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Your Hotel & Lodging Advocacy Champion

BCHA Policy & Position Manual

INTRODUCTION:

The BC Hotel Association (BCHA) was established on April 9, 1917, as the representative body for the hotel and lodging industry. As the voice of the hotel industry at the federal, provincial, and municipal levels, the BCHA is the champion of hotel-related issues, including matters of taxation, tourism, marketing, corporate relations, labour, and consumer services.

Since its inception over 100 years ago, the BCHA has been working with members, association & organization partners, as well as local & national governments to develop and implement policies that will help the hotel and lodging industry prosper.

The BCHA works closely with the provincial associations across Canada and the Hotel Association of Canada. Many advocacy files are both federal and provincial, and many are specifically provincial.

With the support and consultation of key stakeholders, the BCHA is proud to offer a diverse and informed policy manual that is representative of all hoteliers in all regions of the province, with varying priorities.

The BCHA examined a range of issues that currently impacts its members and the hotel & lodging industry, and these issues will serve to determine the BCHA's advocacy approach and priorities. BCHA will continue to reach out to members and stakeholders via surveys, information sessions at various member functions, and through feedback loops to ensure that it is prioritizing the issues that have the most impact on its members' hospitality businesses.

The BCHA continues to work on global issues such as MRDT, taxes, provincial and federal legislation and policy, accessibility, workforce shortages, immigration priorities, training and upskilling, policy reform, employment standards, short term rental and affordable housing policy and best practise, and human trafficking. Educating stakeholders on the various laws, regulations, and regulatory trends as well as advocating to specific government ministries. This document should be considered an *evergreen or living document* and will be updated regularly to reflect the ever-changing landscape and our members' concerns.

As the association continues to advocate on behalf of its members, the BCHA invites ongoing opinions, ideas, and suggestions from across the industry.



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EXECUTIVE SUMMARY OF POLICY & POSITIONING ISSUES

Accessibility

BCHA Position: The BCHA is committed to the principles that guide the development and implementation of accessibility legislation in British Columbia. They are currently working with various accessibility organizations to learn and initiate ideas that can work towards making communities and hotel & lodging properties more inclusive and valuable for all. The BCHA is monitoring and providing feedback on the provincial government's Accessibility Framework to ensure that any timelines considered for implementation are reasonable across the industry to come into compliance with accessibility standards. <https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/accessibility/legislation>

Affordability

BCHA Position: The BCHA supports the government's efforts to make life more affordable for British Columbians by investing in affordable housing options and public transportation. Working closely with other industry associations, the BCHA is actively pursuing solutions. BCHA is investing in research with partners on the impact of the lack of affordable housing, increasing rental rates and increasing short term rental inventory in communities in the province as a direct result of the growing short term rental market. The outcome and best practises for municipal policy reform and enforcement to align with community plans will be presented to UBCM. Best practise in municipal policy for livability and availability of affordable housing are key advocacy positions for BCHA.

Employment Standards Act

BCHA Position: The BCHA will continue to work with the provincial government to ensure that any amendments to the *Employment Standards Act* consider the flexible nature of the hotel industry. The BCHA will work to advocate on behalf of its members by presenting the perspective of the hospitality sector. The law in B.C. sets standards for payment, compensation and working conditions in most workplaces. The standards promote open communication, fair treatment and work-life balance for employees. [View a list of recent amendments](#) made to the Employment Standards Act and Regulation. BCHA has a close working relationship with the Ministry of labour and continues to advocate for workable policy to support mutually successful employees and employers.

