

By-Law Number 24-043
of
The Regional Municipality of Waterloo
A By-law to establish and maintain a Lobbyist Registry

Whereas access to local government is an essential element of democratic governance;

And Whereas it is reasonable for Members of Council and the public at large to know the nature and amount of legitimate lobbying of local government;

And Whereas Regional Council has determined that it is desirable to establish and maintain a Lobbyist Registry to provide transparency and oversight with regards to persons who lobby the Region of Waterloo's Public Office Holders.

And Whereas sections 8, 9, and 11 of the *Municipal Act, 2001* authorize Council to pass by-laws that are necessary or desirable for municipal purposes, and in particular paragraph 2 of subsection 11(2) authorizes by-laws respecting the accountability and transparency of the municipality and its operations;

And Whereas section 223.9 of the *Municipal Act, 2001* authorizes the Regional Municipality of Waterloo to establish and maintain a Lobbyist Registry in which shall be kept Registrations and Returns filed by persons who Lobby the Region of Waterloo's Public Office Holders;

And Whereas section 223.11 of the *Municipal Act, 2001* authorizes the Regional Municipality of Waterloo to appoint a Lobbyist Registrar who is responsible for performing in an independent manner the functions assigned by the Regional Municipality of Waterloo with respect to the Lobbyist Registry;

Now therefore the Council of the Regional Municipality of Waterloo hereby enacts as follows:

Part 1: Definitions

1. For the purposes of this By-law:

"Communication" means any substantive form of communication including a formal meeting, email, letter, phone call or meaningful dialogue or exchange, that materially advances a matter that is defined as Lobbying, whether in a formal or an informal setting;

"Indigenous Organization" means an Indigenous governing body or other entity that represents the interests of an Indigenous group and its members;

"Lobby" or **"Lobbying"** means any communication with a Public Office Holder by an individual who is paid or who represents a business or financial interest with the goal of trying to influence any legislative action including development, introduction, passage, defeat, amendment or repeal of a by-law, motion, resolution or the outcome of a decision on any matter before Council, a Committee of Council, or a staff member acting under delegated authority.

"Lobbyist" means:

- (a) **"Consultant Lobbyist"**: an individual who lobbies for payment on behalf of a client (e.g., another individual, a business, partnership, organization or other entity);

(b) **"In-house Lobbyist"**: an individual who is an employee, partner or sole proprietor and who lobbies on behalf of his or her own employer, business or other entity; and

(c) **"Voluntary Lobbyist"**: an individual who lobbies without payment on behalf of an individual, business or any other entity for the benefit of the interests of the individual, business or entity;

"Lobbyist Registry" means a system of registration in which shall be kept the Registrations and Returns of persons who lobby Public Office Holders and which shall include such information as determined by the Lobbyist Registrar;

"Lobbyist Registrar" means the person or firm appointed by the Region as Lobbyist Registrar under section 223.11 of the *Municipal Act, 2001*.

"Public Office Holder" means:

- (a) a member of Council, and any person on his or her staff;
- (b) an officer or employee of the Region;
- (c) a member of a local board or committee established by Council, and any person on his or her staff;
- (d) an Independent Accountability Officer, including but not limited to the Region's Integrity Commissioner, Lobbyist Registrar, Ombudsman, and Closed Meeting Investigator.

"Registration" means a first filing by a Lobbyist regarding a subject matter they intend to Lobby on as set out in subsection 8.2 of this By-law;

"Return" means an update of a Registration filed by a Lobbyist as set out in subsection 8.4 of this By-law;

"Region" means the Regional Municipality of Waterloo.

Part 2: Establishment of a Lobbyist Registry

2. Lobbyist Registry

2.1 The Region establishes a Lobbyist Registry pursuant to section 223.9 of the *Municipal Act, 2001*.

2.2 The Lobbyist Registry shall be available for public inspection through electronic, web-based access at all reasonable times.

2.3 The Code of Conduct for Lobbyist and Complaint Protocol are attached hereto as Schedules "A" and "B", respectively, and form part of this By-law.

