

SERVICE STANDARDS FOR FINANCE AND TECHNOLOGY

SECOND QUARTER – 2021

| Action | Frequency | Period Ending March | Period Ending June | Period Ending September | Period Ending December |
|---|------------------------------|---------------------------|-----------------------|-------------------------------|------------------------------|
| Accounts Receivable Up to Date | Weekly | ✓ | ✓ | | |
| Accounts Payable Up to Date | Weekly | ✓ | ✓ | | |
| Employer Health Tax | Bi Weekly | ✓ | ✓ | | |
| Receiver General Submitted | Bi Weekly | ✓ | ✓ | | |
| WSIB | Monthly | ✓ | ✓ | | |
| Retail Sales Tax | Monthly | ✓ | ✓ | | |
| HST | Quarterly | ✓ | ✓ | | |
| Corporate Tax | Monthly | ✓ | ✓ | | |
| Bank Reconciliation | Monthly | ✓ | ✓ | | |
| Assets are Insured | Annual – July Building & CGL | | ✓ | | |
| Directors & Officers & Cyber Insurance | Annual - July | | | | |
| Financial Institution Bond | Annual - July | | | | |
| Scotia Investment Review with the Board | Semi Annual | | ✓ | | |
| Hardware and Software | As Required | ✓ | ✓ | | |
| Off Premise Back Ups & Off Premise Access | Monthly | ✓ | ✓ | | |
| OMIA Stats Balanced | Monthly | ✓ | ✓ | | |

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|---|-----------|---|---|--|--|
| Performance and Salary Review Completed | Quarterly | ✓ | ✓ | | |
| | | | | | |
| Financials Sent to Board | Monthly | ✓ | ✓ | | |
| | | | | | |
| P & C 1 Filing | Quarterly | ✓ | ✓ | | |
| | | | | | |
| Department Meetings | Monthly | ✓ | ✓ | | |