



BULLETIN

BC Construction Association

Volume 6 Issue 2

February 7, 2005

TAXPAYER FAIRNESS AND SERVICE CODE PUTS IT IN WRITING

By Rick Thorpe, Minister of Provincial Revenue

Good business relationships are based on solid, open lines of communication and clear expectations. The Ministry of Provincial Revenue is committed to these principles and now we have put it in writing for our customers. We have partnered with small business organizations to create the Taxpayer Fairness and Service Code - a code that details a set of core values that business owners small and large can expect when working with us.

The Taxpayer Fairness and Service Code was developed in partnership with the Canadian Federation of Independent Business, British Columbia Chamber of Commerce, Retail Merchants' Association of British Columbia, Retail Council of Canada, Institute of Chartered Accountants of British Columbia and Sales Tax Practitioners' Liaison Committee.

The code is a set of principles that details our customers' rights to courtesy, respect and confidentiality in their dealings with my ministry. It commits us to the following standards:

- **Courtesy and respect** - customers have the right to professional and courteous treatment.
- **Privacy and confidentiality** - customers have the right to expect we will protect the confidentiality of their information without compromise.
- **Help** - customers have the right to obtain help from us so they can clearly understand their obligations and entitlements.

- **Fair treatment** - customers have the right to expect we will apply the law fairly and impartially so they have confidence in us when we carry out activities critical to the funding of public services.
- **Information** - customers have the right to request and receive in a timely manner complete, accurate and clear information in writing so they are aware of their obligations and entitlements.
- **Understanding** - customers have the right to expect us to clearly explain the business we conduct with them and the steps we will follow.
- **Dispute resolution** - customers have the right to expect a review of their situation if they disagree with an action we have taken or a decision we have made, if they feel they have been treated unfairly, or if they have received information which they believe is misleading or unclear.
- **A timely appeal** - customers have the right to a timely appeal process.

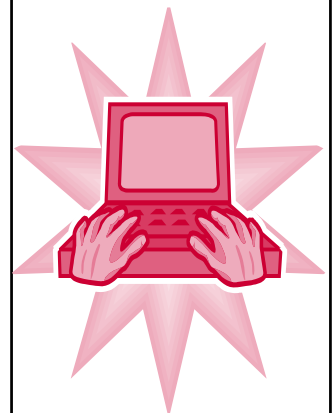
The code puts in writing many of the values and practices in place in the ministry today. We wanted to formalize them to communicate the strength of our commitment. Candid, open communications will help us work together more effectively to identify problems early, find solutions sooner and, most impor-

Inside this issue:

Taxpayer Fairness	Page 1
Get Involved with the BC Safety Authority	Page 2

We're on the Web!
www.bccassn.com

ON-LINE DOCUMENT SERVICES



Call your Local Construction Association today and find out what you're missing!



tantly, prevent problems before they arise.

The partnership between taxpayers and the Ministry of Provincial Revenue is based on mutual respect, fairness and cooperation. I firmly believe the Taxpayer Fairness and Service Code will strengthen partnership with small business and make British Columbia the best place in Canada to do business.

I encourage you and your members to read the Taxpayer Fairness and Service Code at www.rev.gov.bc.ca/fairness on line.

If you have questions or comments you can call the ministry at 1 877 388-4440 within Canada, or e-mail me at rev.minister@gems6.gov.bc.ca

GET INVOLVED WITH THE BC SAFETY AUTHORITY

The BC Safety Authority has developed a 'Consultation Plan' designed to ensure that the BC Safety authority receives a broad range of information and advice from its stakeholders.

The Consultation Plan focuses primarily on seeking input from stakeholders on issues that are the mandate of the Safety Authority. It has three major components:

- A) Advisory committees to provide technical advice including both technology committees and ad hoc issue groups.
- B) Consultation among regulators which will be the successor to the Local Government Forum.
- C) General stakeholder consultation through regular evaluation and on-going contact.

The technology committees will each focus on one of the following:

- Amusement Devices and Recreational Railways
- Boiler, Pressure Vessel and Refrigeration
- Electrical Technology
- Elevating Technology
- Gas Technology
- Passenger Ropeways

The technology committees are advisory only. The

members will be remunerated for expenses. There will be a minimum of three meetings per year.

Ad hoc committees will be appointed as needed.

The Safety Authority is currently developing an advisory registry of interested stakeholders and an Expression-of-Interest form is available on their website with the Consultation Plan at: http://www.safetyauthority.ca/consultation/Consultation_Plan_Final_20041222.pdf

If you are interested in participating on a committee or would like to be contacted during consultations go to **Appendix B - Expression of Interest package**, for information about how to submit an application form.

The deadline for submission has been extended to February 11, 2005. Please send your application by mail, e-mail, or fax to:

Dulce Dolor Email: Dulce.Dolor@safetyauthority.ca
 Public Education Coordinator
 British Columbia Safety Authority
 Suite 400 88 Sixth Street
 New Westminster, BC V3L 5B3
 Tel: 604-660-6259 Fax: 604-660-6215



BC Construction Association

210-174 Wilson St., Victoria, B.C.V9A 7N6

Phone: 250-475-1077
 Fax: 250-475-1078
 Email: bcca@bccassn.com



The mission of the BCCA is to provide leadership and excellence in the representation of and service to British Columbia's construction industry