

Ministry of Attorney General

2026/27 – 2028/29 Service Plan

February 2026



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Minister's Accountability Statement



The Ministry of Attorney General 2026/27 – 2028/29 Service Plan was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

A handwritten signature in black ink, consisting of stylized, overlapping loops and a long horizontal stroke extending to the right.

Honourable Niki Sharma, K.C.
Attorney General and Deputy Premier
February 5, 2026

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Strategic Direction

In 2026/27, the Government of British Columbia will prioritize support for people by taking action to make life better for everyone.

Despite a challenging fiscal environment due to global uncertainty, trade relationship reordering, and low resource prices, over the past year Government made significant progress on efforts to reduce costs for British Columbians, hire more doctors and nurses, and build more homes, hospitals, and schools, faster. Government will continue to advance these key priorities even as tariffs, trade policies, and instability outside of the province's borders continue to put pressure on the province's finances.

Ongoing fiscal pressure means all parts of Government must continue to do their part to maximize efficiencies and make sure every dollar counts.

To respond to these extraordinary times, Government will focus on expanding trade and investment both within Canada and abroad and delivering major projects that offer good jobs and opportunities for people and communities. This focus on economic growth and prosperity is critical to delivering the revenue needed to provide services and infrastructure.

Good relationships and mutually beneficial partnerships with First Nations are critical to building a better future for everyone in British Columbia. Government will continue working diligently to implement the Declaration on the Rights of Indigenous Peoples Act Action Plan. Through collaboration and open dialogue, we aim to foster trust, stability, and certainty for all.

This 2026/27 service plan outlines how the Ministry of Attorney General will support the Government's priorities and selected action items identified in the Minister's most recent [Mandate Letter](#).

Purpose of the Ministry

The Ministry of Attorney General and the Ministry of Public Safety and Solicitor General work together as the justice and public safety sector to advance a shared vision of a safe, just, equitable, and resilient British Columbia. The Ministry of Attorney General ("the ministry") works to keep communities safe and provide certainty, proportionality, and above all, fairness when dealing with criminal, civil, and family law matters, while protecting people, especially those who are most vulnerable. While dealing with these matters, the ministry is focused on promoting confidence in the integrity of the sector and ensuring continued public participation and support.

The ministry is responsible for sheriff and court administration services, legal aid, prosecution services, administrative tribunals, civil and family justice services, protection and promotion of human rights, providing legal advice to Government, and developing justice policy and justice law reform, such as enhanced consumer protection for British Columbians. In the summer of 2025, responsibility for the Insurance Corporation of BC (ICBC) and its policy and legislation were transferred from the Ministry of Finance (Crown Agencies Secretariat) to the Ministry of Attorney General.

The ministry is also responsible for promoting multiculturalism and leading anti-racism initiatives through the Parliamentary Secretary for Anti-Racism Initiatives.

The Indigenous Justice Secretariat, housed in the Ministry of Attorney General, is a unique commitment between the Province and the BC First Nations Justice Council to cement their relationship and commitment to decreasing the overrepresentation of Indigenous Peoples in the criminal justice system along 2 tracks of change: (1) Reform of the existing justice system; and (2) transformation through the rebuilding of Indigenous justice systems. The Indigenous Justice Secretariat also works closely with Métis Nation British Columbia on the advancement of the Métis Justice Strategy.

Performance Planning

Goal 1: The justice sector is fair, timely, and accessible

Performance Measures

Performance Measure	2022/23 Baseline	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
[1a] Number of direct client engagements with Family Justice Services Division staff, programs, and services ^{1,2,3}	79,836	95,758	97,673	99,627	101,619

Data source: Family Information System 2, Family Justice Services Division (FJSD), Justice Services Branch. Updated on December 2, 2025.

¹ Data are preliminary and subject to change- small fluctuations in previously reported totals will change as data entry in case management system is ongoing throughout services provided to clients.

² 2025/26 forecast based on year-to-date FJSD client and case volume as of December 2, 2025.

³ 2026/27-2028/29 forecast based on year-to-date FJSD client and case volume as of December 2, 2025.

