

Stakeholder Engagement Reporting Guideline

Purpose

This Guideline is a companion document to the Stakeholder Engagement Policy approved by the RECA Board. This guideline will aid Board and Industry Council members when interacting with stakeholders, and will guide them as to what types of interactions with stakeholders must be reported, and how they will be reported.

This Guideline will demonstrate RECA's transparency and openness regarding stakeholder engagement, as per the *Real Estate Act*, by tracking and reporting on meaningful stakeholder engagement opportunities.

Stakeholder Engagement Guideline

Board and Industry Council members are responsible for setting stakeholder expectations around informal engagement interactions.

Stakeholder engagement can be separated into two overarching categories:

- relationship building
- consultation engagements for decision-making purposes

Relationship Building Engagements

Relationship building stakeholder engagement are defined as those engagements where the purpose of the engagement is to build relationships with stakeholders or to provide updates on certain initiatives. These engagements cannot be used as a forum for gathering information for decision-making purposes. As their purpose is not to aid in decision making, relationship building engagements do not need to follow the managed process described in the Stakeholder Engagement Policy.

Relationship building engagements can include, but are not limited to:

- formal meet and greets
- charity or association golf tournaments
- tradeshow or conference attendance
- stakeholder meetings or AGMs
- direct social media interactions where the purpose is not to obtain feedback for decision making
- instances of informal interactions with individual stakeholders or groups of stakeholders where the purpose of that interaction is NOT to obtain feedback for decision-making purposes (e.g., conversing or interacting with other parties during a real estate transaction and specific issues or matters pertaining to the Board or Industry Council come up)

Reporting Relationship Building Engagements

Board and Industry Council members must exercise their judgment on the need to report relationship building engagements. General comments (e.g., 'how are things going on the Board/Industry Council?') do not necessarily need to be reported. More specific comments related to specific issues within the Board/Industry Council's purview, may need to be reported. Despite these engagements not necessarily being used to gather feedback for decision making purposes, the Board and Industry Council members must be transparent. Appropriate relationship building engagements with stakeholders must be reported to the appropriate body at the next regular meeting of that body.

Reporting Process:

On the last Friday of every month, the RECA Director responsible for Stakeholder Relations (Director), or their delegate, will send each Board and Industry Council member written notice to provide all relevant instances of relationship building engagements to the Director or their delegate. The Director or their delegate will compile the reports as part of the overall Stakeholder Engagement Report at each regular Industry Council and Board meeting. Each Industry Council will only see the reports corresponding to their body and their members. There will be a recognition by the Director or their delegate that some entities will meet with multiple Industry Councils, and some issues may fall under the purview of multiple Industry Councils. The Director or their delegate will determine when this is the case and report the appropriate engagements to the appropriate Industry Councils.

Consultation Engagements for Decision Making

Consultation engagements are meaningful, transparent, comprehensive, consistent dialogues with individuals, firms, and organizations affected by RECA's actions as it carries out its regulatory mandate, and occur for the purpose of gathering feedback before making decisions as the governing bodies for the industry. Consultation engagements must follow the managed process described in the Stakeholder Engagement Policy.

Consultation engagements for decision making include, but are not limited to:

- formal surveys
- focus groups
- other calls for submissions/feedback
- town halls or presentations that have the purpose of obtaining information for decision making
- formal meetings with stakeholders or groups of stakeholders for the purpose of providing input for decision making
- direct social media interactions related to decision making

- instances of informal interactions with individual stakeholders or groups of stakeholders where the purpose of that interaction is obtaining feedback for decision making purposes

This process assists the Board and Industry Councils to obtain the reliable information necessary to make informed decisions. It also demonstrates RECA's commitment to deal with all stakeholders impartially as described in RECA's Stakeholder Engagement Policy.

Reporting Consultation Engagements for Decision Making

All consultation engagements for decision making must occur through a transparent process managed by RECA Administration as described in the Stakeholder Engagement Policy. All engagement of this type will be managed by RECA Administration and will be publicly reported on RECA's website.

There will be some circumstances at Board and Industry Council discussions where Board or Industry Council members will recall information that has been provided to them by stakeholders in relationship building engagements. If Board and Industry Council members feel this information is relevant to the discussion, they are required to disclose the stakeholder who provided the information under consideration, and this information should be reflected in the minutes, as it deviates from the formal stakeholder engagement process for decision making. When considering information obtained outside of RECA's formal stakeholder engagement processes, the Board and Industry Council members should consider the weight and reliability they want to assign to this information, and how their decision to consider this information will be viewed in light of it being obtained outside of established processes.