

**Table 1 - 2021 Strategic Goals - Q1 Progress Report**

Category	Goal	Goal Owner Last Name	Due Date	% Complete	Goal Status	Comments
Financial	01.CoS Rate Application: Strawman Draft CoS Rate Application	Arnold	3-31-2021	100	Completed	
Customer Care	05. CRM Initiative: CRM Planning Report	Mir	3-31-2021	100	Completed	
High Performing Team	06. Safety: 30 H&S Field Visits	Milroy	3-31-2021	100	Completed	
High Performing Team	07. Corporate Culture: Planning Report: Living with Covid-19 Safe Work Practices Plan	Carswell	3-31-2021	100	Completed	
High Performing Team	07. Corporate Culture: Planning Report: Living with Covid-19 Safe Work Practices Plan	Milroy	3-31-2021	100	Completed	COVID-19 Safety Plan has been updated to align with government requirements, including updated list of symptoms. Changes have been reflected in Daily screen forms, job plans, Community Portal, signs around the building and the Employee COVID-19 booklet
Technology	08. Digital Foundation: Sidewalk Labs Go-Live	Mir	3-31-2021	100	Completed	The measurement period for SWL pilot has started from 1st of January, 2021.
Technology	10. Increased Resiliency: Cyber Security Gap Analysis Report	Mir	3-31-2021	100	Completed	Report was presented to the Executive Committee on January 19, 2021.

**Table 1 - Q2 Strategic Goals**

Category	Goal	Goal Owner Last Name	Due Date	% Complete	Goal Status	Comments
Financial	01. CoS Rate Application: DSP	Milroy	6-30-2021	100	Completed	Customer survey results reviewed and they support DSP, finalized financials with finance, updated performance metrics.
Financial	01. CoS Rate Application: ISP	Mir	6-30-2021	100	Completed	ISP has been submitted for inclusion into the DSP.
Financial	02. Financial: Maintain S&P Credit Rating of 'A'	Arnold	6-30-2021	100	Completed	Report received from S&P. Submitted to Executive Committee May 11, 2021.
Customer Care	04. Customer Online Applications: AODA Compliance for Web Applications	Mir	6-30-2021	100	Completed	AODA compliance was submitted on June 21, 2021. Presented to the Executive Committee on June 22, 2021 (as part of the Corporate Services weekly report).
High Performing Team	06. Safety: 30 H&S Field Visits	Milroy	6-30-2021	100	Completed	
High Performing Team	07. Corporate Culture: Annual Policy Review	Carswell	6-30-2021	100	Completed	
High Performing Team	07. Corporate Culture: Board Update re: Covid-19 Management Including Mental, Health, Wellness	Carswell	6-30-2021	100	Completed	VIBE Program Launched. Package sent home. Section of Community Portal for resources. Additional content for Mental Health Week including motivational speaker on May 3. Employee survey conducted in mid April. Additional content will be rolled out throughout the year in accordance with survey results - walking/hiking, vaccine info email and on portal, cooking class, meditation sessions, finance and benefit info for employees. June 2 - mental health training session for senior leadership

High Performing Team	07. Corporate Culture: Board Update re: Covid-19 Management Including Mental, Health, Wellness	Milroy	6-30-2021	100	Completed	VIBE Program Launched. Package sent home. Section of Community Portal for resources. Additional content for Mental Health Week including motivational speaker on May 3. Employee survey conducted in mid April. Additional content will be rolled out throughout the year in accordance with survey results - walking/hiking, vaccine info email and on portal, cooking class, meditation sessions, finance and benefit info for employees. June 2 - mental health training session for senior leadership
High Performing Team	07. Corporate Culture: Contact Centre WFH Plan- Post-Covid	Mir	6-30-2021	100	Completed	Presented to Executive Committee on June 15, 2021.
High Performing Team	07. Corporate Culture: Report on Remote Operations Centres	Milroy	6-30-2021	100	Completed	Met with consultant. Summary of findings is complete.
Technology	08. Digital Foundation: Corporate ELD Implementation	Milroy	6-30-2021	70	Cancelled	Evaluation Team completed trial, on hold pending Ont. Government legislation, 70% complete.
Technology	08. Digital Foundation: Corporate ELD Implementation	Mir	6-30-2021	70	Cancelled	Evaluation Team completed trial, hardware devices have been selected and Supervisor training is being scheduled, 70% complete. Board Approved April 27 2021: Target Cancelled.
Technology	10. Increased Resiliency: Core Network Refresh	Mir	6-30-2021	100	Completed	Testing, including failover, complete on June 24, 2021.

**Table 1 - Q3 Strategic Goals**

Category	Goal	Goal Owner Last Name	Due Date	% Complete	Goal Status	Comments
Financial	01.CoS Rate Application: Final CoS Rate Application Submitted to OEB (FN)	Arnold	9-30-2021	100	Completed	Submitted to OEB August 27, 2021.
Financial	02. Financial: Credit Card Recurring Payment Feasibility Study	Mir	9-30-2021	100	Completed	Report presented to Executive Committee on August 31, 2021.
Customer Care	03. Relationship Management: Bill Rendering Solution with Microservices	Mir	9-30-2021	70	Postponed	Deferred go-live to 2022 due to staff turnover and absences due to covid. This allows for 2-3 months of parallel runs before go-live.
Customer Care	05. CRM Initiative: Enterprise CRM - Use Case Demo	Mir	9-30-2021	0	Cancelled	Board Approved April 27 2021: Target Cancelled.
High Performing Team	06. Safety: (2) External IHSA Crew Visits	Milroy	9-30-2021	100	Completed	Scheduled external audit for September 30
High Performing Team	06. Safety: 30 H&S Field Visits	Milroy	9-30-2021	100	Completed	
High Performing Team	07. Corporate Culture: Diversity & Inclusion Training	Carswell	9-30-2021	100	Completed	Shepell/Lifeworks Option selected and training group finalized. Training will take place on September 7, 14 and 21.
High Performing Team	07. Corporate Culture: Draft ESG Framework	Carswell	9-30-2021	60	Behind	RFQ responses received in August. EY selected. Kickoff meeting complete. Roadmap framework selected. Workshops scheduled with senior stakeholders.
High Performing Team	07. Corporate Culture: Employee Engagement Survey	Carswell	9-30-2021	100	Completed	Survey was conducted in June 2021. Final report received. Shared with HR Committee on August 23 and with Executive.
Technology	08. Digital Foundation: Tiles App Refresh with Hours of Operation	Mir	9-30-2021	100	Completed	
Technology	10. Increased Resiliency: Cyber Security Gap Resolution and/or Implementation	Mir	9-30-2021	100	Completed	
Technology	Nelson TS Decommissioning Final Phase	Milroy	9-30-2021	100	Completed	All 13-8 has been converted and disconnected