



INDEPENDENCE, INTEGRITY & FAIRNESS

- Arms-length from government
- Avoids undue influence by big business
- Measures to correct power imbalance and ensure fairness
- Appointment is transparent and merit-based
- Confidence in office and office holder is key



EFFECTIVE INVESTIGATION

- Investigates complaints of harm and significant risk of harm
- Screens out vexatious, frivolous complaints
- Has legal mandate and legal powers to undertake effective investigations
- Includes robust protections for companies, individuals and communities



PUBLIC REPORTING

- Regular public updates on progress
- Information posted in a timely manner throughout the complaint process, including requests for information and final recommendations



RECOMMENDATIONS & REMEDY

- Ombudsperson issues public report with findings and recommendations for remedy and harm prevention
- Recommendations can focus on the company, but also the Government of Canada - including withdrawing support



MONITORING & FOLLOW-UP

- To be effective, recommendations and settlement agreements must be monitored
- Progress on implementing recommendations must be reported to ombudsperson, who is tasked with monitoring (including seeking community response) and publicly reporting on that progress