

**Ministry of Public and  
Business Service Delivery**

Office of the Minister  
5<sup>th</sup> Floor, 777 Bay Street  
Toronto ON M5B 2H7  
Tel.: 416 212-2665  
TTY: 416 915-0001

**Ministère des Services au  
public et aux entreprises**

Bureau du ministre  
5<sup>e</sup> étage, 777, rue Bay  
Toronto ON M5B 2H7  
Tél. : 416 212-2665  
ATS : 416 915-0001



**MINISTER'S ORDER RE: COMPETENCY CRITERIA UNDER THE  
SAFETY AND CONSUMER STATUTES ADMINISTRATION ACT, 1996**

WHEREAS clause 8.2 (1) (a) of the *Safety and Consumer Statutes Administration Act, 1996* (the "SCSAA") provides that the Minister may, by order, establish competency criteria for members of the board of directors of a designated administrative authority;

AND WHEREAS the Travel Industry Council of Ontario ("TICO") is designated as the administrative authority for the purpose of administering the provisions of the *Travel Industry Act, 2002* and the regulations made under that Act;

AND WHEREAS TICO is required to exercise its powers and duties in such a manner as to protect the public interest and to comply with the principle of maintaining a fair, safe and informed marketplace.

AND WHEREAS establishing competency criteria is intended to ensure directors have the competency to effectively advance TICO's consumer protection mandate;

AND WHEREAS in accordance with subsection 8.2 (2) of the SCSAA, a person is qualified to be appointed or elected to the board only if the person meets the competency criteria, if any, established under subsection 8.2 (1);

NOW THEREFORE pursuant to clause 8.2 (1) (a) of the SCSAA, I hereby make the following Order:

1. All members of the board of directors of TICO shall have the following competency:

Possess a positive orientation for proactive consumer protection initiatives.

2. This Order comes into effect on October 1, 2023.

A handwritten signature in black ink, appearing to read 'Kaleed Rasheed', written over a horizontal line.

The Honourable Kaleed Rasheed  
Minister of Public and Business Service Delivery

Made this 11 day of August, 2023.