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ANNUAL REPORT
RAPPORT ANNUEL

Manitoba Crown Services

Services de la
Couronne Manitoba

Manitoba Crown Services

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**MINISTER
OF CROWN SERVICES**

Room 314
Legislative Building
Winnipeg, Manitoba CANADA
R3C 0V8

Her Honour the Honourable Janice Filmon, C.M., O.M.
Lieutenant Governor of Manitoba
Room 235 Legislative Building
Winnipeg, MB R3C 0V8

May It Please Your Honour:

I have the privilege of presenting for the information of Your Honour, the Annual Report of Manitoba Crown Services for the year ending March 31, 2021.

Respectfully submitted,

"Original signed by"

Honourable Jeff Wharton
Minister of Crown Services





MINISTRE DES SERVICES DE LA COURONNE

Palais législatif
Winnipeg (Manitoba) CANADA
R3C 0V8

Son Honneur l'honorable Janice Filmon, C.M., O.M.
Lieutenante-gouverneure du Manitoba
Palais législatif, bureau 235
Winnipeg (Manitoba) R3C 0V8

Madame la Lieutenante-Gouverneure,

J'ai l'honneur de vous présenter, à titre d'information, le rapport annuel des Services de la Couronne pour l'exercice qui s'est terminé le 31 mars 2021.

Le tout respectueusement soumis.

Le Ministre des Services de la Couronne,

« *Original signé par* »

L'honorable Jeff Wharton





Deputy Minister of Crown Services
Room 314, Legislative Building, Manitoba, Canada R3C 0V8
www.manitoba.ca

Honourable Jeff Wharton
Minister of Crown Services
Room 314 Legislative Building
Winnipeg, MB R3C 0V8

Dear Minister Wharton:

I am pleased to present the 2020/21 Annual Report for the Department of Crown Services.

On May 2, 2016, responsibility for Manitoba's major Crown Corporations was placed under the newly formed ministry of Crown Services. From that day, staff members from Crown Services have continued to work to ensure transparency and public accountability and to align the activities of Crown Corporations with the broader policy direction of government.

The report provides a summary of the key results for the Department of Crown Services, including administering and enforcing The Crown Corporations Governance and Accountability Act, coordinating and supporting the development of annual reporting documents for Crown Corporations, coordinating responses for ministerial correspondence, and overseeing government policy direction with Crown Corporations in accordance with established timetables and government needs.

It is an honour and a privilege to submit this report, which provides a summary of the valuable work accomplished by staff in the Crown Services department.

Respectfully submitted,

"Original signed by"

Bernadette Preun





Le sous-ministre des Services de la Couronne
Palais législatif, bureau 314, Winnipeg (Manitoba) Canada R3C 0V8
www.manitoba.ca

Monsieur Jeff Wharton
Ministre des Services de la Couronne
Palais législatif, bureau 314
Winnipeg (Manitoba) R3C 0V8

Monsieur le Ministre,

J'ai le plaisir de présenter le rapport annuel 2020-2021 du ministère des Services de la Couronne.

Le 2 mai 2016, la responsabilité des principales corporations de la Couronne du Manitoba a été confiée au nouveau ministère des Services de la Couronne. Depuis, le personnel du ministère des Services de la Couronne travaille en vue de veiller à la transparence et à l'obligation redditionnelle envers le public, ainsi qu'à l'harmonisation des activités des corporations de la Couronne avec l'orientation générale des politiques gouvernementales.

Ce rapport résume les principaux résultats du ministère des Services de la Couronne, y compris l'administration et l'exécution de la Loi sur la gouvernance et l'obligation redditionnelle des corporations de la Couronne, la coordination et le soutien de l'élaboration de rapports annuels pour les corporations de la Couronne, la coordination des réponses à la correspondance ministérielle et la supervision de la direction des politiques gouvernementales avec les corporations de la Couronne, en fonction des échéanciers établis et des besoins du gouvernement.

C'est un honneur et un privilège pour moi, Monsieur le Ministre, de déposer à votre attention ce rapport qui offre un résumé du précieux travail accompli par le personnel du ministère.

