

January 11, 2010

FOR INFORMATION

To: The Board of Governors of Exhibition Place

From: Dianne Young, Chief Executive Officer

Subject: **2009 – 2012 Strategic Plan**

Summary:

The intent of this report is to update the Board, for its information, on the progress of work within the 2009 – 2012 Strategic Plan.

Financial Impact:

There is no financial implication arising from this report.

Decision History:

At its meeting of May 28, 2009, the Board approved of the draft Strategic Plan 2009 – 2012 which set out the Vision, Mission, Goals, Objectives and Outcomes as developed by the Board at its strategic planning session in April 2004 and by Exhibition Place staff.

Issue History:

The Board requested regular progress reports on the Strategic Plan.

Comments:

Since the October 2009 meeting of the Board, staff has been working on several initiatives to move the 2009 – 2012 Strategic Plan forward. One major initiative has been the commencement of a Customer Service strategy which established Core Values across the organization, surveyed staff on the topic and developed a Customer Service Framework that includes a Customer Services Philosophy and Service Principles. This initiative will be continued throughout 2010 and it is now reflected in the Strategic Plan Outcomes and Tasks. In addition, all other Outcomes and Tasks have been reviewed and further refined in light of 2009 experience.

Attachment: 2009 – 2012 Goals, Objectives, Outcomes & Tasks