



## 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

# of days  
NS grad: N/A\*  
CFTA: N/A\*  
IEN: Non-DIRL,  
DIRL: N/A\*

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

## Indicator 4



100%

Projects/initiatives are assessed through the risk management framework

## Indicator 5



100%

Response time to Live-Chat inquiries

## Indicator 6



progress to plan

Committed to continuous education in diversity & inclusion through the NSCN road map

## Indicator 7



1.1 days

Average days for receipt of complaint to be acknowledged

## Indicator 8



1.0 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

\*Data is unavailable at this time as we work to establish a process to track this information in our new regulatory information system.