



Kwok and Associate
Licensed Public Accountant

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July 3, 2026

Paul Johnson
City Manager
City of Toronto
100 Queen Street West
Toronto, ON M5H 2N2

**Re: Ombudsman Toronto
Report on the Results of Applying Specified Auditing Procedures to Financial Information
Other Than Financial Statements for the Year Ended December 31, 2025**

Agreed-Upon Procedures Report

To Toronto City Council:

Purpose of this Agreed-Upon Procedures Report

Our report is solely for the purpose of assisting Toronto City Council in determining whether expenditures incurred by Ombudsman Toronto are in compliance with applicable City by-laws, policies and procedures, including appropriate exercise of delegated authorities to meet the requirements of Section 3-1.7B of Toronto Municipal Code, Chapter 3.

Responsibilities of the Engaging Party and the Responsible Party

The City Manager's Office has acknowledged that the agreed-upon procedures are appropriate for the purpose of the engagement.

Ombudsman Toronto, as identified by the City Manager's Office, is responsible for the subject matter on which the agreed-upon procedures are performed.

Practitioner's Responsibilities

We have conducted the agreed-upon procedures engagement in accordance with the Canadian Standard on Related Services (CSRS) 4400, Agreed-Upon Procedures Engagements. An agreed-upon procedures engagement involves our performing the procedures that have been agreed with

the City Manager's Office, and reporting the findings, which are the factual results of the agreed-upon procedures performed. We make no representation regarding the appropriateness of the agreed-upon procedures.

This agreed-upon procedures engagement is not an assurance engagement. Accordingly, we do not express an opinion or an assurance conclusion.

Had we performed additional procedures, other matters might have come to our attention that would have been reported.

Professional Ethics and Quality Management

We have complied with the ethical requirements in the rules of professional conduct of the Chartered Professional Accountants of Ontario and the independence requirements in accordance with Rule 204 therein.

Our firm applies Canadian Standard on Quality Management (CSQM) 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Procedures and Findings

Procedures	Findings
Examine the audit sample source documents for compliance with applicable City by-laws, policies and procedures, including appropriate exercise of delegated authorities	No exceptions noted
Obtain a list of Annual Non-Competitive Procurement Activity and Annual Consulting Services Expenditures	The City Clerk's Office provided the information noted below

List of Annual Non-Competitive Procurement Activity

The City Clerk's Office provided the following list of Annual Non-Competitive Procurement Activity. Where applicable, certain details have been redacted to comply with Section 181 of the City of Toronto Act in which the Duty of Confidentiality is defined.

DPO Number	PO Date	Material Group Number	Material Group Desc.	Supplier Name	Total
3648922	2025-09-02	9120	Consult,Comm	MINOKAW OFF RESERVE BUSINESS CONSUL	\$25,000.00
3649323	2025-09-15	9120	Consult,Comm	THERE MANAGEMENT CONSULTING INC	\$45,000.00
8200000103	2025-12-08	8012	Legal services	REDACTED	\$15,000.00
8200000284	2025-12-23	8214	Graphic design	TRAJECTORY	\$15,000.00

6056566	2025-03-11	811122	Computer Software Maintenance	RESOLVE SOFTWARE GROUP CANADA INC.	\$36,353.96
6057438	2025-10-22	9155	Consult, General	CREAN, FIONA	\$25,000.00

List of Annual Consulting Services Expenditures

The City Clerk's Office was requested to provide a list of Annual Consulting Services Expenditures. Where applicable, certain details have been redacted to comply with Section 181 of the City of Toronto Act in which the Duty of Confidentiality is defined.

The City Clerk's Office noted there were no such transactions.



Markham, Ontario
July 3, 2026

Ronald Kwok, CPA, CGA
Licensed Public Accountant