Performance Measure	2019/20 Baseline	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
[1b] Percentage of eFiled Court Documents ^{1,2,3}	35.7%	53.3%	54.8%	56.3%	57.8%

Data source: Strategic Information and Business Applications, Court Services Branch. Updated on November 25, 2025.

¹ Data are preliminary and subject to change – small fluctuations in previously reported totals and percentages are expected due to continuing improvements in data quality.

² Documents in scope currently include Civil and Family documents that are eligible for electronic filing (eFile) through Court Services Online.

³ This dataset excludes Supreme Court Motor Vehicle and Provincial Family documents. Supreme Court Motor Vehicle documents filed are expected to decline after the implementation of ICBC Enhanced Care Coverage. Provincial Family documents will be included once the user base for Provincial Family eFiling expands.

Objective 1.1: Enhance the user experience and modernize the justice system

Objective 1.2: Increase access to justice

Objective 1.3: Laws and regulatory systems facilitate justice and fairness

Discussion of Changes

The addition of Objective 1.3 corresponds to an expansion of the scope of work done by Justice Services Branch (JSB). In July 2025, JSB took responsibility for ICBC, and further to the Attorney General's mandate letter commitments, will be working with ICBC to ensure fairness for those seeking insurance as well as those injured in collisions.

The new performance measure "Number of direct client engagements" has replaced the ministry's previous performance measure focused on participant satisfaction with the online Parenting After Separation (PAS) courses. Over time, satisfaction levels with PAS have remained consistently high. The new measure is more active and better reflects the ministry's commitment

to improving access to justice. It tracks the volume of people receiving direct, publicly funded services from frontline staff. This shift provides a stronger indicator of the ministry's impact by demonstrating how many clients benefit from these services. By focusing on service delivery and client reach, the revised measure aligns more closely with strategic priorities and how ministry programs support individuals and families across the province.

Goal 2: British Columbian communities are protected and resilient

Performance Measure

Performance Measure	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
[2a] Percentage of callers reporting their needs met by the Racist Incident Helpline ^{1,2}	80%	80-82%	82-84%	84-86%

Data source: Racist Incident Helpline impact service provider report – April 2025

¹The 2025/26 forecast is based on year-to-date service provider impact reports as of April 2025. Targets for 2026/27–2028/29 are based on historical trends, current service patterns, and projected call volumes.

²This measure is derived from the post-call survey question asked at the end of each interaction: “Did this service meet your needs?” Callers may respond “Yes or “No.” Based on year-to-date response, approximately 20% of callers mentioned that their needs were not met.

Objective 2.1: Improved community and public safety for all British Columbians

Objective 2.2: Advance racial equity by strengthening community capacity, addressing racial hate, and dismantling systemic racism.

Discussion of Changes

The wording of Objective 2.2 has been updated to better reflect the current status of the Multiculturalism and Anti-Racism Branch's work and government's priorities related to public safety, anti-racism, and community service.

Performance Measure 2a is a new addition to the Service Plan. The previous Resilience BC performance measure (Number of B.C. communities engaged in projects that build intercultural trust and understanding and reduce racism and systemic barriers) has been replaced with a new indicator for the Racist Incident Helpline, the percentage of callers who report that their needs were met. This measure provides a clearer understanding of service effectiveness and offers more direct insight into how British Columbians experience government support when they report racist incidents.

Goal 3: Through working collaboratively with Indigenous Peoples, the justice sector is safer and more responsive

Performance Measures

Performance Measure	2020/21 Baseline	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
[3a] Number of cases from Indigenous Clients supported at Indigenous Justice Centres ^{1,2}	254	800	1100	1100	1100
[3b] Number of Indigenous Clients served by Indigenous Justice Centres ^{1,2}	N/A	600	550	550	550

Data source: BC First Nations Justice Council

¹ Number of legal clients calculated based on per month average between 2024/25 baseline and Q1 actuals. Some decline in new clients is expected as Indigenous Justice Centres (IJC) reach capacity and stabilize initial intake of cases after opening.

² It is anticipated that as the IJCs move into operations and establish themselves in their communities that the influx of new legal clients will decrease and stabilize as IJCs reach capacity. Estimated legal clients was calculated using the below estimated number of legal matters and the average legal client to legal matter ratio for FY 2024/25 and Q1 actual (1:1.485 ratio).