Human Trafficking

BCHA Position: The BCHA believes that the hotel industry, along with partners and stakeholders, can play an important role in working towards ending human trafficking by training and educating their staff on how to recognize the signs. The BCHA is working closely with the Hotel Association of Canada (HAC) to build educational programs and accessible resource guides for members. <http://www.hotelassociation.ca/humantraffickingprevention/>

Municipal & Regional District Tax (MRDT)

BCHA Position: THE MRDT eco-system in the province is a critical system to support Destination marketing by way of alignment with accommodation and tourism priorities with the industry and Destination Marketing Entity. BCHA works closely with the BCDMOA, the BC Regional Tourism Secretariat and the province crown corporation Destination BC as well as the City DMO's. The BCHA has identified that expanding the use of the MRDT and Online Accommodation Platform



(OAP) revenues to include affordable housing, has raised concerns within the tourism community. The BCHA is working to include two additions to Appendix 1.8 of the Annual Affordable Housing MRDT Report that would require communities to have a full Short-Term Rental regulatory framework in place before they can draw on MRDT and OAP funds. The MRDT started in 1987 when the hotel room tax transitioned to the MRDT. The intention is that the accommodations collect the tax for each night a hotel room is occupied and that tax supports tourism marketing to grow the tourism economy for the destination. <https://www2.gov.bc.ca/gov/content/taxes/sales-taxes/pst/report-pay/mrdt-return-guide>

Seasonal Tourism Workers

BCHA Position: In collaboration with the HAC, the BCHA recommends that the federal government develop and implement a program to address the seasonal shortages of workers in the hospitality sector. The BCHA recommends that the Temporary Foreign Worker Program open to the hospitality sector and offer a similar program like the Seasonal Agricultural Worker Program. Additionally, Tourism HR Canada is our key partner in advocating for federal visas to support both new Canadians, seasonal workers and international workers. <https://tourismhr.ca/>

Short-Term-Rental (STR) Regulatory Framework

BCHA Position: The BCHA's position is to ensure strict STR regulations are maintained in communities where they are already established and to encourage other communities, through various lobbying efforts, to adopt the same regulations. 1996 was the emergence of the short term rental market launching Expedia to the world of travel, since then significant on line travel agencies included Airbnb have launched transforming neighbourhoods and impacting travel and accommodation experiences. Partner organisations include Reformbnb Global, Fairbnb and the Hotel Association of Canada. <http://www.hotelassociation.ca/airbnb-in-canada/>; <https://fairbnb.ca/>; <https://globalreformbnbforum.com/>

Short Term Rental Taxation

BCHA Position: The BCHA is calling on the federal government to modernize their tax laws and take action to address tax avoidance in the digital economy and ensure all corporations that operate in Canada through online platforms pay corporate income tax on Canadian earnings. The BCHA will also work with the provincial government to ensure that, like Airbnb, VRBO and Home Away, others are subject to the same Provincial Sales Tax (PST) and Municipal & Regional District Tax (MRDT) requirements, and that these corporations also remit PST and MRDT. Since 1996 fair taxation advocacy has existed for short term rentals and on line travel agencies federally and provincially. <https://www.fairrules.ca/>

Sustainability

BCHA Position: The hotel industry has always been at the forefront of environmental policy. The BCHA is working collaboratively with all levels of government on the development of national performance requirements and standards for plastics that consider its members' operations and needs. The BCHA is committed to ensuring that any efficiency requirements are introduced gradually to allow its members time to upgrade their properties and provide financial support to complete any required upgrades. The current Go Green pillar for BCHA supports education for the sector, energy saving strategies as well as mechanical retrofit solutions to ensure long term savings, and sustainability can be achieved. Additionally, BCHA is working to prioritise EV charging stations on all transportation routes, as well as mitigating single use plastic. <https://www.bcha.com/sustainability.html>



Temporary Foreign Workers (TFW)