3. Exempted Persons and Organizations

3.1 The following persons shall not be considered Lobbyists when acting in their public capacity:

- (a) government or public sector, other than the Region:
 - i. members of the Senate or House of Commons of Canada, the legislative assembly of a province, the council or legislative assembly of a territory, or persons on the staff of the members,
 - ii. Members of a First Nation council as defined in the Indian Act or of the council of an Indian band established by an Act of the Parliament of Canada, or persons on the staff of the members,

- iii. employees or consultants retained by the Government of Canada, the government of a province or territory, a First Nation council, a federal or provincial crown corporation or other federal or provincial public agency,
- iv. members of a council or other statutory body, including a local board, charged with the administration of the civil or municipal affairs of a municipality in Canada other than the Region, persons on staff of the members, or officers or employees of the municipality or local board, and
- v. members of a national or sub-national foreign government, persons on the staff of the members, or officers, employees, diplomatic agents, consular officers or official representatives in Canada of the government.

(b) officials and employees of the Region, the Cities of Cambridge, Kitchener, and Waterloo, the Townships of North Dumfries, Wellesley, Wilmot and Woolwich and other municipal bodies:

- (i) individuals who are public office holders of those municipalities or other municipal bodies;
- (ii) members or employees of a local board of the Region;
- (iii) appointed members of a committee established by Council.

(c) other public sector persons communicating on behalf of:

- (i) local school boards,
- (ii) public healthcare institutions receiving provincial aid under the *Public Hospitals Act*.

3.2 Representatives of an Indigenous Organization advancing actions from the Truth and Reconciliation Commission's Calls to Action, or the United Nations Declaration on the Rights of Indigenous Peoples Act, or the Missing and Murdered Indigenous Women, Girls and 2 Spirited+ Calls to Action, may, but shall not be required to, file a Registration in accordance to Part 3 of this By-law, under principles of inclusion and respect for Indigenous rights.

4. Exempted Activities

4.1 Lobbying does not include:

- (a) communication that occurs during a meeting of Council or a Committee of Council;
- (b) communication that occurs during a public process such as a public meeting, hearing, consultation, open house or media event held or sponsored by the Region or a Public Office Holder or related to an application;
- (c) communication that is restricted to a request for information;
- (d) communication that is restricted to compliments or complaints about a service or program;

- (e) communication with a Public Office Holder by an individual on behalf of an individual, business or other entity concerning:
 - (i) the enforcement, interpretation or application of any Act or by-law by the Public Office Holder and with respect to the individual, business or other entity,
 - (ii) the implementation or administration of any policy, program, directive or guideline by the Public Office Holder and with respect to the individual, business or other entity,
 - (iii) a personal matter of an individual unless it is communication that is in respect of a matter that falls under the definition of Lobbying, that is for the special benefit of the individual, business or other entity;
- (f) communication by an applicant or an interested party, or a representative of either of them, with respect to an application for a service, grant, planning approval, permit or other licence or permission:
 - (i) with a Public Office Holder if the communication is restricted to providing general information on an application, including a proposed or pending application, or to inquire about the application review process,
 - (ii) with an employee of the Region if the communication is part of the normal course of the approval process,
 - (iii) with an employee of the Region if the communication is with respect to planning or development applications and the officer or employee has a role in the processing of a planning or development application during the formal preapplication consultation, the filing of the application and the application review process, including the preparation of development agreements;
- (g) submitting a bid proposal as part of the procurement process and any communication with designated employees of the Region as permitted in the procurement policies and procurement documents of the Region;
- (h) communication with a Public Office Holder by an individual on behalf of an individual, business or other entity in direct response to a written request from the Public Office Holder;
- (i) communication to a Public Office Holder by a constituent, or an individual on behalf of a constituent on a general neighbourhood or public policy issue;
- (j) communication that,
 - (i) is directly related to Region-initiated consultative meetings and processes where an individual is participating as a stakeholder; or
 - (ii) advocates a position for or against a policy or program where the primary focus is a broad community benefit or detriment, whether Region-wide or local, and where that position would have no direct, indirect or perceived benefit to a business or financial interest of the individual, business or other entity on whose behalf the communication is undertaken;

- (k) the making of a complaint or request for an investigation, being interviewed or summonsed, or making submissions in response to an investigation;
- (l) communication regarding a business or financial interest by not-for-profit businesses or other not-for-profit entity where such business or entity has no paid staff.

5. Prohibitions

- 5.1 No person, on whose behalf another person undertakes Lobbying activities, shall make a payment for the Lobbying activities that is in whole or in part contingent on the successful outcome of any Lobbying activities.
- 5.2 No person who Lobbies a Public Office Holder shall receive or accept payment that is in whole or in part contingent on the successful outcome of any Lobbying activities.
- 5.3 No former Public Office Holder shall engage in Lobbying activities for a period of twelve (12) months after ceasing to be a Public Office Holder of the Region. For greater certainty, this Section 5.3 applies to a former Public Office Holder who ceased to be a Public Office Holder on or after the effective date of this By-law.