Objective 3.1: Advance self-determination by supporting the development, revitalization, and implementation of Indigenous laws and justice systems.

Discussion of Changes

Objective 3.1 has been shifted to recognize the priority of the work of the First Nations Community Safety Steering Committee (FNCS Steering Committee), which is advancing systemic approaches to support enforcement of First Nations' laws by building sustainable frameworks that integrate with the existing provincial justice infrastructure.

Two primary workstreams are underway: the first addressing Modern Treaty Nation law enforcement and prosecution barriers, and the second focused on enforcement of laws derived from federal statutes (e.g. Land Code and Self-Government laws and *Indian Act* bylaws). Together these frameworks will establish clear, long-term pathways for the validation and enforcement of First Nations' laws across B.C.

Previous Service Plans included a second objective for this goal to advance reconciliation through use of the Directives on Civil Litigation involving Indigenous Peoples (Directives) which has been removed. The Directives are not suited to Service Plan reporting requirements as the multiple specific instances of their application are generally subject to litigation and solicitor-client privilege. The Directives are also applied in a variety of ways in a high volume of complex ongoing and multi-year litigation, and they are focused on shifting how counsel approach litigation in terms of communication, procedural and legal positions, and engagement with the Ministry of Indigenous Relations and Reconciliation. The Directives do not define or dictate specific litigation outcomes. Overall, it is difficult to tangibly identify and measure the achievement of the Directives as an objective.

Financial Summary

(\$000s)	2025/26 Restated Estimates ¹	2026/27 Estimates	2027/28 Plan	2028/29 Plan
Operating Expenses				
Justice Services	206,094	202,071	204,152	204,102
Indigenous Justice Secretariat	20,322	19,259	19,258	19,258
Prosecution Services	214,899	225,427	225,427	225,427
Court Services	162,003	166,829	166,829	166,829
Legal Services	41,828	51,149	51,149	50,870
Agencies, Boards, Commissions & Other Tribunals	54,809	56,174	56,174	56,174
Multiculturalism & Anti-Racism	6,503	6,316	6,321	6,321
Executive Support Services	15,320	15,320	15,320	15,320
Judiciary	112,754	115,950	115,950	115,950
<i>Crown Proceeding Act</i>	24,500	24,500	24,500	24,500
Independent Investigations Office	12,622	13,983	13,983	13,983
Public Guardian and Trustee	0	0	0	0
Total	871,654	896,978	899,063	898,734
Capital Expenditures				
Executive and Support Services	8,483	6,185	6,185	6,185
Judiciary	770	770	770	770
Public Guardian and Trustee Operating Account	363	363	363	363
Total	9,616	7,318	7,318	7,318

¹ For comparative purposes, amounts shown for 2025/26 have been restated to be consistent with the presentation of the 2026/27 Estimates.

* Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

Appendix A: Public Sector Organizations

As of February 2026, the Ministry of Attorney General is responsible and accountable for the following organizations:

[British Columbia Ferry Commission](#)

- An independent regulator guided by the Coastal Ferry Act, responsible for overseeing BC's coastal ferry operators, including setting fare caps, approving capital expenditures, conducting performance reviews, encouraging innovation, while maintaining safe and reliable services.

[BC Family Maintenance Agency](#)

- A provincial Crown agency that helps children and families get the court ordered or agreed upon support they are entitled to

[BC Human Rights Tribunal](#)

- An independent quasi-judicial tribunal established under the BC Human Rights Code, responsible for accepting, screening, mediating, and adjudicating human rights complaints.

[British Columbia Review Board](#)

- An independent tribunal under the Criminal Code that holds hearings to make and review orders for any accused where a court found the individual not criminally responsible on account of mental disorder or unfit to stand trial.

[British Columbia Utilities Commission](#)

- An independent provincial regulatory agency that oversees energy utilities, ICBC basic auto insurance rates, common carrier pipelines, the reliability of the electrical transmission grid, and fuel price transparency to ensure safe, reliable energy, and basic auto insurance at fair rates.

[Building Code Appeal Board](#)

- A Board that resolves disputes between an individual builder, designer, or developer and a local government building official, on whether a specific building design, construction method or technology complies with provincial building regulations, primarily the BC Building Code and the BC Plumbing Code, under the Building Act.

