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Murray Porteous
Chair, Agricorp
1 Stone Road, West
Box 3660, Stn Central
Guelph, Ontario
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Dear Mr. Porteous:

I am pleased to write to you in your capacity as Chair of Agricorp. Pursuant to the requirements of the Agencies and Appointments Directive (AAD), this letter sets out my expectations for Agricorp for the 2017-18 fiscal year.

Ontario's board-governed agencies are vital partners in ensuring the delivery of high quality services to Ontarians. The people of Ontario depend on you to provide leadership to Agricorp's board, management and staff. Together with your fellow board members, the people of Ontario rely on you to establish the goals, objectives, and strategic direction for Agricorp consistent with Agricorp's mandate, government policies, and my directions where appropriate. I thank you for your willingness to serve.

As you plan for the 2017-18 fiscal year, I expect Agricorp to focus on the below items and look forward to seeing these addressed in the agency's annual business plan:

- Continued support of Ontario farmers by way of delivery of business risk management programs in an effective and timely manner. Especially given the current fiscal environment, I expect you to continue to identify opportunities for efficiencies and cost savings.
- Continuous improvement of its systems and processes to make everyday life easier for Ontario farmers. This is consistent with the government's initiatives to enhance the delivery of public services through the use of technology, as referenced in the 2016 Budget.
- Agricorp has done an excellent job in achieving an overall high customer satisfaction rating. I encourage you to keep up the good work and efforts to maintain the current customer satisfaction levels.

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- The Ontario government has set a target that, by 2019, women make up at least 40 per cent of all appointments to every provincial board and agency. I am pleased that Agricorp is already meeting this important target. It will be critical that we work together to maintain this target going forward.
- Continue the excellent work in meeting all AAD provisions and requirements.

I look forward to the continued partnership between Agricorp and OMAFRA, and to hearing about your progress on these commitments in your agency's annual report.

Sincerely,

Jeff Leal

Minister of Agriculture, Food and Rural Affairs