BCHA Position: Due to the immediate and significant impacts of labour shortages on Canadian business revenues and productivity, an effective, streamlined, and balanced Temporary Foreign Worker Program is urgently needed. The BCHA supports and will lobby the provincial government and the federal government to implement the recommendations being developed in partnership with go2HR and Tourism HR Canada. A multi layered solution is required to address the workforce shortage, foreign workers are one opportunity, within the foreign worker category, there are international students, refugee visas, internships, experience Canada visa's, francophone visa's, provincial nominee program, as well as the advocacy for a specific hospitality and tourism visa to support the existing shortfall. Additionally, BCHA actively sources reputable partners for additional access to underemployed Canadians and new partnership to support hiring, training, and recruiting the workforce. <https://www.bcha.com/labour-shortages.html>

Workers' Compensation

BCHA Position: The BCHA believes that any changes to British Columbia's workers' compensation system should be based on a consultation process where all issues can be thoroughly examined and analysed to ensure there are no unintended consequences to employers. Proposed changes need to be carefully considered and balance the fair compensation and worker rehabilitation programs with the need to maintain the system's overall financial viability. <https://www.worksafebc.com/en>

BCHA POLICY & POSITIONING

ACCESSIBILITY

Issue: The provincial government is currently consulting the public and stakeholders on an Accessibility Framework focusing on developing new laws, standards, and policies to better support people with disabilities to live with dignity and to meaningfully participate in their communities. The public consultation period was from September 16, 2019, to November 29, 2019. As of Sept 2021, applications were accepted to sit on a provincial body to determine changes in the accessibilities act for BC. It is expected that the 12 individuals will be named early in 2022.

Accessibility legislation for B.C. would complement federal efforts to promote inclusion and accessibility and follow the **United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)**. The Convention protects and promotes the rights and dignity of persons with disabilities without discrimination and on an equal basis with others. Federal accessibility legislation cannot address barriers to accessibility within areas of provincial jurisdiction, however, it is expected that the new *Accessible Canada Act* will inform the B.C. legislation.

BCHA Position

Considering an ageing population with an impending surge in Canadian seniors, in addition to an already established accessibility community, accessibility issues will increase in importance within the hospitality sector in the coming years.

The BCHA is committed to the principles that guide the development and implementation of accessibility legislation in British Columbia. The BCHA is currently working with various accessibility organizations to learn and initiate ideas that can work towards making communities more inclusive and valuable for all.

The BCHA will be providing feedback on the framework to ensure that any timelines considered for implementation are reasonable to come into compliance with accessibility standards.



AFFORDABILITY

Issue: There is a joint effort by municipalities, the province, and the federal government to increase the affordability of British Columbia. **The BCHA sees two major issues related to affordability that impact its members' businesses – Housing and Transportation.**

- **Housing:** As the short-term rental market begins eating away at affordable monthly housing, the impact on labour is becoming more evident, with fewer employees able to find suitable accommodation, particularly in resort communities. When employers are finally able to recruit workers, they are then challenged by the lack of available and/or affordable housing in their communities that could house their recruits.
- **Transportation:** Compounding the problem is the lack of transportation options for shift employees. As many workers are forced to live outside of their preferred neighbourhood and far from their place of employment, providing accessible and affordable transportation options at all times of the day is imperative.

BCHA Position

The BCHA supports the government's efforts to make life more affordable for British Columbians by investing in affordable housing options and increased transportation systems.

The issue of affordability for the staff of hoteliers and local businesses is no longer just a passive concern, and the BCHA is working hard to demonstrate these growing problems to the government.

Working closely with other partners & industry associations, the BCHA is actively pursuing solutions, and invites input and suggestions from members. BCHA will present a report detailing all municipalities in the province and the impact on short term rentals pre pandemic to 2022 and the opportunity for best policy implementation with a goal of having the results of the research presented at UBCM. BCHA will in addition, work with BC Housing and Municipal Affairs so we are aligned with best practise and enforcement while at the same time, working on a framework to protect and grow the number of long term rental accommodations for long term community livability plans.



