



REGULATORY MODERNIZATION CONFERENCE

OCTOBER 21-22, 2009

RADISSON PLAZA HOTEL SASKATCHEWAN, REGINA





Message from the Premier

Welcome to Saskatchewan! We are proud to host the 2009 Regulatory Modernization Conference.

The process of regulatory modernization has gained a great deal of momentum over the past decades as local and international free trade agreements have opened up markets and increased the flow of goods and services.

Saskatchewan is moving forward, together with other Canadian jurisdictions, in reviewing and improving our regulatory process. We have addressed inefficient regulations that cause confusion and delays and removed outdated or unenforceable regulations. We have also harmonized regulations that created duplication. These changes have made it easier for business to do business in our province.

To further streamline the process, the Government of Saskatchewan launched the Regulatory Modernization Council (RMC) in September 2008, to recommend regulatory and business service priorities to government. The private sector input provided through the RMC has been valuable in assisting the government's regulatory modernization process.

As we seek to improve the quality of new regulatory proposals, we must also address burdens imposed by existing regulations, while continuing to protect public health, safety, workers and the environment.

To be effective, regulatory modernization must genuinely lead to a reduction in the economic burden of regulation on business without diluting the public objectives of legislation. The process must also be seen as continuous and relevant to changing times.

As you all are aware, regulatory change is a complex process and that is why we are here today - to learn, exchange ideas and network on best practices in making our regulations better.

I wish you all fruitful deliberations at the conference.

Thank you

A handwritten signature in black ink, appearing to read "Brad Wall". The signature is stylized and fluid.

The Honourable Brad Wall
Premier of Saskatchewan



Message from the Minister

With the goal to achieve the most competitive business environment in North America, Saskatchewan has created a bold and innovative approach to economic development. One of the first of its kind in Canada, Enterprise Saskatchewan is a special operating agency that works collaboratively to promote economic growth and investment into the province.

Among many activities is the modernization of our regulatory system. To meet this objective, we established the Regulatory Modernization Council (RMC), made up of stakeholders from the private sector, to provide recommendations to the Enterprise Saskatchewan Board and government on how to make it easier for business to do business and interact with the government.

The competition to turn business attraction into solid investment is very strong, as different jurisdictions in Canada and across the globe are pursuing the same investors and raising the competitiveness bar.

We have been taking the right steps as economic development in Saskatchewan has been moving forward at a steady pace, lifting our economic performance and making Saskatchewan attractive to new and existing investors.

At this conference we will exchange ideas and discuss the benefits of modernizing the regulatory system to make it more transparent, customer focused and outcome-based. We want our public service to build their regulatory process knowledge and skills, and create a leading regulatory system.

Regulatory modernization is not a one-off but rather a continuing process. The regulatory system needs to be well conceived, not overly burdensome, understandable and based on adequate input of the parties likely to be affected.

I look forward to the seeing the deliberations of this conference positively contribute to the regulatory modernization process in our province.

Have a successful conference!

Thank you

A handwritten signature in black ink, reading "Ken Cheveldayoff". The signature is written in a cursive, flowing style.

Honourable Ken Cheveldayoff
Minister of Enterprise
Minister Responsible for Trade
Minister Responsible for SaskEnergy

OCT 21 - DAY 1 REGULATORY MODERNIZATION CONFERENCE

8:00 a.m. **Registration and Refreshments**
Sponsored by Casino Regina

Convention Floor Lobby

8:15 a.m. **Master of Ceremonies**

Regency Ballroom

Rick Mantey, Registrar of Regulations, Cabinet Secretary and Clerk of the Executive Council, Government of Saskatchewan

Welcoming Remarks

Ken Cheveldayoff, Minister, Enterprise Saskatchewan

Wynne Young, Deputy Minister, Tourism, Parks, Culture, and Sport, IPAC President

Bob Schutzman, Chair, Regulatory Modernization Council - Saskatchewan

8:45 a.m. **Keynote Address by Malcolm Sparrow: The Regulatory Craft**



Malcolm will discuss the challenges of effective risk management and the ways in which regulatory agencies around the world are adapting to meet the challenges of rising performance expectations surrounding client service and regulatory outcomes in a period of rapidly changing economic and social realities.