Je vous prie d'agréer, Monsieur le Ministre, l'expression de ma considération respectueuse.

« *Original signé par* »

Bernadette Preun

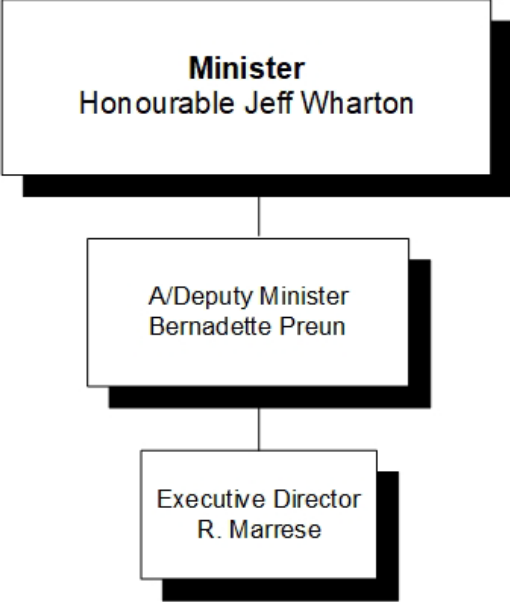


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Crown Services

March 31, 2021



PREFACE

Report Structure

The Annual Report of Manitoba Crown Services is organized in accordance with Manitoba Crown Services' appropriation structure as at March 31, 2021, which reflects the authorized appropriations approved by the Legislative Assembly.

The report includes information at the main and sub-appropriation levels relating to Manitoba Crown Services' objectives, actual results achieved, financial performance and variances, and provides a five-year historical table giving Manitoba Finance expenditures and staffing.

In the financial tables throughout this report, "Authority" represents the authorized votes approved by the Legislative Assembly. The authorized votes includes both the Estimates of Expenditure and any Supplementary Estimates approved during the year. In addition, the "Authority" has been adjusted to include approved allocations from Enabling Appropriations and Main Appropriation virement transfers between appropriations within the department. For a full reconciliation of the Printed Estimates of Expenditure to the Authority please see the Expense Summary by Appropriation report in the Report on the Estimates of Expenditure and Supplementary Information.

Vision

To ensure alignment between government and Manitoba's Crown Corporation priorities.

Mission

Work collaboratively with Crown Corporations, departments, the private sector and non-government organizations to deliver effective and consistent policy analysis, planning, and reporting requirements under the Act.

Highlights

In 2020/21, the Department of Crown Services' activities and achievements included:

- The Economic Review of Bipole III and the Keeyask generating station was completed with a report that included over 50 recommendations focusing on improving the financial health of the utility and ensuring that future electricity planning, decision-making and regulatory oversight is done in the best interest of Manitobans and Manitoba Hydro ratepayers.
- Implemented a new Manitoba Liquor and Lotteries Mark-up structures for liquor producers to ensure that the mark-up structure supports economic growth of craft producers.

- Continued the rollout of legalized non-medical cannabis to meet the goals of providing 90% of Manitobans with access to cannabis retail within a 30-minute drive under an open market.
- Crown Services began a review of governance and performance accountability structures at the Crown Corporations to support defined Mandates, Legislation, and Acts and to consider broader potential impacts to whole of government by enhancing accountability and alignment of key business activities.
- Facilitated initiatives within Manitoba Hydro related to customer service, economic development, permitting and inspections to address objectives of the provincial Planning, Zoning and Permitting initiative.
- Continuing the Manitoba Gaming Review to provide recommendations on an overarching provincial gaming policy that clearly identifies oversight, accountabilities, and goals for the gaming industry in Manitoba.
- Liaising with and advising Crown Corporations in the development of the various public records, plans and reports required through The Crown Corporations Governance and Accountability Act.
- Preparing documents, managing legislative and regulatory needs, providing analysis of major capital proposals and liaising with Crown Corporations to address Manitobans' concerns.
- Ensuring compliance with reporting requirements of the Act, as well as providing analysis and advice with respect to business plans, capital plans and other major decisions that Crown Corporations made.
- Supporting corporate projects relating to red tape reduction, open government, policy and program proposals and inter-jurisdictional trade agreements and initiatives.
- Facilitating and collaborating with other departments on projects involving Manitoba's Crown Corporations.
- Providing advice and recommendations to the Minister of Crown Services, Treasury Board and Cabinet with respect to policy and financial issues through analysis and recommendations on submissions to Treasury Board and Cabinet.