EMPLOYMENT STANDARDS ACT

Issue: In April 2019, the Provincial Government introduced Bill 8 and Bill 30 to amend the BC *Employment Standards Act* and Labour Relations Code, respectively. On May 30, 2019, these bills received Royal Assent and the new laws are now in effect. The new legislation is favourable for employees and unions.

https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/00_96113_01

Notable changes to the Labour Relations Code

- The Labour Relations Code's previous free speech provision, which was relatively permissive of employer speech, has been scaled-back. Now employers may only give "statements of fact or opinion reasonably held concerning an employer's business." This is the same language as was found before 2002, which was generally interpreted by the Labour Relations Board to be more restrictive of employer statements towards trade unions and labour organizations.
- Certification and decertification votes must now be taken within 5 business days of the application, which is a reduction from the previous requirement of 10 days.

Notable changes to the *Employment Standards Act (ESA)*

- Employers will not be able to use their collective agreement language to opt-out of several requirements, such as hours of work, overtime, vacations etc., under the ESA. It is now the law that collective agreements must meet or exceed the requirements provided for in the ESA.
- Employees under the ESA are now entitled to greater leave options related to domestic or sexual violence. This can be to seek counselling, assistance from social services, legal counsel, and others.
- Employees under the ESA must now be given up to 36 weeks of leave to attend to their children regarding critical illness or injury.
- New restrictions on youth and children working were introduced in 2021, which protects child labour.

BCHA Position

The tourism industry does not conform to the standard 9-to-5 workday and employers in this industry often seek flexibility in scheduling their human resources to meet demand. While the hours of work and break provisions in the *Employment Standards Act* do provide for such flexibility, there are important limits that as an employer you must be familiar with. BCHA worked hand in hand to ensure the revisions to the act regarding youth and under 16 year old labour allowed the operational duties youth and workers under 16 have historically performed including light cleaning duties, dishwashing, laundry, grounds maintenance, bussing service skills in restaurants etc. there were no specific additional restrictions for the hotel sector in the revision in 2021.

The BCHA will continue to work with the provincial government to ensure that any amendments to the *Employment Standards Act* consider the flexible nature of the hotel industry. The BCHA will work with the provincial government to advocate on behalf of its members to present the perspective of the hospitality sector to advance their needs in today's changing workplace.



HUMAN TRAFFICKING

Issue: Human trafficking is the trade of humans for forced labour, sexual slavery, or commercial sexual exploitation for the trafficker or others. Every year, millions of men, women, and children are trafficked worldwide. The International Labour Organization (ILO) estimates that at any given time, **40.3 million people are in modern slavery, including 24.9 million in forced labour and 15.4 million in forced marriage.** Human trafficking is a clandestine trade that can exist in many industries however the hospitality sector proves to be attractive to traffickers who capitalize on the sector's privacy and anonymity.

BCHA Position

BCHA believes that the hotel industry, along with partners and stakeholders, can play an important role in working to reduce and ultimately eliminate human trafficking by training and educating their staff to be able to recognize the signs and potential red flags. **Providing its members with resources and information is critical to ensuring that the industry continues to combat human trafficking at all levels within organizations.**

The BCHA is working closely with the HAC in building an educational program and accessible resource guide to provide its members with educational tools for their staff to learn about early warning signs and establishing a working strategy for its members' due diligence processes, risk identification and management, training, and awareness.

RESOURCES ON HUMAN TRAFFICKING

- **The Code – Tourism Child-Protection Code of Conduct** is a set of six guidelines that travel companies implement to help put in place policies and programs that comprehensively and effectively address child sex trafficking.
- **ECPAT** is a global organization with a mission to protect children from all forms of commercial sexual exploitation including trafficking.
- **Beyond Borders** is the Canadian representative of ECPAT International.
- **Meeting Professionals Against Human Trafficking Campaign** <http://www.mpaht.com/>
- **Government of Canada Information** <https://www.publicsafety.gc.ca/cnt/cntrng-crm/hmn-trffckng/index-en.aspx>
- **Ontario Restaurant Hotel & Motel Association Human Trafficking Training Package**
<http://www.orhma.com/Portals/0/PDF%20Files/Accessibility/Human%20Trafficking%20Training%20Material.pdf>



MUNICIPAL & REGIONAL DISTRICT TAX (MRDT)

Issue: The Municipal and Regional District Tax (MRDT) was introduced in 1987 by the Provincial Government to provide funding for local tourism marketing, programs, and projects. This tax was originally the hotel tax, which then evolved into the MRDT which gave municipalities the revenue to grow their communities.