Questions and Answers

9:45 a.m. **Refreshment Break and Networking Opportunity**
Sponsored by Information Services Corporation of Saskatchewan

10:00 a.m. **1st Panel Discussion: Regulatory Service Experience - How Government Regulation Impacts Business**



This panel discussion will explore the impact of government regulations on business. The panelists will give first-hand, private sector accounts of how inefficient regulations cost time and money.

Moderator: Dale Botting, CEO, Enterprise Saskatchewan



Marilyn Braun-Pollon, Vice President, Saskatchewan, Canadian Federation of Independent Business (CFIB)

Marilyn will talk about the CFIB's "Prosperity Restricted by Red Tape" report, the impact of regulation on the entrepreneur and small business, and how government and the private sector can work together towards common regulatory goals.



Rodney Orr, President and CEO of Golden Band Resources Inc.

Rodney will talk about his company's experience with federal and provincial environmental regulations, and how business and government can work together to reduce overlap while continuing to meet risk management objectives.



Neil Ketilson, General Manager, SaskPork

Neil will talk about his experiences with the federal, provincial, and municipal regulatory approval process for new developments, and how government and the private sector can work towards common regulatory goals.

11:00 a.m. **2nd Panel Discussion: Improving Regulatory Service**



This panel discussion will explore what is being done across Canada to improve the regulatory environment through improving customer service. It will explore how client service impacts perceptions of the regulatory environment, and how government and business can work together to improve client service.

Moderator: Doug Matthies, Deputy Minister of Finance



Rob Dobson, Director, Provincial Sales Tax Branch, Saskatchewan Ministry of Finance

Rob will talk about the Ministry of Finance's collaboration with the private sector to develop service standards, and his experience in implementing those standards, and provide advice for others implementing service standards.



Nelson Grant, Project Director, FrontCounter BC

Nelson will talk about British Columbia's new approach to one-stop regulatory customer service through the creation of Front Counter BC. He will also explore some of the challenges in establishing the agency, and how they were overcome.

12:00 p.m. **Luncheon Keynote: Andrew Wishart, Principal, Deloitte
Sponsored by Deloitte**

12:30 p.m. **Regulatory Modernization – Challenges and Trends:
Results from a Deloitte Global Survey**



In 2008, Deloitte conducted a global survey of over 150 regulatory organizations to identify current drivers of change, challenges and trends to meet current and future needs to improve regulatory management. This presentation will provide an overview of the key findings from the survey, and offer insights into what regulatory organizations are doing to modernize their services and capabilities.

1:15 p.m. **3rd Panel Discussion: Innovative Regulation for the 21st Century**



This panel discussion will explore what innovative tools are being used in the field of regulatory modernization. Panelists in this discussion will focus their content on the strategic themes of modern regulatory and compliance alternatives, risk assessments, regulatory impact analysis, and harmonization of standards.

Moderator: Liz Quarshie, Deputy Minister of Environment, Saskatchewan



Mohan Denetto, Director, Regulatory Affairs, Treasury Board Secretariat

Mohan will talk about best practices in Regulatory Impact Analysis in Canada and abroad, and the importance of working with business and other stakeholders to assess impacts.



Wayne Clifton, President, Clifton Associates Ltd.

Wayne will talk about the benefits of using results-based regulations for business, government and the public; when results-based regulations are appropriate and when they are not; and how governments can move towards more results-based regulations.



Ron Mattiussi, City Manager, City of Kelowna

Ron will talk about how regional collaboration can create a level playing field for business and save time and money for municipalities, and the role of leadership and a collaborative approach towards common goals.

2:15 p.m.

