

Guidance on Regulatory Transparency and Accountability:

Web Content and Layout

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# 1.0 About this document

This document has been developed by the Regulatory Affairs Sector, Treasury Board of Canada Secretariat (TBS). It should be read alongside the [*Policy on Regulatory Transparency and Accountability*](https://www.canada.ca/en/treasury-board-secretariat/services/federal-regulatory-management/guidelines-tools/policy-regulatory-transparency-accountability.html). The document describes the web content and layout requirements for the following government-wide regulatory initiatives:

* **Forward Regulatory Plans**, which are publicly available lists, with descriptions, of planned or anticipated federal regulatory changes that a department[[1]](#footnote-1) intends to bring forward over a 24‑month period or beyond (for example, long-term regulatory review initiatives)
* **service standards for high-volume regulatory transactions**, which are timeliness standards that indicate how long a regulated party must wait to receive:
* a regulatory authorization
* a refusal for authorization
* some other response
* **policies on providing guidance on regulatory requirements**, which are departmental policies that outline each department’s approach to helping regulated parties understand their regulatory obligations

This document also guides departments on the content and layout of their acts and regulations web pages, which contain information on:

* legislation and regulations administered by the department
* the department’s implementation of regulatory initiatives

Over time this document may evolve. Departments are welcome to comment on or enquire about this document by contacting [Treasury Board of Canada Secretariat (TBS) Public Enquiries](mailto:publicenquiries-demandesderenseignement@tbs-sct.gc.ca).

# 2.0 Forward Regulatory Plans

## 2.1 Web content and layout of a department’s landing page for its Forward Regulatory Plan

The following template outlines the mandatory content and layout of a department’s web page for its Forward Regulatory Plan. This page must be accessible from the department’s acts and regulations web page.

**Forward Regulatory Plan landing page template**

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| --- |
| **[**[**Canada.ca header**](https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification/headers-footers-navigation.html)**]** |
| **Forward Regulatory Plan**  **[Department name]**’s Forward Regulatory Planfor **[start year]** to **[end year], for example, Forward Regulatory Plan for [2018 to 2020] [hyperlink to the plan]**:   * is a publicly available list, with descriptions, of planned or anticipated regulatory changes (regulatory initiatives) that **[department name]** intends to propose or finalize within a 2‑year period * may include regulatory initiatives that are planned to come forward over a longer time frame and that are indicated as long-term   Some of the initiatives in this plan may be associated with **[department name]**’s multi‑year plan to review its existing regulations (stock review plan) **[hyperlink to stock review plan]**.  [**If the department has a targeted Regulatory Review Sectoral Roadmap, include the following text:**  This Forward Regulatory Plan also includes initiatives that were identified in the **[title of the department’s targeted Regulatory Review Sectoral Roadmap]**. See the sectoral roadmap for details. **[hyperlink to the department’s web page on targeted regulatory review]**  Forward Regulatory Plans are intended to help Canadians, including businesses, Indigenous peoples and trading partners, plan for:   * opportunities to provide their feedback during regulatory development * future regulatory changes   The Forward Regulatory Plan briefly describes each regulatory initiative and includes information such as:   * who may be affected by a regulatory initiative * regulatory cooperation efforts undertaken or planned * opportunities for public consultation * links to related information or analysis * **[department name]**’s contact information   The Forward Regulatory Plan will be updated over time to reflect, for example:   * progress in regulatory development * changes to **[department name]**’s regulatory priorities or its operating environment   Consult **[department name]**’s acts and regulations web page **[hyperlink to the web page]** for:   * a list of acts and regulations administered by **[department name]** * further information on **[department]**’s implementation of government-wide regulatory management initiatives   Consult the following for links to the *Cabinet Directive on Regulation* and supporting policies and guidance, and for information on government-wide regulatory initiatives implemented by departments and agencies across the Government of Canada:   * [Federal regulatory management](https://www.canada.ca/en/treasury-board-secretariat/services/federal-regulatory-management.html) **[hyperlink to TBS web page]** * [Learn more about regulatory cooperation](https://www.canada.ca/en/treasury-board-secretariat/services/regulatory-cooperation/learn-about-regulatory-cooperation.html) **[hyperlink to TBS web page**]   To learn about upcoming or ongoing consultations on proposed federal regulations, visit:   * [Consulting with Canadians](http://www1.canada.ca/consultingcanadians/) **[hyperlink to Government of Canada web page]** * [*Canada Gazette*](http://www.gazette.gc.ca/accueil-home-eng.html) **[hyperlink to Government of Canada web page]** |
| **[**[**Canada.ca footer**](https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification/headers-footers-navigation.html)**]** |

## 2.2 Web content and layout of a department’s list of regulatory initiatives

Below is a template that shows the mandatory web content and layout for the list of regulatory initiatives that appear in a department’s Forward Regulatory Plan.

The Forward Regulatory Plan must include information on regulatory initiatives anticipated to be pre‑published or published in their final form in the *Canada Gazette* within 2 years. It must also include all regulatory initiatives identified in a department’s targeted Regulatory Review Sectoral Roadmap.