The 2018 Budget expanded the use of MRDT and Online Accommodation Platform (OAP) tax revenues to include affordable housing. Some municipalities have applied for 3% MRDT, 1% of which is earmarked for affordable housing.

Currently, when designated recipients apply for the MRDT funds, the communities need to go through the full application process which includes 14 pieces of documentation, among them, Appendix 1.8, the Annual Affordable Housing MRDT Report.

BCHA Position

Expanding the use of the MRDT and OAP revenues to include affordable housing has raised concerns within the tourism community. The concern is that redirecting MRDT revenues into other initiatives will reduce funding available for tourism marketing. To mitigate municipalities unhindered ability to apply for MRDT and OAP funds, the BCHA is working to include the following two additions to Appendix 1.8:

- a) What bylaws have been implemented by the respective communities to address the short-term rental issue in their community?
- b) How successful have these bylaws and regulations been in regaining previously lost affordable monthly rental units?

By inserting these two additional questions in the application process, it is intended to require communities to have a full Short Term Rental regulatory framework in place before they can draw on MRDT and OAP funds.



SEASONAL TOURISM WORKERS PROGRAM

Issue: With the BC unemployment rate remaining at a record low, the hospitality sector finds itself grappling with a growing labour shortage problem. The labour challenge is not only a problem for hotels, motels, and resorts, but also restaurants, pubs, and retail outlets – all integral components of a thriving hospitality industry. Labour supply shortages in the hotel sector remain the single biggest issue of concern for hoteliers. These labour shortages are a challenge year-round but are especially acute during seasonal peak periods.

British Columbia maintains the country's lowest unemployment rate at 4.7 percent, with further forecasts that project more than 106,000 tourism and hospitality-related job openings across the province between 2018 and 2028 (go2hr, n.d.).

BCHA Position

The BCHA recommends that:

- The hospitality sector needs the **Temporary Foreign Worker Program to open to the hospitality sector** and offer a similar program like the Seasonal Agricultural Worker Program, which allows employers to hire temporary foreign workers when Canadians and permanent residents are not available.
- In collaboration with the Hotel Association of Canada, that the Federal Government **develop and implement a program to address the seasonal shortages** in the accommodation sector through intra-brand employee exchanges, or bilateral agreements with suitable countries.
- BCHA in 2021 was a lead strategist with go2HR and TIABC along with other industry leaders to develop a workforce strategy framework, priorities and research the current shortfall as well as rates and benefits to ensure the actual contribution and value of the industry is recognised. Currently the narrative falls short of the BC government priorities so this work and research is critical to escalate access to sources of workers from other countries with specific visas.

Statistics Canada has estimated that there were 101,945 unfilled positions in B.C. during 2019's first quarter, up 10% from the same quarter in 2018—a trend that is impacting the entirety of the hospitality industry. Due to the pandemic March 2020, by December 2021, 30% of the workforce has been permanently lost (THRC) which adds to the existing shortfall previously stated. BCHA, go2HR and TIABC are leading the workforce strategy which will be presented with 5 key pillars for priority to address this critical shortage.



SHORT-TERM RENTAL REGULATORY FRAMEWORK

Issue: There has been a proliferation in the short-term rental (STR) market with varying impacts on long-term rental availability in different communities. The rise in popularity of the short-term-rental industry has contributed to a loss of long-term rental housing stock, the rise in rental rates, negative impact of neighbourhoods, property damage and crime, as well as contributing to a housing shortage. Many communities, especially resort communities, have been blindsided by this sudden rise in popularity of property sharing platforms like Airbnb and VRBO, and are now witnessing the disappearance of long-term rental housing stock.

