



**Indicator 1**



**No new charters**

SGR practices are used to review/evaluate every initiative

**Indicator 2**



**90%**

Strategic priority projects and initiatives follow project management processes

**Indicator 3**



**days**  
**NS grad: 1**  
**CFTA: 1.6**  
**IEN: 5**

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

**Indicator 4**



**No new charters**

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**



**0.5 days**

Average days for receipt of complaint to be acknowledged

**Indicator 8**



**1.33 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