Departments may categorize their regulatory initiatives in any way that is useful to the department and to stakeholders. For example, regulatory initiatives could be categorized by:

* program area
* sector impacted
* enabling act of Parliament
* initiatives that the department plans to bring forward in the 2-year period covered by the Forward Regulatory Plan or over a longer term

**Forward Regulatory Plan list of regulatory initiatives template**

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| **[**[**Canada.ca header**](https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification/headers-footers-navigation.html)**]** |
| **Forward Regulatory Plan: [start year to end year, for example, 2018 to 2020]**  This Forward Regulatory Plan provides information on regulatory initiatives that **[department name]** aims to propose or finalize in the next 2 years through:   * pre-publication in the *Canada Gazette*, Part I * final publication in the *Canada Gazette*, Part II   The Forward Regulatory Plan may also include regulatory initiatives that are planned to come forward over a longer time frame. Comments or enquiries can be made using the contact information included with each regulatory initiative.  **Regulatory initiatives**  **Regulatory initiatives planned or anticipated to be proposed or finalized between [insert the 2‑year period covered by the Forward Regulatory Plan, for example, 2018 to 2020] (optional header)**  **[header for category A (optional)]**  **[title or working title of each regulatory initiative]**   * **[hyperlink to the initiative]** * **[insert “New” after the title for initiatives added after April 1 publication of the plan and the date it was added]** * **[insert “Updated” after the title for initiatives revised after April 1 publication of the plan and the date it was updated]** * **[insert “Associated with the stock review plan” for initiatives that are part of a stock review plan]** * **[insert “Associated with the targeted Regulatory Review Sectoral Roadmap” for initiatives that are part of a targeted Regulatory Review Sectoral Roadmap]**   **[header for category B (optional)]**  **[title or working title of each regulatory initiative]**   * **[hyperlink to the initiative]** * **[insert “New” after the title for initiatives added after April 1 publication of the plan and the date it was added]** * **[insert “Updated” after the title for initiatives revised after April 1 publication of the plan and the date it was updated]** * **[insert “Associated with the stock review plan” for initiatives that are part of a stock review plan]** * **[insert “Associated with the targeted Regulatory Review Sectoral Roadmap” for initiatives that are part of a targeted Regulatory Review Sectoral Roadmap]**   **Long-term regulatory initiatives (optional header)**  **[header for category A (optional)]**  **[title or working title of each regulatory initiative]**   * **[hyperlink to the initiative]** * **[insert “New” after the title for initiatives added after April 1 publication of the plan and the date it was added]** * **[insert “Updated” after the title for initiatives revised after April 1 publication of the plan and the date it was updated]** * **[insert “Associated with the stock review plan” for initiatives that are part of a stock review plan]** * **[insert “Associated with the targeted Regulatory Review Sectoral Roadmap” for initiatives that are part of a targeted Regulatory Review Sectoral Roadmap]**   **[header for category B (optional)]**  **[title or working title of each regulatory initiative]**   * **[hyperlink to the initiative]** * **[insert “New” after the title for initiatives added after April 1 publication of the plan and the date it was added]** * **[insert “Updated” after the title for initiatives revised after April 1 publication of the plan and the date it was updated]** * **[insert “Associated with the stock review plan” for initiatives that are part of a stock review plan]** * **[insert “Associated with the targeted Regulatory Review Sectoral Roadmap” for initiatives that are part of a targeted Regulatory Review Sectoral Roadmap]**   Consult **[department name]**’s acts and regulations web page **[hyperlink to the web page]** for:   * a list of acts and regulations administered by **[department name]** * further information on the **[department]**’s implementation of government-wide regulatory management initiatives   Consult the following for links to the *Cabinet Directive on Regulation* and supporting policies and guidance, and for information on government-wide regulatory initiatives implemented by departments and agencies across the Government of Canada:   * [Federal regulatory management](https://www.canada.ca/en/treasury-board-secretariat/services/federal-regulatory-management.html) **[hyperlink to TBS web page]** * [Learn more about regulatory cooperation](https://www.canada.ca/en/treasury-board-secretariat/services/regulatory-cooperation/learn-about-regulatory-cooperation.html) **[hyperlink to TBS web page]**   To learn about upcoming or ongoing consultations on proposed federal regulations, visit:   * [Consulting with Canadians](http://www1.canada.ca/consultingcanadians/) **[hyperlink to Government of Canada web page]** * [*Canada Gazette*](http://www.gazette.gc.ca/accueil-home-eng.html) **[hyperlink to Government of Canada web page]** |
| **[**[**Canada.ca footer**](https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification/headers-footers-navigation.html)**]** |

## 2.3 Web content and layout of a department’s regulatory initiatives

Below is a template that shows the mandatory web content and layout for each regulatory initiative that appears in a department’s Forward Regulatory Plan. All regulatory initiatives should appear on one web page so that they can be searched by keyword. Elements for Miscellaneous Amendment Regulations are identified with an asterisk (\*). Elements for any long-term regulatory initiatives may also be limited to those identified with an asterisk (\*).

