

Appendix 1 - Management Action Plans as of March 31, 2024

Audit Report	Audit Rating	Year	Recommendations				
			Total Open	Total Due	Completed	Outstanding	Not Yet Due
HR Benefits (Phase 1)		2019	2	2		2	
Transit Operations		2020	2	2		2	
Cyber Security Assessment	N/R	2020	2	2		2	
Executive Expenses		2021	1	1		1	
Corporate Governance		2021	9	9		9	
Emergency Expenses		2021	2	2		2	
Vendor Performance Management		2021	2	2		2	
Realty Services – Gap Analysis	N/R	2021	9	9	2	7	
Health and Safety		2022	3	0			3
IT Infrastructure and Cloud Management		2022	12	12	1	11	
Parks Maintenance		2022	1	1	1		
Limited Tendering		2022	6	6		6	
User Fee	N/R	2022	7	2		2	5
		TOTAL	58	50	4	46	8

Definitions

- The “Total Open” values are the sum of Completed, Outstanding and Not Yet Due recommendations.
- The “Total Due” values are the sum of Completed and Outstanding recommendations.
- An “Audit Rating” is assigned to most audits. Non-audits are not rated.

Audit Rating Legend

No Rating	Effective	Improvement Required	Significant Improvement Required	Immediate Action
-----------	-----------	----------------------	----------------------------------	------------------