

Communication with Nominators, Stakeholders and the Public

Policy Type: Governance Process

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The Victoria Airport Authority (VAA) Board will continually review its governance to ensure effective and transparent communication with Nominators, Stakeholders (any group or individual who can affect or is affected by the achievements of the VAA objectives) and the public.

VAA's communication with the public and the Nominators will include:

1. VAA Website

The primary level of communication with the general public, stakeholders and Nominators is through the VAA website.

2. Annual General Meeting (AGM)

The AGM is a public forum held to present the VAA Financial Statements and Business Plan. The public, stakeholders and Nominators will be invited to provide input by way of comments or questions. The VAA Annual Report will be distributed and posted to the VAA website. A Summary of Proceedings will be taken and posted to the VAA website.

3. Airport Consultative Committee (ACC)

The ACC will meet twice yearly to update Nominators, other stakeholders and the public on the financial statements and other activities of the Airport. There will be a public question / comment period included in the agenda. Minutes will be taken and posted to the VAA website.

4. Report to Nominators

The Nominators will receive an annual Report to Nominators. The Report will include information on finances, capital projects, environment, Terminal Building development, airline activity, land development, safety and security, governance and other activities at the Airport. Board members and staff will be available to meet with the Nominators to review the Report and to answer any questions.

5. Governance

The Board's Policy and Procedure Manual will be posted to the VAA website and will include such information as the Corporation's General Operating Bylaws, Code of Conduct, VAA Mission, Vision and Strategic Priorities.

6. Board Appointments

The Governance Committee will communicate with each of the nine Nominating Bodies regarding the skills and experiences desired for Board appointments.

7. Environmental Management Advisory Committee

The Environmental Management Advisory Committee will meet at least twice a year. Members on the Committee will include a cross-section of the community, airport tenants and representatives of various levels of government.

8. Noise Management Committee

The Noise Management Committee will meet at least twice a year. Members on the Committee will include a cross-section of the community, airport tenants and representatives of various levels of government. The VAA will operate a Noise Hot Line to respond to concerns from the community on noise issues.

9. Art at the Airport Advisory Committee

An Art at the Airport Advisory Committee will be struck at the discretion of the Board. When needed, it will include three (3) members of the Board as well as the architect and two (2) members of the community who will be representative of all fields of the visual arts, including architecture, urban planning and design.

10. Airline Consultative Committee

The VAA will meet at least once a year with airline representatives. More frequent meetings are held at the request of the CEO or the airlines.

11. Other Committees

Other Committees dealing with issues such as safety, and security will meet on a regular basis with staff and airport tenants.

12. External Presentations to Stakeholders

Management will meet with various organizations throughout the year to make presentations and be available to answer any questions.

13. Media Releases

The VAA will issue timely Media Releases as required.

14. Customer Feedback

Customer feedback is provided through comment cards and/or the VAA website.

15. Email – Safety Hotline

Located on VAA's website will be an email direct line to the CEO on issues of safety to the public.

16. Email – YYJ Air Mail

To keep the public informed of developments at the Airport, VAA will have a location on the VAA website where the public can sign up with their email addresses to receive YYJ Air Mail.

17. Surveys

Terminal Building and Land Tenants, and the public will be surveyed at least once a year.

18. Social Media

VAA uses social media to communicate with travelers, business partners and members of the community. Links to YYJ's social media accounts are available on the VAA website.

19. Community Events

When hosting events, the VAA will invite nominators and community stakeholders with direct interest.