**Forward Regulatory Plan regulatory initiative template**

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| --- |
| **[**[**Canada.ca header**](https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification/headers-footers-navigation.html)**]** |
| **Forward Regulatory Plan: [insert start year to end year, for example, 2018 to 2020]**  **\*[title or working title of regulatory initiative A]**  **\*Enabling act(s) [option to hyperlink to the act of Parliament]**  **\*Description**  **[insert text and if applicable, state the following:**   * **“This regulatory initiative is associated with the [department’s] stock review plan”, or** * **“This regulatory initiative is associated with the [department’s] targeted Regulatory Review Sectoral Roadmap”]**   **Regulatory cooperation efforts (domestic and international)**  **[insert text]**  **Potential impacts on Canadians, including businesses**  **[insert text]**  **Consultations**  **[insert text] [insert hyperlinks to additional information]**  **Further information**  **[insert text] [insert hyperlinks to additional information]**  **\*[Departmental] contact information**  **[insert text]**  **\*Date the regulatory initiative was first included in the Forward Regulatory Plan**  **[insert text]**  **\*[title or working title of regulatory initiative B]**  **\*Enabling act(s) [option to insert hyperlink to the act of Parliament]**  **\*Description**  **[insert text and if applicable, state the following:**   * **“This regulatory initiative is associated with the [department’s] stock review plan”, or** * **“This regulatory initiative is associated with the [department’s] targeted Regulatory Review Sectoral Roadmap”]**   **Regulatory cooperation efforts (domestic and international)**  **[insert text]**  **Potential impacts on Canadians, including businesses**  **[insert text]**  **Consultations**  **[insert text] [insert hyperlinks to additional information]**  **Further information**  **[insert text] [insert hyperlinks to additional information]**  **\*[Departmental] contact information**  **[insert text]**  **\*Date the regulatory initiative was first included in the Forward Regulatory Plan**  **[insert text]**  Consult **[department name]**’s acts and regulations web page **[hyperlink to the web page]** for:   * a list of acts and regulations administered by **[department name]** * further information on **[department]**’s implementation of government-wide regulatory management initiatives   Consult the following for links to the *Cabinet Directive on Regulation* and supporting policies and guidance, and for information on government-wide regulatory initiatives implemented by departments and agencies across the Government of Canada:   * [Federal regulatory management](https://www.canada.ca/en/treasury-board-secretariat/services/federal-regulatory-management.html) **[hyperlink to TBS web page]** * [Learn more about regulatory cooperation](https://www.canada.ca/en/treasury-board-secretariat/services/regulatory-cooperation/learn-about-regulatory-cooperation.html) **[hyperlink to TBS web page]**   To learn about upcoming or ongoing consultations on proposed federal regulations, visit:   * [Consulting with Canadians](http://www1.canada.ca/consultingcanadians/) **[hyperlink to Government of Canada web page]** * [*Canada Gazette*](http://www.gazette.gc.ca/accueil-home-eng.html) **[hyperlink to Government of Canada web page]** |
| **[**[**Canada.ca footer**](https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification/headers-footers-navigation.html)**]** |

## 2.4 Regulatory initiatives template

The template in Appendix A outlines the type of information that must be published for each regulatory initiative that appears in a Forward Regulatory Plan. Each entry in a Forward Regulatory Plan must be concise, accurate and written in plain language. Elements for Miscellaneous Amendment Regulations are identified with an asterisk (\*).

The instructions under “Requirement” in the middle column of the template are excerpts from the [*Policy on Regulatory Transparency and Accountability*](https://www.canada.ca/en/treasury-board-secretariat/services/federal-regulatory-management/guidelines-tools/policy-regulatory-transparency-accountability.html#toc7). Following these instructions is explanatory text and/or examples of how to meet policy requirements. The examples do not represent actual regulatory initiatives and are included for illustrative purposes only.

# 3.0 Service standards for high-volume regulatory transactions

The [*Policy on Regulatory Transparency and Accountability*](https://www.canada.ca/en/government/system/laws/developing-improving-federal-regulations/requirements-developing-managing-reviewing-regulations/guidelines-tools/policy-regulatory-transparency-accountability.html) describes requirements that departments must meet in relation to the publication of service standards for high-volume regulatory transactions and related departmental performance information. Departments must refer to the [*Guideline on Service and Digital*](https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.canada.ca%2Fen%2Fgovernment%2Fsystem%2Fdigital-government%2Fguideline-service-digital.html&data=04%7C01%7CAngela.Doyle%40tbs-sct.gc.ca%7C3cd6e9394447464df5df08d8b8b635df%7C6397df10459540479c4f03311282152b%7C0%7C0%7C637462440024718778%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=asFYf3I61GbanvaemOkCeXySUcrJWaK6D8IyvDEsCd0%3D&reserved=0) for further guidance about this requirement.

# 4.0 Departmental policies on providing guidance on regulatory requirements

## 4.1 Web content and layout

The following template outlines the mandatory web content and layout for each department’s *Policy on Providing Guidance on Regulatory Requirements*. Sections may be further subdivided, as needed. Each department must add a link to its policy on its acts and regulations web page.