6. Lobbyist Registrar

6.1 The Regional Municipality of Waterloo's Integrity Commissioner is herein appointed as the Lobbyist Registrar in accordance with section 223.11 of the *Municipal Act, 2001*. The Regional Clerk, or their designate, will work in collaboration with the Lobbyist Registrar to achieve their respective responsibilities as follows:

6.2 The Lobbyist Registrar's responsibilities include:

- (a) providing advice, opinions and interpretation pertaining to the administration, application and enforcement of this By-law;
- (b) conducting inquiries in respect of a request made about compliance with this By-law, which may include requesting that a Public Office Holder gather information concerning Lobbying of themselves and provide that information to the Lobbyist Registrar;
- (c) enforcing this By-law;
- (d) suspending, revoking or refusing a Registration or Return;

6.3 The Regional Clerk's responsibilities include:

- (a) overseeing the establishment and maintenance of a Lobbyist Registry, including determining the Lobbyist Registry's form and content, in which shall be kept the Registrations and Returns filed by Lobbyists under Section 8 of this By-law;
- (b) retaining and disposing records from the Lobbyist Registry as per the Corporate Records Retention & Disposal Schedule By-Law 93-076;
- (c) making the Lobbyist Registry available for public inspection through electronic, web-based access at all reasonable times, namely that:

- (i) a Registration or Return is on the Lobbyist Registry within a reasonable timeframe after it is filed, and,
 - (ii) the Lobbyist Registry is accessible except during regular maintenance or due to circumstances beyond the Region's control;
- (d) advising Council on Lobbying matters and recommending improvements to this By-law; and
- (e) providing an annual report to Council and any other reports as the Lobbyist Registrar considers appropriate.

7. Responsibilities of a Public Office Holder

7.1 A Public Office Holder's responsibilities include:

- (a) responding, in a timely and complete manner, to a request from the Lobbyist Registrar under subsection 6.2 of this By-law to gather and provide information; and,
- (b) ending, as soon as practicable, lobbying by a Lobbyist who is prohibited from Lobbying under this By-law and reporting, in a timely manner, such Lobbying to the Lobbyist Registrar.

7.2 Except when responding to a request from the Lobbyist Registrar under subsection 6.2, the Public Office Holder's responsibilities under this By-law do not include gathering or providing information concerning Lobbying of the Public Office Holder.

Part 3: Registration and Reporting of Lobbying Activity

8. Registrations and Returns

8.1 No person shall Lobby a Public Office Holder without filing a Registration in accordance to Part 3 unless otherwise exempted by this By-law.

8.2 All Lobbyists shall file a Registration no later than ten (10) business days after the initial communication or Lobbying of a Public Office Holder. The Registration shall include:

- (a) the name, address and contact information of the Lobbyist;
- (b) whether they are a Consultant Lobbyist, In-house Lobbyist or Voluntary Lobbyist;
- (c) the name of the individual, client or other entity, including all business names under which the individual, client or other entity is operating, and on whose behalf they are Lobbying;
- (d) whether they have been a Public Officer Holder and the date they ceased to hold this position;
- (e) an acknowledgement that the Lobbyist has read and agrees to comply with the Code of Conduct for Lobbyists;
- (f) such further information as the Lobbyist Registrar may require.

8.3 In addition to the Registration required by subsection 8.2, a Lobbyist shall file a Registration regarding the subject matter in respect of which the Lobbyist intends to Lobby in respect of, which shall include:

- (a) the subject matter that the Lobbyist will Lobby on;
- (b) a description of the issuing being Lobbied, including particulars of any Regional proposal, by-law, motion, resolution, policy, program, directive, grant or guideline;

- (c) the date on which the Lobbying will start and finish, with the date on which the Lobbying finishes being no more than twelve (12) months after the date on which the Lobbying began;
- (d) the name and title of the Public Office Holder or Public Office Holders being Lobbied; and
- (e) such further information as the Lobbyist Registrar may require.

8.4A Lobbyist shall file a Return updating any change to the information contained in their Registration within two (2) business days of the change.

8.5A Lobbyist shall close the Registration filed in accordance with subsection 8.3 no later than thirty (30) days after the completion or termination of Lobbying with respect to that subject matter.

8.6 If Lobbying continues for more than one year, a Lobbyist shall file a new Registration for each year the Lobbying continues.

