



PUBLIC ACCOUNTABILITY →→

Reporting to you: CBC|Radio-Canada has an obligation to report to Canadians on the fulfilment of its commitments. This is accomplished using a variety of communication channels and vehicles.

OPEN AND TRANSPARENT

CBC|Radio-Canada accounts for its activities through the Minister of Canadian Heritage to Parliament, through its Annual Report and Corporate Plan Summary; to the Canadian Radio-television and Telecommunications Commission (CRTC) through year-end reports and annual financial returns; and to stakeholders through ongoing dialogue and interaction and CBC|Radio-Canada websites.

Here are examples of reporting instruments:

- Annual Report of CBC|Radio-Canada to the Canadian Radio-television and Telecommunications Commission (CRTC).
- Annual Reporting to Parliamentary Committees (Canadian Heritage, Official Languages, Public Accounts, Senate Committees).
- CBC|Radio-Canada Corporate Plan and Corporate Plan Summary.
- CBC|Radio-Canada Annual Report.
- Auditor General Special Examination Report.
- Auditor General Annual Attest Audit.
- Annual Report to the Department of Human Resources and Skills Development Canada (HRSDC) Employment Equity.
- Implementation of Section 41 of *The Official Languages Act* Report.
- Public Accounts of Canada.
- Posting of business travel and hospitality expenses of President and Chair on Corporate website.

JOURNALISTIC STANDARDS AND PRACTICES

CBC|Radio-Canada has an extensive code of Journalistic Standards and Practices and solid editorial control mechanisms to guide its employees and to ensure that those working on its programming remain balanced and accurate in their on-air perspectives and reporting. Complaints from the public that are not resolved at the program level to the satisfaction of the complainants are examined

and dealt with by the Corporation's two Ombudsmen. The Ombudsmen are completely independent of CBC|Radio-Canada programming staff and programming Management, and report directly to the President of the Corporation and, through the President, to the Corporation's Board of Directors. The role of the Ombudsman is pivotal in strengthening the national public broadcaster's accountability and transparency to Canadians.

The Ombudsmen can be reached at:

The Ombudsman, English Networks,
CBC|Radio-Canada, PO Box 500, Station A,
Toronto ON M5W 1E6 (ombudsman@CBC.ca), and

Bureau de l'ombudsman, Services français,
CBC|Radio-Canada, CP 6000, Montréal QC
H3C 3A8 (ombudsman@Radio-Canada.ca).

CODES OF CONDUCT

CBC|Radio-Canada employees at all levels and across the Corporation are expected to adhere to policies governing their behaviour in such areas as: conflict of interest and ethics; whistleblowing; official languages; harassment; and political activity. A selection of the Corporation's Human Resources policies is available for viewing online at:

<http://www.cbc.radio-canada.ca/docs/policies/index.shtml>.

ACCESS TO INFORMATION

As of September 2007, CBC|Radio-Canada will fall under the Government's *Access to Information Act*, with the provision of safeguards to preserve the journalistic, creative and programming independence that is fundamental to a successful national public broadcaster. Specifically, Article 68.1 of the *Act* stipulates, "This *Act* does not apply to any information that is under the control of the Canadian Broadcasting Corporation that relates to its journalistic, creative or programming activities, other than information that relates to its general administration." These protections have been afforded to other public broadcasters, such as the British Broadcasting Corporation and the Australian Broadcasting Corporation, which are affected by similar legislation.