***Policy for Providing Guidance on Regulatory Requirements* template**

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| **[**[**Canada.ca header**](https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification/headers-footers-navigation.html)**]** |
| **[department name]’s *Policy on Providing Guidance on Regulatory Requirements***  This policy outlines **[department name]**’s approach to helping regulated parties understand their regulatory obligations.  **[Departmental] context**  **[insert text]**  **Building an awareness of regulatory requirements**  **[insert text]**  **Responding to enquiries**  **[insert text]**  **Commitment to professional service**  **[insert text]**  **Stakeholder engagement**  **[insert text]**  **Date of last revision of this policy**  **[insert text]**  Consult **[department name]**’s acts and regulations web page **[hyperlink to the web page]** for:   * a list of acts and regulations administered by **[department name]** * further information on the **[department]**’s implementation of government-wide regulatory management initiatives   Consult the following for links to the *Cabinet Directive on Regulation* and supporting policies and guidance, and for information on government-wide regulatory initiatives implemented by departments and agencies across the Government of Canada:   * [Federal regulatory management](https://www.canada.ca/en/treasury-board-secretariat/services/federal-regulatory-management.html) **[hyperlink to TBS web page]** * [Learn more about regulatory cooperation](https://www.canada.ca/en/treasury-board-secretariat/services/regulatory-cooperation/learn-about-regulatory-cooperation.html) **[hyperlink to TBS web page]**   To learn about upcoming or ongoing consultations on federal regulations, visit:   * [Consulting with Canadians](http://www1.canada.ca/consultingcanadians/) **[hyperlink to Government of Canada web page]** * [*Canada Gazette*](http://www.gazette.gc.ca/accueil-home-eng.html) **[hyperlink to Government of Canada web page]** |
| **[**[**Canada.ca footer**](https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification/headers-footers-navigation.html)**]** |

## 4.2 Template

The template in Appendix B of this guidance document outlines the type of information that must be published for each departmental *Policy on Providing Guidance on Regulatory Requirements*. The information provided must be concise, clear and written in plain language.

The instructions under “Requirement” in the middle column of the template are excerpts from the *Policy on Regulatory Transparency and Accountability*. Following these instructions is explanatory text and/or examples of how to meet the policy requirements. The examples do not represent actual departmental policy and are included for illustrative purposes only.

# 5.0 Acts and regulations web pages

The following template outlines the mandatory web content and layout for a department’s acts and regulations web page. Departments may supplement the web page with other relevant information. The descriptions under each of the government-wide regulatory initiatives should be expandable and collapsible.

**Acts and regulations web page template**

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| **[**[**Canada.ca header**](https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification/headers-footers-navigation.html)**]** |
| **Acts and regulations**  **[Department-specific introductory content appears here]**  **What are we doing?**  As a **[department]**, **[department name]** is responsible for administering acts and regulations, and for implementing government-wide regulatory initiatives:  [Expand all] [Collapse all]   * **Acts and regulations**   The **[department]** is responsible for administering certain federal acts and regulations.  Access these federal acts and regulations at the following link(s): **[hyperlink to a list of acts and regulations, or list the acts and regulations and hyperlink each act or regulation to the act or regulation on the Justice Canada website]**.   * **Planned or anticipated changes to regulations (Forward Regulatory Plan, stock review plan, targeted Regulatory Review Sectoral Roadmap)**   **[Department name]** publishes a public list, with descriptions, of planned or anticipated federal regulatory changes that the **[department]** intends to bring forward over a 24-month period(Forward Regulatory Plan).  The Forward Regulatory Plan landing page includes a link to the [department]’s stock review plan, which is the **[department]**’s plan to review its entire regulatory stock over a set period of time. The stock review plan includes:   * a list of the regulations that will undergo a review, prioritized in a way that makes sense to the regulator and stakeholders * a time frame for the review(s)   **If the department has a targeted Regulatory Review Sectoral Roadmap, include the following text:** The landing page also includes a link to the targeted Regulatory Review Sectoral Roadmap published by the **[department].** The regulatory initiatives identified in the Roadmap where developed to address barriers to innovation and economic growth.  To develop the sectoral roadmap, the department was required by the Treasury Board of Canada Secretariat to:   * determine regulatory issues and irritants that are barriers to innovation, competitiveness, and economic growth for a particular sector * assess opportunities for innovative approaches to regulation, such as iterative co-development, pilot projects or regulatory sandboxes * in the sectoral Roadmap, identify actions that will be taken to address issues or irritants expressed by stakeholders and describe opportunities for innovation   View the Forward Regulatory Plan at the following link: **[hyperlink to the plan]**.   * **Timeliness service standards and performance information**   **[Department name]** publishes timeliness service standards and performance information for its services, including services for regulated parties to obtain regulatory authorization such as a permit or licence to engage in a regulated activity.  View timeliness service standards and performance information at the following link: **[hyperlink to the timeliness services standards and performance information]**.   * **How guidance on regulatory requirements is provided (*Policy on Providing Guidance on Regulatory Requirements*)**   **[Department name]**’s *Policy on Providing Guidance on Regulatory Requirements:*   * outlines the commitments, practices and tools that **[department name]** applies when providing Canadians and businesses with information and guidance on regulatory obligations to be met * identifies the conditions under which written responses to questions will be provided   View the **[department]**’s *Policy on Providing Guidance on Regulatory Requirements* at the following link: **[hyperlink to *Policy on Providing Guidance on Regulatory Requirements*]**.   * **Number of administrative burden requirements in regulations (Administrative Burden Baseline initiative)**   The Administrative Burden Baseline initiative requires departments and agencies to:   * establish a baseline count of federal regulatory requirements that impose administrative burden on business * annually update and report publicly on the count of baseline requirements   View the number of administrative burden requirements in regulations administered by **[department name]** at the following link: **[hyperlink to the department’s Administrative Burden Baseline count and annual updates]**.   * **Other regulatory information [optional]**   **[Insert departmental link(s)]**  All of the Government of Canada’s acts and regulations can be found on the [Justice Laws website](http://laws-lois.justice.gc.ca/eng/index.html).  Consult the following for links to the *Cabinet Directive on Regulation* and supporting policies and guidance, and for information on government-wide regulatory initiatives implemented by departments and agencies across the Government of Canada:   * [Federal regulatory management](https://www.canada.ca/en/treasury-board-secretariat/services/federal-regulatory-management.html) **[ hyperlink to TBS web page]** * [Learn more about regulatory cooperation](https://www.canada.ca/en/treasury-board-secretariat/services/regulatory-cooperation/learn-about-regulatory-cooperation.html) **[hyperlink to TBS web page]**   To learn about upcoming or ongoing consultations on proposed federal regulations, visit:   * [Consulting with Canadians](http://www1.canada.ca/consultingcanadians/) **[hyperlink to Government of Canada web page]** * [*Canada Gazette*](http://www.gazette.gc.ca/accueil-home-eng.html) **[hyperlink to Government of Canada web page]** |
| **[**[**Canada.ca footer**](https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification/headers-footers-navigation.html)**]** |