8.7 The Lobbyist Registrar will approve or refuse the Registration or Return in accordance with the requirements of this By-law.

8.8 The Lobbyist is solely responsible for meeting the requirements with respect to Registrations and Returns set out in this section.

8.9 Lobbyists shall read and adhere to the Code of Conduct for Lobbyists during all Lobbying activities with Public Office Holders.

9 Part 4: Enforcement and Penalties

Enforcement by Lobbyist Registrar

9.1 The Registrar may impose a temporary ban on communication by a Lobbyist with any or all Public Officer Holders in accordance with the following scheme if the Registrar finds that the Lobbyist has contravened any of the requirements of this By-law or the Code of Conduct for Lobbyist:

- (a) for 30 days for a first contravention;
- (b) for 60 days for a second contravention;
- (c) for a period of time longer than 60 days as determined by the Lobbyist Registrar for a third or subsequent contravention.

A Lobbyist against whom a temporary ban is imposed under this section shall comply with the temporary ban.

9.2 When the Lobbyist Registrar prohibits an individual from Lobbying, the Lobbyist Registrar:

- a) shall notify the individual and all Public Office Holders of the prohibition and the reason for the prohibition in such manner as the Lobbyist Registrar determines; and
- b) may post the prohibition and the reason for the prohibition on the Region's Lobbyist Registry webpage/website.

9.3 The Lobbyist Registrar may, in collaboration with the Regional Clerk, remove a Registration or Return from the Lobbyist Registry if the Lobbyist Registrar finds that the individual who filed the Registration or Return has contravened this By-law.

9.4 When a Registration or Return is removed from the Lobbyist Registry, the individual who filed the Registration or Return is deemed, for the purposes of their existing and future obligations under this By-law, not to have filed the Registration or Return.

Part 5: Title, Scope and Interpretation

10 This By-law may be referred to as the “Lobbyist Registry By-law” and internally as the “By-law”.

11 In the event of a conflict between the provisions of this By-law and the provisions of another By-law of the Regional Municipality of Waterloo, the provisions of the more restrictive enactment shall prevail.

12 In the event any provision, or part thereof, of this By-law is found by a court of competent jurisdiction, to be ultra vires, such provision or part thereof, shall be deemed to be severed, and the remaining portion of such provision and all provisions of this by-law shall remain in full force and effect.

13 This By-law shall come into force and effect on January 1, 2025, with the exception of Part 4: Enforcement and Penalties, which shall come into force and effect on June 1, 2025 (6-month educational period).

By-law read a first, second and third time and finally passed in the Council Chamber in the Regional Municipality of Waterloo this 20th day of November, A.D., 2024.

DocuSigned by:
Will Short
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Regional Clerk

DocuSigned by:
Karen Redman
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Regional Chair

Schedule "A" to Lobbyist By-law

Lobbyist Code of Conduct

Lobbyists shall comply with the standards of behaviour for Lobbyists and the conduct of Lobbying activities set out in this Code of Conduct when Lobbying Public Officer Holders.

1. Honesty

Lobbyists shall conduct themselves with honesty and integrity in all dealings with Public Office Holders, clients, employers, the public, other lobbyists, and the Region.

2. Openness

Lobbyists shall be open and frank about their Lobbying activities at all times, while respecting the necessary confidentiality.

3. Disclosure of Identity and Purpose

Lobbyists communicating with Public Office Holders shall:

- (a) at all times, disclose the identity of the individual, business or organization on whose behalf they are Lobbying, as well as the subject matter of the communications;
- (b) register their name and company information and all Lobbying activity with Public Office Holders on the Lobbyist Registry in accordance with the Lobbyist Registry By-Law; and
- (c) on a duly registered subject matter shall not use that communication as an opportunity to communicate on another subject matter, unless the Lobbyist complies with the subject matter registration requirements of the Lobbyist Registry By-law with respect to that subject matter.

4. Information and Confidentiality

Lobbyists shall:

- (a) inform their client, employer, or organization of the obligations under the Lobbyist Registry By-Law and their obligations to adhere to the Code of Conduct for Lobbyist;
- (b) provide information that is accurate and factual to Public Office Holders. Lobbyists shall not knowingly mislead anyone and shall use proper care to avoid doing so inadvertently;
- (c) not divulge confidential information unless they have obtained informed consent of their client, employer or organization or unless disclosure is required by law; and
- (d) not use any confidential information obtained in the course of their Lobbying activities to the disadvantage of their client, employer or organization.