Many communities are slowly starting to implement short-term rental regulations and new bylaws. However, changes to bylaws and regulations need enforceability to monitor or enforce the newly instated regulations.

BCHA Position

It is the BCHA's position to ensure strict STR regulations are maintained in communities where they are already established and to encourage other communities, through various lobbying efforts, to adopt the same regulations in turn.

The BCHA recommends that:

- Communities impose tight regulations on short-term rentals to mitigate the loss of long-term housing stock and, to prevent seasonal workers from being deprived of housing. Many communities around British Columbia have adopted a wait-and-see position to see what other neighbours in their districts are doing.
- Communities emanate the successful implementation of strict STR criteria and regulations like other towns and cities, which will ensure that the province will have a balanced rental market that protects the long-term rental housing stock as well as making allowances for other lodging options.
- A strategic evaluation is done by our partners at McGill University, with a best practise recommendation to UBCM, and the Minister of Municipal Affairs for policy revision and enforcement best practises. 2022 will see the research culminates in a report which will provide UBCM, the Minister of Municipal Affairs and BC Housing much needed research, data and policy best practise to support regulators reform.

Where It's Working

Through the efforts of the BCHA, **new bylaws to allow and regulate short-term rentals in Kelowna** are now in effect and anyone operating a short-term rental must apply for and be issued a business licence by July 1, 2019. Under the new rules, a homeowner or primary resident can legally rent their principal residence for periods of 29 days or less. Select tourist areas will continue to allow short-term rentals outside of an operator's principal residence. The BCHA will continue to work with other municipalities to implement similar bylaws.



SHORT-TERM RENTAL TAXATION

Issue: The Auditor General of Canada released the 2019 Spring Reports, including a report on Taxation of E-Commerce. According to the report, the Canadian sales tax system did not keep pace with the rapidly evolving digital marketplace, with estimated losses of \$169 million in sales tax revenues on foreign digital products and services.

Digital platforms like Netflix, Airbnb, and Uber operate in Canada earning millions of dollars from Canadian consumers without any contributions to the federal treasury. Commercial operators, those renting multiple units or entire homes on platforms like Airbnb, operate like hotels without the same responsibilities to taxation, such as hotels do. All digital platforms need to comply with Canadian tax laws if they operate in Canada even without a substantial physical presence in the country.

On October 1, 2018, the provincial government reached a taxation agreement with Airbnb, requiring the company to collect 8% provincial sales tax (PST) and up-to-3% municipal and regional district tax (MRDT) on short-term accommodations provided in British Columbia through its platform. <http://www.hotelassociation.ca/taxfairness/>

BCHA Position

The BCHA is calling on the **federal government to modernize its tax laws and take action to address tax avoidance in the digital economy** and ensure all corporations that operate in Canada through a digital presence pay corporate income tax on Canadian earnings. This Fair Tax was achieved as of July 1, 2022, implementation at the federal level will begin. Provincially, all STR OTA platforms need to be added to the provincial MRDT and PST collection to support affordable housing.

The BCHA recommends amending the *Excise Tax Act* to:

- a) Require short-term rental platform companies operating in Canada to charge GST/HST to hosts and guests on all fees, and
- b) Eliminate the use of the small-supplier threshold for short-term rental accommodations.
- c) Illuminate ghost hotels and large commercial STR operators posing as small businesses, commercial tax, insurance and policy must be developed.

The Federal Government should **amend the *Income Tax Act* to require short-term rental platform companies to issue an annual information slip on gross earnings** to hosts and implement an information and enforcement program through the Canada Revenue Agency to encourage voluntary compliance for the short-term rental industry.