# Appendix A: Regulatory initiatives template

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| --- | --- | --- |
| Regulatory initiative section | Content requirements | Examples |
| **\*Title or working title of the regulatory initiative** | **Requirement**  The title of the regulatory initiative must reflect the nature or subject matter of the regulatory change being proposed. | **Example: consequential amendments to other regulations**  *Regulations Amending the Heavy-duty Vehicle and Engine Greenhouse Gas Emission Regulations* *and Other Regulations Made Under the* *Canadian Environmental Protection Act*, 1999 |
| **\*Enabling act(s)** | **Requirement**  List the title(s) of the enabling act(s) that provide the authority for the proposed regulatory initiative.  **Guidance**  Departments may insert the link to the enabling act on the Justice Canada website. | Example  [*Canadian Environmental Protection Act*, 1999](http://laws-lois.justice.gc.ca/eng/acts/C-15.31/index.html) |
| **\*Description** | **Requirement**  Describe the regulatory initiative and indicate the key objective(s) of the initiative.  If the initiative is associated with the department’s regulatory stock review plan, indicate this in the description.  If the initiative responds to an issue or concern raised by the Standing Joint Committee on the Scrutiny of Regulations, include the following:   * a description of the issue or concern raised * the date when the issue or concern was first raised   **Guidance**  If the initiative is associated with the department’s targeted Regulatory Review Sectoral Roadmap, indicate this in the description, and identify which sector the roadmap represents and the corresponding appendix that is in the roadmap.  If there is more than one regulation, such as in the case of an omnibus regulatory package, include the titles of all regulations that could be added, amended or repealed as part of the regulatory initiative. | **Example 1: consequential amendments to other regulations**  An amendment is being proposed to the *Heavy-duty Vehicle and Engine Greenhouse Gas Emission Regulations* (the Regulations), which were published in the *Canada Gazette*, Part II, on March 13, 2013.  As a consequence to this amendment, amendments to the following regulations would also be needed:  • [bullet the list]  The objective of the regulations is to reduce greenhouse gas (GHG) emissions by establishing performance-based emission standards for heavy-duty vehicles and engines, while minimizing the overall regulatory burden for companies operating in the Canada‑United States market.  The amendments introduce:   * more stringent GHG emission standards that begin with the 2021 model year for on-road heavy-duty vehicles and engines * new GHG emission standards that apply to trailers hauled by on-road transport tractors for which the manufacture is completed on or after January 1, 2020   These emission standards for heavy-duty vehicles, engines and trailers increase in stringency up to the 2027 model year and maintain full stringency thereafter.  **Example 2: the regulatory initiative is long-term and part of a targeted Regulatory Review Sectoral Roadmap**  This regulatory initiative is associated with Health Canada’s targeted Regulatory Review Sectoral Roadmap.  Health Canada is proposing to include sections of the *United States Toy Safety Standard* into the [title of the regulations], through incorporation by reference, to reduce burden to toy manufacturers operating within Canada and the United States for lower risk products, while maintaining the health and safety of Canadians.  This regulatory initiative was identified by Health Canada in its Health and Biosciences Sectoral Regulatory Review Sectoral Roadmap. The initiative is intended to address stakeholder comments concerning misalignment with United States practices as causing administrative challenges.  This is a long-term regulatory initiative for which Health Canada is targeting winter 2022 to publish amendments in the *Canada Gazette*, PartII. |
| **Potential impacts on Canadians, including businesses** | **Requirement**  To the extent possible, briefly describe the expected impacts of the proposed regulatory change on Canadians and businesses. The description must, when known:   * identify broad stakeholder groups or sectors that may be affected by the change * indicate whether there are expected, significant impacts on international trade or investment   **Guidance**  To determine whether an expected impact is “significant,” consider:   * imports and exports * “Decisions and Recommendations adopted by the WTO Committee on Technical Barriers to Trade since 1 January 1995” (available through the World Trade Organization’s [Technical Barriers to Trade official documents](https://www.wto.org/english/tratop_e/tbt_e/tbt_work_docs_e.htm) page) | **Example 3: expected, significant impacts on international trade**  The proposed regulatory change applies to companies that manufacture or import vehicles, engines or trailers for the purpose of sale in Canada that are:   * + on-road heavy-duty vehicles and engines that are the 2021 model year or later   + trailers hauled by on-road transport tractors, if the manufacture is completed on or after January 1, 2020   The vehicles are all on-road vehicles that have a gross vehicle weight rating (GVWR) above 3,856 kilograms (8,500 pounds). An exception is made for medium-duty passenger vehicles (such as certain large passenger vans). These are defined in the *On-Road Vehicle and Engine Emission Regulations* and must, instead, meet the emissions requirements in the *Passenger Automobile and Light Truck Greenhouse Gas Emission Regulations.*  This amendment is expected to have significant impacts on international trade. |