PRÉFACE

Structure du rapport

Le rapport annuel du ministère des Services de la Couronne est présenté conformément à la structure des crédits du ministère des Services de la Couronne au 31 mars 2021, qui tient compte des crédits autorisés approuvés par l'Assemblée législative.

Le rapport comprend des renseignements sur les affectations budgétaires principales et de moindre importance relativement aux objectifs du ministère des Services de la Couronne, à ses résultats réels, ainsi qu'à ses rendements et ses écarts financiers. Il présente en outre un tableau chronologique de la dotation en personnel et des dépenses des cinq dernières années.

Dans les tableaux financiers figurant dans le présent rapport, « Authority » représente les votes autorisés approuvés par l'Assemblée législative. Les votes autorisés incluent le Budget des dépenses et tous budgets des dépenses supplémentaires approuvés au cours de l'année. De plus, la notion de crédit a été ajustée pour inclure les allocations approuvées provenant des crédits d'autorisation et les transferts de crédits du Budget des dépenses principal entre divers postes du ministère. Pour un rapprochement complet entre la version imprimée du Budget des dépenses et l'Autorité, veuillez consulter le rapport sur le Sommaire des dépenses par affectation budgétaire du Rapport sur le budget des dépenses et renseignements supplémentaires.

Vision

Veiller à l'harmonisation des priorités du gouvernement et des corporations de la Couronne du Manitoba.

Mission

Travailler de concert avec les corporations de la Couronne, les ministères, le secteur privé et les organismes non gouvernementaux afin de fournir des services efficaces et cohérents d'analyse de politiques, de planification et de reddition de comptes conformément à la loi.

Points saillants

Aperçu des activités et des réalisations du ministère des Services de la Couronne en 2020-2021 :

- Fin de l'examen économique du réseau de transmission Bipolaire III et de la centrale de Keeyask, avec la publication d'un rapport contenant plus de 50 recommandations axées sur la santé financière du service public qui veillait à ce que la planification, la prise de décisions et la surveillance réglementaire à venir ayant trait à l'électricité se fassent dans l'intérêt supérieur des Manitobains et des clients de Manitoba Hydro.

- Mise en place de nouvelles structures de majoration de la Société manitobaine des alcools et des loteries pour les producteurs de boissons alcoolisées en veillant à ce qu'elles appuient la croissance économique des producteurs artisanaux.
- Poursuite de l'élargissement de l'offre de cannabis à usage non médical légalisé afin d'atteindre l'objectif de fournir à 90 % des Manitobains un accès à la vente au détail de cannabis à moins de 30 minutes de route dans un marché ouvert.
- Début d'un examen des structures de gouvernance et de la reddition de compte en matière de rendement des corporations de la Couronne afin de soutenir les mandats et la législation en place et de prévoir d'éventuelles répercussions plus larges sur l'ensemble du gouvernement, en améliorant la responsabilité et l'harmonisation des principales activités commerciales.
- Soutien des initiatives de Manitoba Hydro liées au service à la clientèle, au développement économique, aux permis et aux inspections, en réponse aux objectifs de l'initiative en matière de planification, de zonage et d'octroi de permis dans la province.
- Poursuite de l'évaluation de la Régie du jeu du Manitoba dans le but de soumettre des recommandations sur une politique des jeux provinciale globale qui énonce clairement la surveillance, les responsabilités et les objectifs de l'industrie du jeu du Manitoba.
- Maintien d'un lien avec les corporations de la Couronne pour leur fournir des conseils sur l'élaboration de divers dossiers, plans et rapports publics exigés par la Loi sur la gouvernance et l'obligation redditionnelle des corporations de la Couronne.
- Préparation de documents, gestion des besoins législatifs et réglementaires, analyse des principales propositions d'investissement et liaison avec les corporations de la Couronne pour mieux répondre aux préoccupations des Manitobains.
- Maintien de la conformité aux exigences de production de rapports stipulées par la Loi et analyse et conseils sur les plans d'affaires, les plans d'investissement et d'autres décisions majeures prises par les corporations de la Couronne.
- Soutien aux projets d'entreprises associés à la réduction des formalités administratives, à la transparence du gouvernement, aux propositions de politiques et de programmes ainsi qu'aux accords commerciaux et initiatives réciproques.
- Collaboration avec d'autres ministères à des projets concernant les corporations de la Couronne du Manitoba pour en faciliter l'exécution.
- Conseils et recommandations au ministre des Services de la Couronne, au Conseil du Trésor et au conseil des ministres concernant les questions politiques et financières

