



Indicator 1



**No new
charters**

SGR practices are used to review/evaluate every initiative

Indicator 2



98%

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



**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 day

Average days for receipt of complaint to be acknowledged

Indicator 8



2 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