4th Panel Discussion: Effective Regulatory Communications

This panel discussion will explore how to create effective communication through enhanced transparency, accessibility and measurement.



Moderator: Clare Isman, Deputy Minister, Advanced Education, Employment and Labour

Heather Holly, Director, Regulatory Reform, Straight Forward BC



Heather will talk about British Columbia's experience in communicating the goals and results of its regulatory reform initiative, how government worked with the business community and other stakeholders, key successes, and lessons learned.

Chris Daly, Executive Director, Policy and Corporate Services Division, Nova Scotia Environment



Chris will talk about experiences with Nova Scotia's Better Regulation initiative, including "plain language training" for staff and clear language forms, how business and other stakeholders were involved in the initiative, impacts, and lessons learned.

Mark Richardson, Director, Business Services Improvement, Enterprise Saskatchewan



Mark will talk about Saskatchewan's online regulatory services, their impact on business and government, and the vision for future online business services.

3:15 p.m.

Refreshment Break and Networking Opportunity

Sponsored by Saskatchewan Ministry of Energy and Resources

3:30 p.m.

Regulatory Modernization - Interactive Discussion

4:45 p.m.

Conference Wrap-up

Summary by Master of Ceremonies Rick Mantey

5:00 p.m.

Reception and Networking

Sponsored by Enterprise Saskatchewan

Blue Lounge

OCT 22 – DAY 2 – WORKSHOP RISK MANAGEMENT & REGULATORY BEST PRACTICES FACILITATED BY MALCOLM SPARROW

7:30 a.m.	Registration and Refreshments <i>Sponsored by SaskTel</i>	Convention Floor Lobby
8:00 a.m.	Introductions Angela Schmidt, Vice-President, Enterprise Saskatchewan	Regency Ballroom
8:15 a.m.	<p>Session 1 - Mapping the Global Regulatory Landscape</p> <p>A high-level and broad-ranging discussion on the challenges of effective risk control and the ways in which regulatory agencies around the world are adapting to meet the challenges.</p> <ul style="list-style-type: none"> • Recent developments in regulatory strategies • Operational methods needed to support the regulatory craft 	
9:15 a.m.	<p>Session 2 - Special Categories of Risks/Harms</p> <p>Discussion on categories of harms that present special difficulties for those responsible for controlling them. These include:</p> <ul style="list-style-type: none"> • Invisible harms • Catastrophic harms • Performance-Enhancing risks • Conscious opponents • Harms in equilibrium 	
10:15 a.m.	<p>Refreshment Break <i>Sponsored by Saskatchewan Liquor and Gaming Authority</i></p>	
10:30 a.m.	<p>Session 3 - Managing Discretion: Values at Stake in Regulation and Risk Control</p> <p>An interactive session in which participants will discuss the use and management of, discretion in agencies of social regulation and will include:</p> <ul style="list-style-type: none"> • Forms of discretion and their distribution within the agency (what kinds of decisions to be made, and by whom?) • Decision making practices that come with the adoption of an explicit risk-mitigation approach • Relationship between functional units, core processes, and problem solving /risk-reduction. • Ethics, the values at stake, and the nature of public accountability. • Identification, selection and prioritization of problems. 	
12:00 p.m.	<p>Lunch <i>Sponsored by Saskatchewan Workers Compensation Board</i></p>	
1:30 p.m.	<p>Session 4 - Performance Measurement in the Context of Risk Control</p> <ul style="list-style-type: none"> • Measuring prevention • Assigning credit for outcomes to specific functions 	
2:45 p.m.	<p>Refreshment Break <i>Sponsored by SaskEnergy</i></p>	
3:00 p.m.	<p>Session 5 - Performance Measurement in the Context of Risk Control (cont.)</p> <ul style="list-style-type: none"> • Organizational mechanisms, protocols, and support systems for risk-control/problem-solving 	
4:30 p.m.	<p>Summation & Closing Comments Angela Schmidt, Vice-President, Enterprise Saskatchewan</p>	

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