par une analyse, des recommandations et des soumissions présentées au Conseil du Trésor et au conseil des ministres.

STATUTORY RESPONSIBILITIES OF THE MINISTER OF CROWN SERVICES

The Crown Corporations Governance and Accountability Act	C336
The Manitoba Hydro Act	H190
The Manitoba Liquor and Lotteries Corporation Act	L155
The Manitoba Public Insurance Corporation Act [except for section 174.1 to 174.4 (claimant advisor office) and sections 175 to 185 (Automobile Injury Compensation Appeal Commission)]	P215

Crown Services

The Department of Crown Services provides support and policy advice to the Minister and Deputy Minister of Crown Services in overseeing the three Crown Corporations of Manitoba Hydro, Manitoba Liquor and Lotteries Corporation, and Manitoba Public Insurance Corporation (MPI).

In addition, the department also ensures effective communication and issues management for ministerial correspondence sent to the Minister's office.

Key Results Achieved:

- Provided COVID relief efforts through Crown Corporations (turning over MPI service centres for testing sites, supporting Crown Corporation customers by deferring payments, penalties, and interest charges during the state of emergency, and providing two automobile insurance rebates to customers).
- Completed the Manitoba Hydro Economic Review of Bipole III and Keeyask in accordance with government direction to review the budgets for both projects and make recommendations to improve the decision-making process.
- Began a review of governance and performance accountability structures at the Crown Corporations to enhance accountability and alignment of key business activities.
- Implemented regulatory changes stemming from MPI's Compulsory and Extension Revision Project, effective April 1, 2021, which modernizes basic and extension insurance products and coverage for the first time in more than 20 years.
- Introduced legislation to begin the process of modernizing Manitoba's liquor retail network.
- Continued supporting red tape reduction initiatives for Crown Corporations including introducing legislation to create a Claim Dispute Tribunal for MPI and streamlining identification card offerings for Manitobans.

1 (a) Ministers' Salaries

Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Ministers' Salaries	42	1.00	42	-	
Total Sub-Appropriation	42	1.00	42	-	

1 (b) Executive Support

Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	551	6.00	566	(15)	
Other Expenditures	43	-	54	(11)	
Total Sub-Appropriation	594	6.00	620	(26)	

2 (a) Crown Services

Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	564	9.00	901	(337)	
Other Expenditures	2,295	-	2,068	227	
Total Sub-Appropriation	2,859	9.00	2,969	(110)	

FINANCIAL INFORMATION SECTION

Part A: Expenditure Summary by Appropriation

Expenditure Variance Explanations

for expenditures for the fiscal year ended March 31, 2021 as compared to figures for the previous fiscal year

Authority 2020/2021	Appropriation	Actual 2020/2021	Actual 2019/2020	Increase (Decrease)	Explanation Number
	05- 1 CORPORATE SERVICES				
42	(a) Ministers' Salaries	42	42	-	
	(b) Executive Support				
566	Salaries and Employee Benefits	551	553	(2)	
54	Other Expenditures	43	39	4	
662	Subtotal 05- 1	636	634	2	
	05- 2 CROWN SERVICES				
	(a) Crown Services				
901	Salaries and Employee Benefits	564	511	53	
2,068	Other Expenditures	2,295	715	1,580	1
2,969	Subtotal 05- 2	2,859	1,226	1,633	
3,631	Total Expenditures	3,495	1,860	1,635	