| **Regulatory cooperation efforts (domestic and international)** | **Requirement**  Describe either:   * regulatory cooperation efforts undertaken * the steps that will be taken to determine whether the initiative will involve regulatory cooperation   Indicate whether an initiative is under a specific formal regulatory cooperation work plan, such as:   * the Canadian Free Trade Agreement Regulatory Reconciliation and Cooperation Table * the Canada-European Union Regulatory Cooperation Forum * the Canada-United States Regulatory Cooperation Council   **Guidance:**  If a regulatory initiative is part of a formal regulatory cooperation agreement, include the name of the agreement. | **Example 1: the initiative is not part of formal bilateral agreement**  The amendments are expected to decrease the growth of GHG emissions in Canada from the on-road heavy-duty vehicle sector. The amendments are an important regulatory policy development under the Government of Canada’s Pan‑Canadian Framework on Clean Growth and Climate Change. The amendments complement GHG pollution pricing policies and will contribute to Canada’s international commitments made under the Paris Agreement.  The amendments will also build on the history of collaboration achieved under the Canada‑United States Air Quality Agreement regarding the development and implementation of vehicle and engine emission regulations.  **Example 2: steps will be taken toward regulatory cooperation**  Departmental officials are considering ways to align these regulations with those in other countries to limit impacts on Canadian business. The next step is to gather data on mandatory and voluntary domestic standards to compare these standards with those of our trading partners.  **Example 3: the initiative is part of a formal bilateral agreement**  This regulatory initiative is part of a formal agreement between Canada and the United States through the Canada‑United States Regulatory Cooperation Council.  Mandatory and voluntary domestic standards have been reviewed and compared with those of our key trading partners.  The initiative is expected to result in alignment of Canadian emissions standards with existing standards in the United States. |
| **Consultations** | **Requirement**  To the extent possible, indicate the planned timing and approach for any upcoming consultations with stakeholders.  For consultations that have been notified or pre-published, link to the related entry in the *Canada Gazette*, Part I, and provide links to any other available consultation information.  If final publication is the next step in the regulatory development process, departments must:   * briefly describe past consultations * indicate when final publication in the *Canada Gazette*, Part II, is anticipated to occur | **Example 1: consultations have not been completed**  The target date for pre-publication of the final amendments in the *Canada Gazette*, Part I, is spring 2018, for a 75‑day comment period.  **Example 2: consultations have been completed**  A [Notice of Intent](http://gazette.gc.ca/rp-pr/p1/2014/2014-10-04/html/notice-avis-eng.php) was published in the *Canada Gazette*, Part I, on October 4, 2014. [hyperlink inserted]  The [proposed amendments](http://www.gazette.gc.ca/rp-pr/p1/2017/2017-03-04/html/reg1-eng.php) were pre-published in the *Canada Gazette*, Part I, on March 4, 2017, for a 75‑day comment period. [hyperlink inserted]  The target date for publication of the final amendments in the *Canada Gazette*, Part II, is spring 2018.  Other related consultation information:   * Public announcement [hyperlink inserted] * *What we Heard Report*, 2017 [hyperlink inserted]   **Example 3: the initiative is a longer-term initiative, outside of the 2‑year period**  This is a long-term initiative in the early stages of development. The department plans to consult with targeted stakeholders and anticipates that consultation will occur in fall 2021. The timing and approach for consultations will be added to this section once known.  **Example 3: the approach and timing are known for upcoming consultations**  Health Canada will be discussing this regulatory initiative with industry and regulators from the United States, as a part of the Regulatory Cooperation Council event to be held in December 2018. It also plans to consult the toy sector and hold a 45‑day online consultation in early spring 2019. Health Canada is targeting winter 2020 to publish proposed amendments to the regulations in the *Canada Gazette,* Part I, which will provide an opportunity for the Canadian public to comment.  Information on previous consultations and details on upcoming opportunities for this regulatory initiative are also available on the Health Canada website [hyperlink inserted to relevant web page]. |
| **Further information** | **Requirement**  To ensure easy access for stakeholders, insert links to additional information such as data, research and analysis that support the regulatory initiative.  Where links to this information are not included, indicate how the information can be obtained.  **Guidance**  Departments should make the information as easy as possible for users to find. A link to the report itself or to a web page that contains the report is more accessible than a general link to a departmental website or a referral to a departmental contact. Users may want to access information quickly and outside of government hours of operation. | **Example**  Related information:   * Announcement [hyperlink inserted] * Risk-analysis information [hyperlink inserted]   The cost-benefit analysis related to this regulatory initiative can be requested from the departmental contact. |
| **\*[Departmental] contact information** | **Requirement**  Provide contact information for a government official who has the knowledge necessary to respond to questions on the initiative from the public. | **Example**  Chris Smith  Director, Transportation Division  Telephone: (613) 123-4567  Fax: (613) 123-4568  Email: c.smith@department.ca |
| **\*The date the regulatory initiative was first included in the Forward Regulatory Plan** | **Requirement**  Provide the date with its own heading in the plan.  **Guidance**  The date should be the date the initiative was first published online in the Forward Regulatory Plan. | **Example**  April 1, 2016 |

