



INDUSTRY ADVISORY COUNCIL – TERMS OF REFERENCE

Purpose

The purpose of the Industry Advisory Council (“IAC”) is to provide guidance and advice to the HCRA Board of Directors on issues pertaining to the HCRA’s consumer protection mandate and activities as well as issues identified by the HCRA.

IAC Objectives

Provide independent and non-partisan advice to the Board on:

- Emerging issues in the new home construction sector
- Approaches to enhance industry awareness and engagement
- Opportunities for improvement with respect to service delivery, policies and procedures

The role of the IAC is advisory. Any advice or recommendations given will be reviewed and considered by the Board and may or may not result in action.

The role of the IAC does not include:

- Decision-making on strategic, operational or policy priorities
- Decision-making on allocation of financial and human resources
- Representing the HCRA in public or to the public, including the media

Selection and Composition

IAC Members

IAC members will be selected by the CEO based on the criteria outlined below.

The IAC will be comprised of a minimum of seven (7) and maximum of (9) members. The IAC shall include members from a variety of backgrounds and experiences such as:

- A small builder with between 1 – 20 possession(s)¹ per year
- A medium-large builder with over 100 possessions per year
- A high-rise builder with more than 100 possessions per year
- A custom home builder
- A customer service executive employed by a licensee
- Experience supervising day-to-day construction

In addition to the requirements outlined above, the HCRA will endeavour to ensure that members of the IAC:

¹ Possessions: properties occupied by a homeowner

- Represent diversity in Ontario and include a range of perspectives (ethnic, gender, age, professional)
- Represent geographical diversity in Ontario
- Have demonstrated credibility, integrity and high ethical standards in their business dealings
- Are not employees of the HCRA or connected to a family member employed by the HCRA
- Are not a member of the HCRA Board of Directors or connected to a family member who is a Board member
- Are not a member of the Tarion Board of Directors or connected to a family member who is a Board member

Chair and Vice-Chair

The inaugural Chair and Vice-Chair will be selected by the CEO to serve for a one (1) year term. Thereafter, the IAC members will select a Chair and Vice-Chair from among the members of the IAC to serve for a two (2) year term. No IAC member shall serve as Chair or Vice-Chair for more than four (4) consecutive years. The inaugural one (1) year term does not contribute towards the four (4) consecutive years of service.

Terms

Inaugural and returning members of the IAC will be appointed to serve staggered terms of one (1) or two (years). Thereafter, new members of the IAC will be appointed to serve a term of two (2) years. Members may be eligible for reappointment at the end of their term at the discretion of the CEO subject to a limit of four (4) consecutive years of service. The inaugural one (1) year term does not contribute towards the four (4) consecutive years of service. Eligibility for reappointment will be based on meeting the expectations set out in these Terms of Reference.

Meeting Structure

The IAC will meet at least four (4) times and up to six (6) times on an annual basis. One meeting may be designated as a joint meeting with the Consumer Advisory Council. Additional meetings to deal with urgent issues may be called at the request of the Chair or CEO.

At least one meeting per year will be conducted in person, the majority of the meetings will be conducted virtually via a teleconferencing platform.

A majority of members must be present for the meeting to go forward. The meeting agenda and supporting material will be sent to each member prior to the meeting. Meeting minutes will be developed by HCRA staff and a draft will be distributed to members following the meeting. Upon IAC Chair approval, minutes will be provided to the Board of Directors.

IAC Member Expectations

IAC members will be expected to:

- Attend all scheduled meetings
- Be responsive and providing timely advice during and between meetings to the HCRA
- Be sufficiently familiar and aware of the HCRA's mandate and activities such that they can fulfill the purpose and objectives of the IAC

- Notifying the HCRA, as soon as practical, if any matter arises which may affect the work of the IAC
- Safeguard the confidentiality of materials and discussions, including refraining from posting details on any social media
- Refrain from using participation in the forum to gain benefit or influence the organization in a way that may be considered a perceived, potential or actual conflict of interest

The names of IAC members will be published on the HCRA website.

HCRA Support

The HCRA will provide administrative support to the councils such as scheduling meetings, distributing an agenda and supporting materials and drafting meeting minutes. Members will be encouraged to recommend or request agenda items ahead of a meeting.

The HCRA will also provide an orientation for new members providing an overview of the HCRA's strategic direction, the IAC's mandate and member roles and responsibilities.

The HCRA will review and consider all guidance and advice from the IAC that aligns with the IAC's purpose and objectives.

Remuneration and Expenses

IAC members will be eligible to receive \$250 per meeting. The IAC Chair or Vice-Chair (if acting as Chair at a meeting) is eligible to receive \$350 per meeting.

As indicated in the Expense Policy, financial support for out-of-pocket travel expenses to attend in person meetings will be provided.

Reporting Structure

The minutes of each meeting will be provided to the Board of Directors. The Chair of the IAC will report to the Board on an annual basis to communicate key recommendations and emerging issues. In addition, the activities of the IAC will be presented in the HCRA's Annual Report.

Council Review

The IAC's effectiveness to meet its objective will be evaluated by the HCRA every two years, along with the Terms of Reference.

These Terms of Reference may be amended, varied or modified in writing by the HCRA after consultation with the IAC.