Explanation Numbers:

1. Variance is due to a total allocation of \$520 from the Enabling Vote (26-1b-1) for the Economic Review of Bipole and Keeyask. As well as \$1,279 to support the reimbursement of expenses to Manitoba Public Insurance (\$1,060) and Manitoba Liquor and Lotteries (\$219) for assisting the Government of Manitoba's response to the pandemic.

Manitoba Crown Services

Revenue Summary by Source

for the fiscal year ended March 31, 2021 with comparative figures for the previous fiscal year (\$000s)

Actual 2019/2020	Actual 2020/2021	Increase (Decrease)	Source	Actual 2020/2021	Authority 2020/2021	Variance	Expl. No.
			OTHER REVENUE				
668	675	7	Sundry	675	1,170	(495)	
668	675	7	Subtotal	675	1,170	(495)	

Manitoba Crown Services

Five-Year Operating Expenditure and Staffing Summary by Main Appropriation

for the fiscal years ended March 31, 2017 to March 31, 2021 *

Main Appropriation	2016/17		2017/18		2018/19		2019/20		2020/2021	
	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s
Finance:										
05- 1 Corporate Services	-	-	7.00	3,893	7.00	611	7.00	634	7.00	636
05- 2 Crown Services	-	-	5.00	245	5.00	1,367	5.00	1,226	9.00	2,859
Total Appropriations	-	-	12.00	4,138	12.00	1,978	12.00	1,860	16.00	3,495

Regulatory Accountability and Red Tape Reduction

Manitoba Crown Services is committed to implementing the principles of regulatory accountability as set out in [The Regulatory Accountability Act](#). The department works to achieve balance with regulatory requirements, identify the best options for them, assess their impact and incorporate them in department activities, programs and in the development of all regulatory instruments. Crown Services has three Crown Corporations that report to the Minister of Crown Services. Their regulatory requirements and achievements are included below.

Manitoba Hydro – Regulatory Requirements

	April 1, 2020	March 31, 2021
Total number of regulatory requirements	27,116	13,893
Net change	-	-1,040
Percentage change	-	-3.84%

- ‘Total number of regulatory requirements’ includes transfers of regulatory requirements in and out of the department in 2020/21.
- ‘Transfers’ include changes in regulatory requirements, where applicable, that resulted from the October 2019 re-organization that were not concluded in RAD until 2020-2021, changes that resulted from the January 2021 re-organization, changes that were required to align RAD with ministerial assignments of Acts and Regulations in Manitoba Laws, and other transfers that were required for other reasons.
- ‘Net change’ includes the changes (sum of decreases and increases) in regulatory requirements undertaken by the department in 2020/21 and is net of transfers of regulatory requirements in and out of the department.
- ‘Percentage change’ includes percentage changes in regulatory requirements undertaken by the department in 2020/21 and is net of transfers of regulatory requirements in and out of the department.

Additional information is provided in the 2020/2021 Manitoba Regulatory Accountability Report.

Key Results Achieved:

For 2020/2021, Manitoba Hydro’s achievements in reducing regulatory requirements and eliminating red tape included:

- Leveraging the catalogue functionality of the provincial Regulatory Accountability Database (RAD) to identify and eliminate outdated/redundant regulatory instruments.
- Making incremental changes to a large number of processes/documents rather than large step changes to a small number of processes/documents, which benefits

Manitoba Hydro stakeholders by reducing the amount of time required to navigate Manitoba Hydro documents and processes.

