

**Ministry of Heritage,
Sport, Tourism and
Culture Industries**

Minister

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**Ministère des Industries du
patrimoine, du sport, du
tourisme et de la culture**

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DEC 17 2019

Mr. Harald Thiel
Chair
Metropolitan Toronto Convention Centre
255 Front Street West
Toronto, ON M5V 2W6

2020-21 Mandate Letter

Dear Mr. Thiel:

I want to thank you for taking on your role as Chair at the Metro Toronto Convention Centre. Keeping in line with the retooled, refocused and renamed Ministry of Heritage, Sport, Tourism and Culture Industries, the work being done with your team contributes to a growing spectacular double bottom line in Ontario that our ministry's dual mandate reflects - that is our cultural fabric and the economic bottom line.

I often say that Ontario is the world in one province and thanks to the Metro Toronto Convention Centre being a world class facility, you make our jobs in the Ministry easier to showcase Ontario and attract visitors from around the globe. The important work you are doing provides truly unique opportunities for residents and visitors to explore and discover.

Our tourism industry is driven by the natural heritage and beauty of our lakes, rivers and forests, by our wealth of heritage and cultural attractions, and by festivals and events that enliven rural communities and urban neighbourhoods across the province. With delivery partners like you, our ministry is working to welcome the world to our province every day, bring people together, showcase the authentic Ontario experience, and support our diverse and thriving communities.

I recognize the success of your food donation program as an example of your positive community engagement. Please continue to work with local partners to meet the needs of the community and fulfil your mandate.

As you develop your business objectives, performance goals, and other activities for the coming year, I ask that you consider a number of key government priorities.

The 2019 Ontario Budget states that restoring trust, transparency and accountability in the province's finances is the government's highest priority. Additionally, the line-by-line review, conducted by Ernst and Young, can help inform how public spending can be more effective and efficient for the people of Ontario. I expect the principles outlined in those documents to guide your approach to exercising good governance and effective oversight at your agency.

As well, our government recently announced the completion of a review of provincial agencies, conducted by the Agency Review Task Force. This effort is part of our goal to ensure that agencies continue to be modern, effective and efficient for the people of Ontario. My ministry has received recommendations from the task force and will be communicating our government's directions to you. I will look to your agency to support their implementation.

Please continue to grow the Metro Toronto Convention Centre's international convention and trade show business, bringing the world to Ontario and driving tourism growth.

I value your role in operating, maintaining and managing an international-class convention centre in a way that promotes and develops tourism and industry in Ontario. I ask that you ensure your agency continues to deliver this important work in a manner consistent with the priorities of the government.

Together, our work drives billions of dollars in economic activity and creates thousands of jobs. It is boosting local economies, helping Ontario's communities succeed and showcasing our strengths to the world – but I believe there is so much more potential.

I know that with the Metro Toronto Convention Centre's help, the province can reach its potential.

Kindest regards,

Lisa MacLeod
Minister of Heritage, Sport, Tourism and Culture industries

c: Lorenz Hassenstein, President and CEO, Metro Toronto Convention Centre
Nancy Matthews, Deputy Minister, Heritage, Sport, Tourism and Culture Industries
Ken Chan, Assistant Deputy Minister, Business Transformation and Project Management Division, Ministry of Heritage, Sport, Tourism and Culture Industries