The BCHA will continue to work with the Hotel Association of Canada on lobbying efforts to change the taxation laws in Canada.

The BCHA will also work with the provincial government to ensure that, like Airbnb, VRBO and Home and Away are also subject to the same PST and MRDT requirements, and that these corporations also remit PST and MRDT.



SUSTAINABILITY

Single-Use Plastics

Issue: The Province has created CleanBC, a plan aimed at reducing climate pollution while creating more jobs and economic opportunities for people, businesses, and communities. A sub-component of that plan, the Plastics Action Plan, aims to reduce single-use plastic in British Columbia and focuses on four key outcomes:

- **Determining which types of plastic packaging to phase out altogether**, as well as any necessary exemptions, such as those for health, safety, and accessibility to keep products available for the people that need them
- **Requiring producers to take responsibility for more plastic products**, ensuring more single-use items like sandwich bags, straws and cutlery get recycled
- **Expanding the deposit-refund system to cover all beverage containers** — including milk and milk substitutes — with a 10-cent refundable deposit, keeping millions of containers out of landfills and waterways and
- Supporting effective ways to **prevent plastic waste in the first place** and ensuring recycled plastic is re-used effectively.

The declaration of a climate emergency by many municipalities has propelled the development of bylaws that seek to ban or reduce single-use items— most commonly by 2020. The federal government is also seeking to expand its efforts to reduce plastic and strengthen Canada’s *Environmental Protection Act*.

<https://news.gov.bc.ca/releases/2021ENV0066-002040>

Building Emissions

Issue: The Province has created the Efficiency BC program to help conserve energy and make buildings healthier and more comfortable. Launched in September 2018 with matching federal funds, Efficiency BC offers:

- **Financial incentives** for commercial and multi-unit residential buildings to do energy-saving studies and upgrades.
- **A single application** for Efficiency BC, BC Hydro, FortisBC, and local government incentives.
- **Free energy coaching services** for homes and businesses, including a phone and email hotline staffed by energy coaching specialists.
- **A one-stop-shop website** with an incentive search tool and useful information on options for energy efficiency upgrades.

BCHA Position

The hotel industry has always been at the forefront of environmental policy. The BCHA will work collaboratively with all levels of government on the development of performance requirements and standards for plastics that consider its members’ operations and needs. The BCHA is committed to ensuring that any efficiency requirements are introduced gradually to allow its members time to upgrade their properties and obtain financial support to complete any required upgrades. <https://www.bcha.com/sustainability.html>. The goGreen program supporting sustainability for the hotel sector is a significant initiative with research and results in reporting expected by the end of 2022.

Additionally BCHA works closely with the Hotel Association of Canada to support the Green Key program.

<http://www.greenkeyglobal.com/> Additionally BCHA has a partnership agreement with Green Step solutions, <https://greenstep.ca/> and Rethink2gether <https://www.rethink2gether.com/> to support education, training and contribution for our sector.

TEMPORARY FOREIGN WORKERS

Issue: New provisions of the *Temporary Foreign Worker Protection Act* came into effect on October 1, 2019, which fundamentally changed the relationship among TFWs, recruiters and employers. The new Act increases the protection of employees and allows workers who find themselves in abusive job situations to apply for open work permits that will allow them to find other jobs in Canada.

While these changes were necessary to ensure the protection of TFWs, **significant changes to the Temporary Foreign Worker Program are needed to increase the number of TFWs in British Columbia.** Without the creation of new streamlined paths for sector-specific workers, the industry will continue to see more positions un-filled, putting further stress on existing employees, and ultimately damaging the viability of Canadian businesses.

BCHA Position

The BCHA recommends that:

A new narrative based on quantifiable research is complete to ensure the number of positions, the skills required, the pay levels including benefits are quantified and the positive stories of the contribution of our industry for society, communities, and the economy are developed.

