



Indicator 1



100%

SGR practices are used to review/evaluate every initiative

Indicator 2



100%

Strategic priority projects and initiatives follow project management processes

Indicator 3



**5 days: NS Grad
10 days: CFTA
30 days: IEN**

Average time to approve and process a registration request: NS grad, IEN, CFTA

Indicator 4



100%

Projects/initiatives are assessed through the risk management framework

Indicator 5



24 hours

Response time to Live-Chat inquiries

Indicator 6



progress to plan

Committed to continuous education in diversity & inclusion

Indicator 7



2 days

Average days for receipt of complaint to be acknowledged

Indicator 8



5 days

Average days to submit decision to Complainant and Respondent once the Committee render decision

Indicator 9



progress to plan

Monthly financial reviews demonstrate responsible stewardship of its financial resources