5. Competing Interests

Lobbyists shall:

- (a) not represent conflicting or competing interests without making written disclosure on the nature of the conflicting or competing interests to, and the written consent of, those whose interests are involved;
- (b) advise Public Office Holders that they have informed their clients of any potential, actual or apparent conflict of interest and obtained the written consent of each client concerned before proceeding or continuing Lobbying activities; and
- (c) not Lobby Public Office Holders on a subject matter for which they provide advice or have provided advice to the Region.

6. Improper Influence

Lobbyists shall:

- (a) avoid both the deed and the appearance of impropriety; and
- (b) not knowingly place a Public Office Holder in a conflict of interest or in a breach of a Council or Staff Code of Conducts.
- (c) Lobbyists with active lobbying registrations, their registered clients or their employees shall not, directly or indirectly, offer or provide any gift, benefit or hospitality to Members of Council or their staff.

7. Restriction on Communication

Lobbyists shall:

- (a) not communicate with Public Office Holders in relation to a procurement process except as stipulated in the Region's procurement policies and procurement documents.
- (b) not engage in Lobbying activities where the Lobbyist Registrar has; and prohibited them from Lobbying Activities with the Region for a specified time period.

Schedule "B" to Lobbyist By-law

Complaint Protocol

1. A request for an inquiry about non-compliance with the Lobbyist Registry By-law or the Code of Conduct for Lobbyists may be made to the Lobbyist Registrar by Council, a member of Council, or a member of the public in the form of a formal complaint ("Complaint"). A Complaint shall be in writing on the prescribed form and shall be signed and dated by an identifiable individual. A Complaint must set out reasonable grounds for the allegation that a Lobbyist has contravened the Lobbyist Registry By-law or the Code of Conduct for Lobbyists, with reference to the specific provision alleged to have been contravened and shall include all the evidence in support of the allegation. A Complaint may be filed either with the Clerk or directly with the Lobbyist Registrar by hard copy or by email at the following email addresses:

- (a) to the Clerk (who will provide a copy to the Lobbyist Registrar):

Regional Clerk
150 Frederick Street, 2nd Floor
Council and Administrative Services Division
Kitchener, ON N2G 4J3

Email: RegionalClerk@regionofwaterloo.ca

Tel: 519-575-4400

or

- (b) directly with the Lobbyist Registrar:

Aird & Berlis LLP
181 Bay Street, Suite 1800
Toronto, ON M5J 1T9
Attention: John Mascarin

Email: jmascarin@airdberlis.com

Tel: 416-865-4722

2. The Complaint shall be filed with the Lobbyist Registrar for initial classification to determine if the matter is, on its face, a complaint with respect to non-compliance with the Lobbyist Registry By-law or Code of Conduct for Lobbyists, or whether the Complaint relates to matters addressed by other legislation or under another procedure, policy or rule of Council, and the Lobbyist Registrar shall advise the complainant in writing as follows:

Criminal Matter

- (a) if the Complaint is, on its face, an allegation of a criminal nature consistent with the *Criminal Code*, the complainant shall be advised that the complainant may pursue it with the appropriate police service if the complainant wishes to pursue any such allegations;

Municipal Freedom of Information and Protection of Privacy Act

- (b) if the Complaint is more appropriately addressed under the *Municipal Freedom of Information and Protection of Privacy Act*, the complainant shall be advised that the matter must be referred to the Clerk to deal with under any access and privacy policies of the Region under that statute;

Other Procedure, Policy or Rules Applies

- (c) if the Complaint appears to fall within the scope of another procedure, policy or rule of the Region, the complainant shall be advised to pursue the matter under such procedure, policy or rule with the appropriate municipal official or staff member; or

Lack of Jurisdiction

- (d) if the Complaint is, for any other reason, not within the jurisdiction of the Lobbyist Registrar, the complainant shall be so advised and provided with any additional reasons and referrals, if any, as the Lobbyist Registrar considers appropriate.

3. The Lobbyist Registrar shall always have discretion whether or not to carry out an investigation. If the Lobbyist Registrar is satisfied at any time, after considering the information contained in the Complaint and making such further inquiries as the Lobbyist Registrar may consider appropriate, that the Complaint:

- (a) is frivolous or vexatious,
 - (b) is not made in good faith,
 - (c) constitutes an abuse of process,
 - (d) discloses no grounds or insufficient grounds for an investigation,
 - (e) does not warrant a full investigation, or
 - (f) is not otherwise in the public interest to investigate,
- the Lobbyist Registrar shall not be required to conduct an investigation and may summarily dismiss the Complaint, and, where this becomes apparent during the course of an investigation, the Lobbyist Registrar shall terminate the investigation and provide notice to the complainant, and if the Lobbyist Registrar deems necessary, to the Lobbyist, and the Lobbyist Registrar shall be under no obligation to report the refusal to conduct an investigation to Council.