[Civil Resolution Tribunal](#)

- An online tribunal, which provides accessible, cost-effective dispute resolution services for strata, small claims (up to \$5,000), minor vehicle injuries, intimate images, societies and cooperatives and related matters through negotiation, facilitation, and adjudication.

[Consumer Protection BC](#)

- The provincial regulator responsible for licensing and inspecting certain sectors, enforcing consumer protection laws, investigating complaints, educating businesses and consumers, and ensuring marketplace fairness and safety in British Columbia.

[Community Care and Assisted Living Appeal Board](#)

- A tribunal under the Community Care and Assisted Living Act that hears appeals related to licensing, registration, and certification decisions for community care facilities, assisted living residences, and early childhood educators.

[Employment Standards Tribunal](#)

- An independent administrative tribunal that hears appeals of determinations made by the Director of Employment Standards under the Employment Standards Act and the Temporary Foreign Worker Protection Act in British Columbia.

[Energy Resource Appeal Tribunal](#)

- An appellate tribunal with the role of considering and deciding appeals from certain decisions made by the British Columbia Energy Regulator.

[Environmental Appeal Board](#)

- An independent tribunal under the Environmental Management Act that hears appeals of certain decisions made under nine provincial statutes and their associated regulations, relating to environmental issues and the use or stewardship of natural resources.

[Financial Services Tribunal](#)

- Established under the Financial Institutions Act, the tribunal has the authority to hear and decide appeals of enforcement decisions made by the Insurance Council of British Columbia, the Superintendent of Real Estate, the Superintendent of Pensions, the Registrar of Mortgage Brokers, and the Superintendent of Financial Institutions.

[Forest Appeals Commission](#)

- An independent tribunal under the Forest and Range Practices Act that decides appeals of certain decisions under five provincial statutes and their associated regulations, related to forests and environmental issues.

[Health Professions Review Board](#)

- A tribunal established under the Health Professions Act, which on application, reviews certain decisions of colleges' registration and inquiry committees to ensure they are transparent, objective, impartial, and fair.

[Hospital Appeal Board](#)

- An independent quasi-judicial tribunal under the Hospital Act that provides medical practitioners with an avenue of appeal from hospital board of management decisions affecting hospital privileges.

[Independent Investigations Office of BC](#)

- A civilian-led police oversight agency responsible for conducting investigations into incidents of death or serious harm that may have been the result of the actions or inactions of a police officer, whether on or off duty.

[Insurance Corporation of British Columbia](#)

- A provincial Crown corporation that operates the auto insurance system for all British Columbians, including issuing driver's licences, vehicle insurance coverage, and claims support.

[Investigation and Standards Office](#)

- A body that provides independent oversight to BC Corrections, including investigating complaints, critical incident reviews, and conducting inspections about the conduct of correctional staff, compliance of facilities, and treatment of inmates.

[Judicial Council of the Provincial Court of BC](#)

- An independent body responsible for improving the quality of services provided by the judicial officers of the Provincial Court, including recommending candidates for appointment.

[Labour Relations Board](#)

- An independent tribunal that has authority under the Labour Relations Code to decide applications and provide mediation services on matters related to employment and labour relations in unionized workplaces.

[Law Society of BC](#)

- An independent regulatory body that protects the public by setting and enforcing standards of professional and ethical conduct for lawyers.

[Legal Aid BC](#)

- A provincial Crown Corporation that provides free legal information, advice, and representation to help eligible low-income individuals to address many family law problems issues, child protection matters, criminal charges, immigration and refugee matters, and mental health or prison law issues.

[Legal Professions BC¹](#)

- An independent regulatory body established under the Legal Professions Act, 2024, that will regulate lawyers, notaries, regulated paralegals and other regulated legal professions that may be designated. The transition from the existing regulatory bodies to LPBC is guided by a Transitional Board, Indigenous Council, Advisory Committee and other stakeholders.

[Mental Health Review Board](#)

- An independent tribunal established under the Mental Health Act that conducts review hearings for patients admitted by physicians and detained involuntarily in provincial health facilities in a manner consistent with the principles of fundamental justice and section 7 of the Charter of Rights and Freedoms.

