# **SERVICE STANDARDS FOR FINANCE AND TECHNOLOGY**

|  |
| --- |
| **FIRST QUARTER – 2021** |
| Action | **Frequency** | **First****Quarter** | **Second Quarter** | **Third****Quarter** | FourthQuarter |
| 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 |  |  |  |  |
|  |  |  |  |  |  |
| Review with Investment Advisor | Semi Annual |  |  |  |  |
|  |  |  |  |  |  |
| Hardware and Software | As Required |  |  |  |  |
|  |  |  |  |  |  |
| Off Premise Back Ups & Off Premise Access | Monthly |  |  |  |  |
|  |  |  |  |  |  |
| OMIA Stats Balanced | Monthly |  |  |  |  |
|  |  |  |  |  |  |
| Performance and Salary Review Complete | Quarterly |  |  |  |  |
|  |  |  |  |  |  |
| Financials Sent to Board | Monthly |  |  |  |  |
|  |  |  |  |  |  |
| P & C 1 Filing | Quarterly |  |  |  |  |
|  |  |  |  |  |  |
| Department Meetings | Monthly |  |  |  |  |
|  |  |  |  |  |  |