




**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**



**days**  
NS grad: 1  
CFTA: 3.5  
IEN: 3

Average time to approve and process a registration request: NS grad, CFTA, IEN (non-DIRL)

**Indicator 4**



**100%**

Projects/initiatives are assessed through the risk management framework

**Indicator 5**



**N/A**

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 day**

Average days for receipt of complaint to be acknowledged

**Indicator 8**



**1.25 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

\*Live Chat discontinued in May 2025