# Appendix B: Template on policies on providing guidance on regulatory requirements

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| Regulatory initiative section | Content requirements | Examples |
| **Title of the policy** | **Requirement**  [Insert department name]’s *Policy on Providing Guidance on Regulatory Requirements* | **Example**  Health Canada’s *Policy on Providing Guidance on Regulatory Requirements* |
| **[Departmental] context** | **Requirements**   * Explain the department’s overall regulatory responsibilities * Explain the scope of application for the department’s policy, such as whether it applies portfolio-wide or is targeted to specific areas | **Example**  Health Canada is the federal department responsible for helping Canadians maintain and improve their health. It ensures that high-quality health services are accessible, and works to reduce health risks. Health Canada administers many pieces of legislation and develops and enforces regulations under this legislation that have a direct impact on the health and safety of Canadians. The products and health risks Health Canada regulates include: consumer products, cosmetics, food, drugs, veterinary drugs, natural health products, medical devices, devices that give off radiation, pesticides, chemicals, tobacco, alcohol, controlled substances and precursors, environmental health risks, and workplace safety. It delivers a range of environmental health programs (health effects of environmental and workplace factors), and has responsibilities in addressing substance use and abuse. Health Canada relies on high-quality scientific research as the basis for its work.  Health Canada will endeavour to provide information to assist stakeholders’ understanding of their regulatory requirements.  The information outlined in this policy is applicable to all branches of Health Canada. |
| **Building an awareness of regulatory requirements** | **Requirements**   * Describe the communications approaches and tools used to build public awareness of regulatory requirements * Describe the department’s approach to developing and publishing guidelines | **Example**  Health Canada communicates regularly with its stakeholders through a variety of means to develop guidance documentation, and more broadly to ensure the public’s awareness of existing and proposed regulatory requirements.  Guidance documents and other relevant information can be accessed on the Health Canada website, and are provided in plain language to the fullest extent possible. As well, consultation opportunities may be found on the [Consulting with Canadians website](https://www1.canada.ca/consultingcanadians/page/search?type=all&year=0&departmentid=0&subjectid=0&lang=en&start=1&keywords) and also on the [Health Canada Forward Regulatory Plan](https://www.canada.ca/en/health-canada/corporate/about-health-canada/legislation-guidelines/acts-regulations/forward-regulatory-plan.html). A [stakeholder registry](https://www.canada.ca/en/health-canada/corporate/about-health-canada/public-engagement/stakeholder-registry.html) allows interested parties to receive information on regulatory requirements related to chosen health topics, participate in consultations, and take part in research activities such as surveys. Health Canada also leverages public involvement through the use of advisory committees that advise the department in various ways.  Health Canada also makes information available on its website on consumer product safety, food and nutrition, drugs and health products, environmental and workplace health, [what](https://www.canada.ca/en/health-canada/corporate/about-health-canada/activities-responsibilities/strategies-initiatives/health-products-food-regulatory-modernization.html) we are doing on laws and regulations, guidelines on Canada’s health care system and legislation, and its [framework for regulatory transparency and openness](https://www.canada.ca/en/health-canada/corporate/transparency/regulatory-transparency-and-openness.html). |
| **Responding to enquiries** | **Requirements**  Convey how the department responds to questions (verbal and written) from clients by briefly describing the following:   * under what circumstances the department will provide a written response instead of a verbal one * the department’s commitment to informing clients on the extent to which responses are binding on departments * the department’s internal practices and tools to improve the quality, timeliness and consistency of answers given by officials * how responses to commonly asked questions are made publicly available, such as through frequently asked questions or guidance documents, to limit repeat requests for information | **Example**  Health Canada responds to enquiries by stakeholders in a clear, consistent, and professional manner, in the official language of the stakeholder’s choice and generally in the form that enquiries are made, whether orally or in writing. Responses in writing are given when requested by the stakeholder, a stakeholder inquiry is received in writing and/or when it would be preferable for Health Canada to maintain a record of the interaction. For example, if a stakeholder has submitted an application to Health Canada, but has missed some information, Health Canada will ask for the missing information in writing. This is for the purposes of having a record of the request and also to track the time that it takes to receive a response, as this period would be excluded for the purposes of the Health Canada service standard. Also, inquiries from individual members of the public regarding specific situations or concerns are responded to in a timely manner with a focus on being as informative as possible. Responses to recurring enquiries are often included in Frequently asked Questions (FAQs) published on the department’s website.  