

Item 7 APPENDIX IV

See below the proposed targets and measures included in the Strategic Plan which was approved by the EPOS Board at its 190th Meeting held on Tuesday August 30th, 2022:

Customer/ Stakeholder Perspective		<i>How do we create value in the minds of our customers and stakeholders?</i>					
Objective	Metric	Actual FY 20	Targets			Initiatives	
			FY 21	FY 22	FY 23		
S1	Improve Quality of Life	% Change in Social Development Index	0%	1%	1%	2%	
S2	Improve Infrastructure	% of Projects supporting SDGs	TBA	100%	100%	100%	
S3	Improve Human & Social Condition	% of communities with at least basic sanitation	TBA	TBD	TBD	TBD	
S4	Increase Economic Activity	Economic value generated or distribution within communities	TBA	\$10M	TBD	TBD	
S5a	Position EPOS as an authority on urban development	% of Projects Funding Acquired	13%	12%	30%	35%	Mandate Clarification Approval of SDP Rebranding Social Investment Marketing
		• IDF	13%	12%	12%	20%	
		• SEP	15%	10%	50%	50%	
S5b		Brand Strength	---	—	—	TBD	

Financial Perspective		<i>How do we create value in the minds of the shareholder(s)/owner(s) of the business?</i>					
Objective	Metric	Actual FY 20	Targets			Initiatives	
			FY 21	FY 22	FY 23		
F1	Deliver within Budget	% Budget Utilization	60%	66%	75%	90%	
F2	Improve Corporate Governance	Corporate Governance Index	43	53	55	57	Corporate Governance Performance Measurement

Internal Processes Perspective		<i>In what processes must we excel in order to satisfy the expectations of our customers and stakeholders (and at a cost that meets the expectations of the owner(s))?</i>				
Objective	Metric	Actual FY 20	Targets			Initiatives
			FY 21	FY 22	FY 23	
IP1 Leverage Government & Community Relations	# of Project proposals Adopted/Sponsored	---	4	TBD	TBD	<ul style="list-style-type: none"> Secure Government approval of Alternative Funding Develop Ecosystems Partner with Peer Agencies Redesign Project Selection Matrix
IP2 Align Programme Management	Total Project Backlog	100%	85%	75%	70%	<ul style="list-style-type: none"> Social Dev't Prog Redesign Project Programming Methodology
IP3 Optimize Project Management	Schedule Performance Index (S-curve)	>1	1	1	1	<ul style="list-style-type: none"> Redesign Contract Evaluation Form & Report Financing Facility for contractors
IP4 Improve Administration & Compliance	% of Contracts issued within 28 days of award	TBA	90%	100%	100%	<ul style="list-style-type: none"> Streamline Contract Administration
	Avg TAR for Contractor Payments	108	90	60	60	<ul style="list-style-type: none"> Advocate for Financing Facility for Contractors

Learning & Growth Perspective		<i>How must our organization be designed to deliver excellence, in terms of our: People, Culture, Systems & Processes, Information, and Infrastructure?</i>				
Objective	Metric	Actual FY 20	Targets			Initiatives
			FY 21	FY 22	FY 23	
L1 Build Organization Capacity (Info & Structure)	Fill Rate	50%	80%	80%	80%	<ul style="list-style-type: none"> Secure approval of Structure and Salaries. Fill Key Positions: CSD/Bus Dev; CTO; HRO; Auditor, Research Analyst; Projects Social Dev't Prog
L2 Strengthen Systems & Controls	% of Processes meeting performance standards	TBA	70%	80%	80%	<ul style="list-style-type: none"> Contract Mgt; Acct; HR, Proj Mgt. Automate Performance Reporting
L3 Increase Employee Capability	% Employees Meeting performance standards	TBA	90%	90%	90%	<ul style="list-style-type: none"> Revise Perf. Appraisals