



Project Planning: Concierge Service for major projects

Fisheries and Oceans Canada's (DFO) Concierge Service helps major project proponents understand and navigate regulatory requirements early in the planning process.

Experienced regional coordinators become a single point of contact to support proponents throughout the process until they are ready to submit applications for authorizations under the Fisheries Act.

Who this service is for

This service is intended for proponents of major projects, which may impact fish or fish habitat, and may need authorization under the *Fisheries Act*, including when species at risk are involved.

Concierge Service at a glance

Concierge coordinators provide:

- early information on processes and requirements related to authorizations or permits under the *Fisheries Act* and the *Species at Risk Act*
- clarification on the information needed to submit a complete application for *Fisheries Act* authorizations or *Species at Risk Act* permits
- advice to improve efficiency and save time in the regulatory review process
- support to identify and engage Indigenous groups early in the planning process
- guidance on offsetting options and habitat banking

Eligible projects

We consider several factors to determine whether a project is a major project. The concierge coordinator in your region can help assess whether your project is eligible for the service based on criteria, such as whether the:

- regulatory review of the project is being coordinated by a federal agency
- project is subject to a federal impact assessment, including northern assessments, and provincial or territorial environmental assessments
- project requires designation of a tailings impoundment area under the *Metal and Diamond Mining Effluent Regulations*
- project may result in significant impacts on fish and/or high-value fish habitat, including species at risk

Did you know? It is never too early to get in touch with us. Proponents are encouraged to contact their regional concierge coordinator as early as possible during the project planning stage and before submitting an application for authorization under the *Fisheries Act*.

Save time and improve efficiency from the start

By working with your regional concierge coordinator early in the planning process, proponents can:

- avoid costly last-minute changes and delays related to project redesigns
- submit more complete, higher-quality applications that require fewer information requests from DFO
- identify risks and opportunities for improvement early
- be better equipped to engage with potentially adversely affected Indigenous groups
- better understand Indigenous interests and concerns and identify ways to address them earlier in the process

Early Indigenous engagement

We encourage proponents to [engage early with Indigenous groups](#) who may be impacted by a project near water. Meaningful early engagement helps proponents design projects that:

- avoid and reduce impacts on Indigenous rights
- incorporate Indigenous interests, knowledge, and values

The regional Concierge Service coordinators can help identify opportunities for early engagement.

Contact the Concierge Service

Proponents can contact their [regional Fish and Fish Habitat Protection Program office](#) to connect with a concierge coordinator in their area.