- The Federal Government develop and execute a strategy to address the labour shortage in the accommodation sector.
- The Federal Government review and update the Temporary Foreign Worker Program to reflect the labour shortage realities that many industries like the accommodation sector now face through the lowering of application fees, streamlined re-application for workers and the establishment of a pathway to permanent residency for workers.

The BCHA echo's the **6 recommendations** of the **Hotel Association of Canada** to:

1. Implement a Trusted Employer Program
2. Create a national database that provides information on employers with an approved LMIA
3. Lower the costs of LMIAs
4. Expand the duration of the current work permit for low-wage TFWs in positions that are not seasonal
5. Increase flexibility in the type of work permits available to TFWs and
6. Streamline the LMIA Application Process.

The BCHA also advocates to the BC provincial government for the Provincial Nominee Program and will continue to ask for the refugee visa program with partners to have an exemption for the 9 month proof of work experience, as well, to expedite and review the numerical ratings for the hospitality positions which are eligible. It is the BCHA's goal to fill the allocation for the PnP program if possible.



WORKERS' COMPENSATION

Issue: On April 6, 2020, a revised *Workers Compensation Act* comes into force. Three reviews of the claims adjudication and payment functions of the works compensation system have been conducted since early 2018 with limited engagement or consultation of industry.

This rewriting of the *Workers Compensation Act* makes no changes to British Columbia's laws concerning workers' compensation, occupational health and safety, and employers' assessment premiums. It simply makes existing laws more accessible. That being said, there were multiple issues with the consultation and engagement by the province.

BCHA Position

The BCHA has been actively engaging with the provincial government and several industry groups on the amendments to the *Workers Compensation Act*. Three letters have been written to the Minister of Labour outlining its members' concerns. Most recently, on October 30, 2019, the BCHA requested that stakeholders are provided with a structured opportunity for feedback, framed by a consultation paper, before proceeding with any legislative changes. In 2021 BCHA engaged in a series of meetings with the Minister of Labour and other industry associations regarding the changes in sick pay, which were implemented January 1, 2022. BCHA will continue to advocate for workable compensation policies, and will share the report due spring of 2022 for actual compensation and value for employees and workforce pay/benefits as it relates to the living wage.

Fundamentally, the BCHA believes any changes to BC's workers' compensation system should be based on a consultation process where all issues can be thoroughly examined and analysed to ensure there are no unintended consequences to employers.

Proposed changes need to be carefully considered. Changes need to balance fair compensation and worker rehabilitation programs with the need to maintain the system's overall financial viability.



ABOUT US

With over 600 member hotels representing over 60,000 employees and 80,000 rooms contributing more than \$3.2 billion in revenue, the hotel industry’s value to the hospitality sector, the tourism industry, and the BC economy is significant. The BCHA works with the government and regulatory authorities to ensure a positive operating environment for the hotel industry to thrive in, particularly during economically challenging times. The BCHA has been a long-standing voice for the hospitality industry, and ultimately the communities served by its members.

MISSION

Shaping the future of Hospitality. We advocate, communicate, and educate.

BCHA VALUES

Leadership | Respect | Collaboration



Purpose 2020

DREAM Inspiring and advancing the prosperous future of the professional accommodation community

SPIRIT Service together forever as one

BELIEFS

- We inspire the development of our future leaders through education and training. People are our purpose.
- We are the trusted advocate on behalf of our professional community – regionally, nationally and globally.
- We are resetting, reframing and reinventing our industry
- We believe in #funraderie.
- We champion and celebrate diversity and inclusiveness in our profession.
- We are the stewards of sustainability for our industry.
- We bring global knowledge locally.
- We will be relentless in the pursuit of our goals

CHARACTER

- Informed
- Influential
- Tenacious
- Inclusive
- Stewardship
- Caring
- Forward Thinking
- Catalyst

FOCUS

Remove roadblocks and advance our industry

BHAG To be THE respected accommodation association for Western Canada by 2025