Health Canada strives to provide professional and consistent guidance. For example, Health Canada publishes guidance, such as the [Good Clinical Practices web page](https://www.canada.ca/en/health-canada/services/drugs-health-products/compliance-enforcement/good-clinical-practices.html), to give stakeholders information on their responsibility when conducting clinical trials. It not only provides clarification on requirements found in the relevant Canadian laws, but also outlines Health Canada’s inspection strategy.  Responses to enquiries are not binding on the department unless the department communicates otherwise to the stakeholder. Health Canada does not provide legal advice about how specific regulations may apply to particular circumstances.  Service standards with respect to timeliness vary across the department depending on the volume of enquiries a program receives and the complexity of the enquiry itself. For example, the Food and Drugs Act Liaison Office (FDALO) strives to acknowledge receipt of all mail or toll-free line enquiries within 24 hours. Within a week of receiving the initial enquiry, the FDALO then examines the nature of the request and communicates the approximate time frame it will take to respond. Health Canada service standards are available at the following link: <https://www.canada.ca/en/health-canada/corporate/about-health-canada/legislation-guidelines/acts-regulations/service-standards-high-volume-regulatory-authorizations.html> |
| **Commitment to professional service** | **Requirements**   * State the department’s commitment to providing professional service * Describe any best practices or actions the department has taken to provide officials with the skills, tools and technical knowledge needed to provide professional service   The descriptions should align with:   * the [*Guideline on Service and Digita*](https://www.canada.ca/en/government/system/digital-government/guideline-service-digital.html#ToC6)*l*, notably section 5 | **Example**  Health Canada commits to excellence in service when dealing with all stakeholders, by providing professional, courteous and respectful service.  Health Canada commits to ensuring that staff responding to enquiries have the necessary skills and technical knowledge to provide quality service and accurate information on regulatory requirements. Health Canada offices track their review turnaround time to ensure that they are completing reviews and providing responses to stakeholders in accordance with service standards. For example, Health Canada has a service standard of up to 120 calendar days to issue a decision on applications and annual reviews for Medical Device Establishment Licences (MDELs). In the 2017 to 2018 fiscal year, Health Canada took 22 days on average to issue a decision on an MDEL application. In addition, in the 2018 to 2019 fiscal year, Health Canada took an average of 175 days to issue Drug Establishment Licences despite the performance standard of 250 days.  Learning opportunities are provided to Health Canada employees regarding service-related knowledge and client-service excellence. Standard operating procedures are maintained to ensure that staff are trained to attain excellence in service when working with stakeholders. Offices revisit their service procedures on a regular basis, and identify opportunities for improvement. |
| **Stakeholder engagement** | **Requirements**   * Describe how stakeholders can provide feedback on services provided * Provide information concerning judicial or administrative procedures (if any) that are available to stakeholders to challenge regulations or regulatory decisions * Describe how the department takes into account client feedback on the services the department provides with a view to improving them | **Example**  Health Canada uses feedback from stakeholders received during the regulatory consultation process to plan and prepare materials and activities to promote regulatory compliance, where appropriate. In addition to regulatory consultations, Health Canada engages stakeholders through mechanisms such as advisory committees, roundtables, online consultations and surveys and, where feasible and appropriate, meetings with regulated parties and stakeholders. Health Canada analyzes enquiries and comments received from stakeholders to better adapt its materials to their needs.  Health Canada addresses concerns raised by stakeholders about regulatory requirements through existing feedback or complaints processes. For example, the Food and Drugs Act Liaison Office (FDALO) serves to improve relations between external stakeholders and representatives of Health Canada, as well as to increase openness and transparency in the regulatory process. The FDALO office receives complaints, concerns or enquiries about alleged acts, omissions, improprieties and broader systemic problems on matters pertaining to the *Food and Drugs Act* and acts as an intermediary and help parties arrive at a mutually agreed upon resolution. |
| **Date of last revision** | **Requirement**  Indicate the date on which the department’s policy was last updated.  **Guidance**  The date should be the date that the policy was last updated online. | **Example**  This policy was last updated on March 31, 2019. |

1. . Any federal organization that is subject to the *Cabinet Directive on Regulation.* [↑](#footnote-ref-1)