Manitoba Liquor and Lotteries Corporation (MBLL) - Regulatory Requirements

	April 1, 2020	March 31, 2021
Total number of regulatory requirements	6,878	6,650
Net change	-	-183
Percentage change	-	-2.66%

- 'Total number of regulatory requirements' includes transfers of regulatory requirements in and out of the department in 2020/21.
- 'Transfers' include changes in regulatory requirements, where applicable, that resulted from the October 2019 re-organization that were not concluded in RAD until 2020-2021, changes that resulted from the January 2021 re-organization, changes that were required to align RAD with ministerial assignments of Acts and Regulations in Manitoba Laws, and other transfers that were required for other reasons.
- 'Net change' includes the changes (sum of decreases and increases) in regulatory requirements undertaken by the department in 2020/21 and is net of transfers of regulatory requirements in and out of the department.
- 'Percentage change' includes percentage changes in regulatory requirements undertaken by the department in 2020/21 and is net of transfers of regulatory requirements in and out of the department.

Additional information is provided in the 2020/2021 Manitoba Regulatory Accountability Report.

Key Results Achieved:

For the 2020/2021 fiscal year, MBLL's achievements in reducing regulatory requirements and eliminating red tape included:

- Manitoba Liquor and Lotteries achieved the government of Manitoba reduction target of 2.5%, while reducing administrative burden to stakeholders of approximately \$297,000.

Manitoba Public Insurance Corporation (MPIC) - Regulatory Requirements

	April 1, 2020	March 31, 2021
Total number of regulatory requirements	35,612	33,052
Net change	-	-1,163
Percentage change	-	-3.27%

- 'Total number of regulatory requirements' includes transfers of regulatory requirements in and out of the department in 2020/21.
- 'Transfers' include changes in regulatory requirements, where applicable, that resulted from the October 2019 re-organization that were not concluded in RAD until 2020-2021, changes that resulted from the January 2021 re-organization, changes that were required to align RAD with ministerial assignments of Acts and Regulations in Manitoba Laws, and other transfers that were required for other reasons.
- 'Net change' includes the changes (sum of decreases and increases) in regulatory requirements undertaken by the department in 2020/21 and is net of transfers of regulatory requirements in and out of the department.
- 'Percentage change' includes percentage changes in regulatory requirements undertaken by the department in 2020/21 and is net of transfers of regulatory requirements in and out of the department.

Additional information is provided in the 2019/2020 Manitoba Regulatory Accountability Report.

Key Results Achieved:

For 2020/2021, MPIC's achievements in reducing regulatory requirements and eliminating red tape included:

- In September of 2020, in order to streamline its operations and offer a more transparent and accessible auction process for salvage and total loss vehicles, MPI moved to online auctions. Moving this key business function online allowed MPI to realize a reduction of 5 Regulatory Instruments, resulting in a total reduction of 88 Regulatory Requirements. It also eliminated significant Administrative Burden on customers and stakeholders, while reducing its direct costs related to salvage management and increasing revenues and returns from its auctions.
- MPIC consolidated many of its direct-deposit forms, reducing the overall number of these forms from 11 to 8 and their 54 associated Regulatory Requirements. Besides realizing reductions, the consolidation had the added benefit that the form options for departments and staff were streamlined, and the impact on stakeholders was seamless.

- In the fall of 2020, MPIC announced that additional gender marker options (i.e., male, female, non-binary, or undisclosed) would become available on Manitoba driver's licences and identification cards, making these more inclusive for all Manitobans. In determining the appropriateness of asking customers for gender information, the Regulatory Requirement to provide gender information was removed from 7 instruments resulting in a reduction of 7 Regulatory Requirements.

The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under The Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or knowingly directing or counselling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with The Act, and with a reasonable belief that wrongdoing has been or is about to be committed is considered to be a disclosure under The Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under The Act, and must be reported in a department's Annual Report in accordance with section 18 of The Act.

The following is a summary of disclosures received by Manitoba Crown Services for fiscal year 2020/2021.

Information Required Annually (as per Section 18)	Fiscal Year 2020/2021
The number of disclosures received and the number acted on and not acted on. <i>Subsection 18(2)(a)</i>	NIL
The number of investigations commenced as a result of a disclosure. <i>Subsection 18(2)(b)</i>	NIL
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. <i>Subsection 18(2)(c)</i>	NIL