet these objects and are within its statutory mandate and
 - o it cannot obtain additional objects without an amendment to the act.

ON1Call will advise the ministry as soon as possible if there are any changes with respect to how ON1Call addresses the above topics.

I look forward to continuing to work with the ministry on implementing the act.

Sincerely,



Jamie Milner

Chair, Ontario One Call