4. The Lobbyist Registrar may conduct an inquiry in such a manner and to such an extent as the Lobbyist Registrar considers necessary and may proceed as follows, except where the Lobbyist Registrar has a full factual record and believes, in its sole discretion, that no additional information is required, or where otherwise required by the *Public Inquiries Act, 2009*, or where the Lobbyist Registrar has not otherwise terminated the inquiry:

- (a) provide the Lobbyist with a summary of the Complaint, which may include a copy of the original Complaint and supporting materials, which shall not disclose:
 - (i) the identity of the complainant, or
 - (ii) the identity of any witness set out in the Complaint or persons that are to be questioned/interviewed by the Lobbyist Registrar,

unless it is essential for the Lobbyist to adequately respond to the Complaint, which determination shall be made by the Lobbyist Registrar, in its sole discretion;

- (b) request that the Lobbyist provide a written response to the allegations in the Complaint to the Lobbyist Registrar within ten (10) calendar days;

- (c) provide a copy of the Lobbyist's response to the complainant and request any written reply be provided by the complainant to the Lobbyist Registrar within ten (10) calendar days;
 - (d) if necessary, after reviewing the materials submitted, the Lobbyist Registrar may contact and speak to or correspond with any other persons, access and examine any other documents or electronic materials, including any materials on the Region's computers and servers, and may enter any municipal work location relevant to the Complaint for the purpose of conducting an investigation;
 - (e) if, during the course of an investigation of a Complaint, the Lobbyist Registrar discovers that the Lobbyist may have committed another contravention of the Lobbyist Registry By-law or Code of Conduct for Lobbyists, the Lobbyist Registrar shall have the authority to investigate and report on that matter;
 - (f) in accordance with subsection 223.12(2) of the *Municipal Act, 2001*, the Lobbyist Registrar may elect to exercise the powers under sections 33 and 34 of the *Public Inquiries Act, 2009*, in which case those sections apply to the inquiry.
5. In accordance with subsection 223.12(7) of the *Municipal Act, 2001*, if at any time during an inquiry the Lobbyist Registrar determines that there are reasonable grounds to believe that there has been a contravention of any other statute or of the *Criminal Code*, the Lobbyist Registrar shall immediately refer the matter to the appropriate authorities and suspend the inquiry until any resulting police investigation and charge have been finally disposed of, and shall report the suspension to Council.
 6. Upon concluding an investigation, if the Lobbyist Registrar considers that the Lobbyist has contravened the Lobbyist Registry By-law or the Code of Conduct for Lobbyists, a draft of the proposed final report on the Complaint and any proposed sanction or remedial measure shall be provided to the Lobbyist and the Lobbyist shall have ten (10) calendar days to make final comments.
 7. If the Lobbyist Registrar has determined that the Lobbyist has contravened the Lobbyist Registry By-law or the Code of Conduct for Lobbyists, the Lobbyist Registrar is authorized to impose any sanction authorized by subsections 9.1 and 9.2 of the Lobbyist Registry By-law in addition to such other remedial measures or corrective actions the Lobbyist Registrar considers appropriate.
 8. Where the Complaint is sustained in whole or in part, or where the Lobbyist Registrar has determined that the Lobbyist has contravened the Lobbyist Registry By-law or the Code of Conduct for Lobbyists, the Lobbyist Registrar shall report to Council outlining the findings, the terms of any settlement, and/or any sanctions or remedial measures/corrective actions. The Lobbyist Registrar may disclose in the report to Council such matters as in the Lobbyist Registrar's opinion are necessary for the purposes of the report. A report by the Lobbyist Registrar delivered to Council shall be made public on the Region's website.
 9. Where the Complaint is not sustained, except for exceptional circumstances, the Lobbyist Registrar shall not report to Council on the investigation.
 10. The Lobbyist Registrar and every person acting under the instructions of the Lobbyist Registrar shall preserve secrecy with respect to all matters that come to his or her knowledge in the course of his or her duties, except as required by law or as required by this Complaint Protocol.