

May 8, 2023

Karen O. Taylor
 Chair of the Board of Directors
Service New Brunswick
 PO Box 6000
 Fredericton, NB E3B 5H1

RE: 2023-2024 SNB Mandate Letter

Dear Ms. Taylor:

In our roles, we are entrusted to provide the province with the absolute best service possible. It is a privilege that we each share, and it is at the core of what we do and why we are here.

This letter provides an updated overview of your responsibilities for the year ahead, and I look forward to all that we can accomplish together with our shared vision and purpose.

As a Crown body under the *Accountability and Continuous Improvement Act*, I expect that you and your board will apply sound governance principles guided by effective strategy that delivers on your mandate.

As government, we are dedicated to ensuring the needs of residents are put first. Guiding us in our work is a collective focus on our overall priorities, including:

- energized private sector;
- vibrant and sustainable communities;
- affordable, responsive and high-performing organization;
- dependable public health care;
- world-class education; and,
- environment.

It is government's expectation that the Board:

- work collaboratively with the Department of Environment and Local Government to meet commitments and achieve actions set out in the Climate Change Action Plan.
- work through the Department of Aboriginal Affairs for advice and support on the Crown's Duty to Consult obligations throughout all initiatives.

Through your leadership as Chairperson, I expect the Board to deliver upon the priority areas outlined below:

Priority Areas	Expected Result / Outcome	Timeline
SNB.ca Modernization	Migrate SNB.ca to a modern technology platform that provides online capabilities to improve the client experience. Develop and implement a customer centric, collaborative process to deliver fast, simple and secure online services for all NBers to advance toward the target of 65% of all SNB transactions completed online.	April 2024

Property Assessment Services Modernization (CRAVES)	Finalized implementation plan for the CAMA (Computer Assisted Mass Appraisal) Renewal And Valuation Enhancement Solution (CRAVES) and digitization of the first 20% of documents.	December 2023
GNB IT Security Enhancements	Enhance GNB's IT security posture, protect information assets, and ensure the delivery of GNB services are secure, safe, and resilient by equipping 100% of targeted GNB managed end user devices with modern security technology.	March 2024
Modernize Corporate Registry	Update our Corporate Registry legislation and select an IT system to support businesses in a modern and customer-oriented manner. <ul style="list-style-type: none"> • Amendments to modernize the <i>Business Corporations Act</i>. • Proposal to Government to procure a new corporate registry IT solution. 	December 2023
2023-2025 Business Plan	Ensure the business plan is compliant with the statutory obligations in the <i>Accountability and Continuous Improvement Act</i> and present the SNB 2023-2025 Business Plan no later than June 30, 2023, for approval and signature. The plan shall be published on SNB's website no later than June 30, 2023.	June 30, 2023
2022-2023 Annual Report	Ensure the Annual Report is compliant with the statutory obligations in the <i>Accountability and Continuous Improvement Act</i> and present your 2022-2023 annual report – including an update on the status of Auditor General recommendations provided to the corporation in the past 5 years – no later than September 30, 2023, for approval and signature and file it with the Clerk of the Legislature pursuant to section 31 of the <i>Service New Brunswick Act</i> .	September 30, 2023

I have every confidence that we have a team that is prepared to lead with fairness, focus and to make tough and balanced decisions to keep our province moving forward. It is an honour to serve the people of New Brunswick.