[Notaries Public Board of Examiners](#)

- This board consults with and provides advice to the Society of Notaries Public regarding the examination required to become a notary public. The Board administers the exam and reports the results to the Society. See [section 3 of the regulation](#).

[Passenger Transportation Board](#)

- An independent tribunal that licences and regulates taxis, ride-hail, limousines, shuttles, and inter-city buses in British Columbia.

[Property Assessment Appeal Board](#)

- A quasi-judicial tribunal established under the Assessment Act, the second level of appeal for most property assessments in B.C., following the Property Assessment Review Panels.

[Public Guardian and Trustee of British Columbia](#)

- A provincial agency that protects the legal and financial interests of children under the age of 19, and the legal, financial, personal and health care interests of adults who need help with decision making and administers estates of deceased and missing persons.

[Safety Standards Appeal Board](#)

- An independent adjudicative tribunal that hears appeals brought under the Safety Standards Act, the Homeowner Protection Act, and the Building Act.

[Skilled Trades BC Appeal Board](#)

- An independent quasi-judicial administrative tribunal that hears appeals under section 45 of the Skilled Trades BC Act, related to decisions from Skilled Trades BC regarding trainees and industry training credentials.

¹ Legal Professions BC is expected to become operational as an independent regulatory body some time in 2027.

[Society of Notaries Public of BC](#)

- An independent regulatory body that regulates notaries public in the public interest by setting standards and investigating complaints.

[Surface Rights Board](#)

- A Board that assists in resolving disputes between landowners and companies that require access to private land to explore for, develop, or produce Crown-owned subsurface resources such as oil, gas, coal, minerals and geothermal.

[Vehicle Sales Authority of BC](#)

- An independent, non-profit regulatory agency delegated by the provincial government to license and regulate motor vehicle dealerships and salespeople, enforce the Motor Dealer Act and related consumer protection laws, and support fair, informed vehicle transactions through education, complaint investigation, and dispute resolution.

Appendix B: Minister Mandate Letter



July 17, 2025

Honourable Niki Sharma
Attorney General and Deputy Premier
Parliament Buildings
Victoria, BC V8V 1X4

Dear Attorney General Sharma:

Congratulations on your appointment as Attorney General and Deputy Premier at a critical time for our province. Serving as a member of the executive council is a privilege and responsibility which I am confident you will fulfill with integrity and a commitment to the people of our province.

British Columbians have trusted us with a mandate to deliver for them in ways that make a tangible difference in their daily lives. They expect us to listen and learn from people of different perspectives – and work together to make things better for everyone.

Specifically, we will tackle the challenges people worry about at the kitchen table:

- **Grow the economy by creating good jobs across British Columbia.** We will collaborate with businesses, workers, and communities to attract investments in both new and traditional sectors as well as emerging sectors of the economy. This approach will bring certainty for business, security for workers, and generate the wealth needed to support the essential services British Columbians rely on.
- **Reduce costs for families,** including by helping people access homes they can afford through support for first-time homebuyers, increasing the supply of rental housing stock, and stronger measures to crack down on housing speculation.

.../2

- **Strengthen health care** by expanding access to family doctors and recruiting and training more health professionals, ensuring that every British Columbian can access the care they need, no matter where they live. We will also increase access to addictions treatment and provide help for people whose struggles require intensive supports.
- **Make our neighbourhoods and communities safer** by working with law enforcement and social agencies to address street disorder, crack down on organized crime, and do all we can to ensure repeat offenders stay behind bars.

Our commitment to take action on climate change remains foundational and will be key to a healthy and prosperous BC for future generations.

Underlying all this work is our partnership with Indigenous peoples. Advancing reconciliation, implementing the *Declaration on the Rights of Indigenous Peoples Act* and working in partnership with First Nations rights-holders to advance shared interests is the responsibility of every Minister.

Over this mandate I expect you to prioritize making progress on the following:

- In order to protect key services that British Columbians rely on, work with the Minister of Finance to review all existing Ministry of Attorney General programs and initiatives to ensure programs remain relevant, are efficient and speed up court and tribunal processes, including judgment enforcement. This is important in the context of current Provincial budget constraints and overall efficiency.
- Ensure strong and safe communities for everyone across the province by aggressively pushing the federal government for continuing legal reform and cooperation with the province that will ensure violent and prolific offenders remain in custody after arrest.
- Use effective engagement with key stakeholders and aggressive innovation in relation to technology, rules and citizen-oriented processes to improve access to justice and reduce costs, increase speed and deliver independent and impartial justice and dispute resolution.
- Work with Indigenous communities and leadership consistent with the BC First Nations Justice Strategy and Métis Justice Strategy to reduce Indigenous overrepresentation in the justice system and promote safety and security in Indigenous communities across the province.
- Support the work of the Declaration Act Secretariat to align BC laws with the rights of Indigenous peoples.
- Protect British Columbians from unfair healthcare costs and ensure accountability for wrongdoers by identifying opportunities to recover expenses.

- Work with the Minister of Public Safety and Solicitor General to ensure safe access for British Columbians of all religious backgrounds to their places of worship.
- Make it easier for communities and families to follow preferred funeral and cremation practices by ensuring that relevant laws are modernized and responsive to cultural communities and their faiths and traditions.
- Work with the Cabinet Committee on Community Safety to ensure that initiatives identified by the committee are prioritized and delivered by your ministry as required.
- With support from the Parliamentary Secretary on Gender Equity, continue work to ensure that the justice system is responsive to the needs of survivors of gender-based violence.
- With support from your Parliamentary Secretary, lead work on anti-racism initiatives.
- Work with the 2SLGBTQIA+ community to fight the rise in discrimination and related hate crimes.
- Continue work to strengthen consumer protection in BC.
- Work with ICBC to ensure a comprehensive and independent review of the enhanced care model is conducted with the twin goals of delivering affordable rates for British Columbians and high-quality services and rehabilitation for those injured in collisions.

To assist you in meeting the commitments we have made to British Columbians, you are assigned a Parliamentary Secretary for Anti-Racism Initiatives whose focus will be to:

- Ensure British Columbians have effective tools to fight all types of racism, discrimination, and hate crimes through civil and criminal laws and processes.
- Work across ministries to ensure we are responsive to the issues identified through the Anti Racism Data Act efforts established under the last government and support the Minister to implement the Anti-Racism Act.

You will work closely together and ensure your Parliamentary Secretary receives appropriate support to deliver on this work.

As you are aware, we have established an accord with the BC Green Caucus that supports our shared commitment to ensuring stable governance focused on delivering progress and tangible outcomes for British Columbians. The commitments in that accord complement the direction in these mandate letters.

As a Cabinet, we will uphold the highest standards of ethics, collaboration, and good conduct in service of the public, and as a Minister of the Crown, you are expected to review, understand, and act according to the Members' Conflict of Interest Act. You will establish a collaborative working relationship with your Deputy Minister and the public servants under their direction, who provide the professional, non-partisan advice that is fundamental to delivering on our government's priorities. Your Minister's Office must meet the highest standards for integrity and provide a respectful, rewarding environment for all staff.

The work we have ahead takes place in a profoundly challenging geopolitical environment. Close friends and neighbours to our south are contemplating imposing draconian tariffs on our products that would hurt both Americans and Canadians. Our allies internationally face governmental instability. Hate and racism are on the rise around the world. Artificial intelligence breakthroughs with unclear implications and astonishing potential are announced daily. Global inflation, snarled supply chains, and war are threatening global economic growth and prosperity as well as the transition to a low-carbon economy.

We have an obligation to protect and defend British Columbians, as well as seize opportunities, in these uncertain times.

The good news is that we have everything we need to succeed, and we will succeed. British Columbia's people – our workers, entrepreneurs, business leaders, artists, and innovators – are among the most talented in the world. We are home to world-class educational institutions and public services. Our natural beauty is unmatched, we have internationally envied resources, and we are one of the most diverse places on the planet. Your job is to help us leverage these advantages in perilous times.

Use this mandate letter to guide your work, and do not be afraid to challenge assumptions, or be innovative, bold and aggressive in achieving the goals set out for you and your Ministry by the people of this province.

Thank you for joining me in the work ahead.

Sincerely,



David Eby, KC
Premier

cc: Amna Shah, MLA
Parliamentary Secretary for Anti-Racism Initiatives