APPENDIX 2- Management Action Plan Status Details as of December 31, 2022

Please note that:

- Management Action Plans marked as completed in this report will be omitted from future reports.
- Dates under the "Updated Target Completion Date" column were provided by the client.

Audit and Finding/Issue	Original Target Completion Date	Updated Target Completion Date	Status of Q4 2022
HR Recruitment- 2019 Policies & Procedures Require Review and Update	Q1 2020	Q1 2023	Outstanding: Q4 2022 - Reviewing SOP and Policy with HR Director for approval, once finalized, it will be presented to CLT and council for approval.
HR Recruitment- 2019 Policies & Procedures Require Review and Update	Q3 2020	Q1 2023	
HR Benefits (Phase 1)- 2019 Validation of Practitioners for Short Term Disability (STD) Update the Short Term Disability Policy and related Standard Operating Procedures (SOP)	Q4 2019	Q1 2023	Outstanding: Completed review of current COB DM policies & SOP to understand practices/procedures that were in place. Conducted and completed benchmarking on 5 municipalities, though requested response from 6. Policies and SOP's were reviewed

Audit and Finding/Issue	Original Target Completion Date	Updated Target Completion Date	Status of Q4 2022
HR Benefits (Phase 1)- 2019 Validation of Practitioners for Short Term Disability (STD) Implement a process to validate that the individual authorizing the Short Term Disability is a licensed medical practitioner as determined by the Short Term Disability policy.	Q4 2019	Q2 2023	Outstanding: Dependent on completion of Validation of Practitioners for Short-Term Disability (STD) .
Transit Operations- 2020 Scrap Sales & Potential Exposure	Q1 2022	Q1 2023	Outstanding: Current citywide contract on scrap is up for re-tendering. The procurement process was initiated with the completion of the following tasks: • A buyer assigned by Purchasing • The completion of the Procurement Plan • A benchmark of practices at Guelph and TTC Next steps to go out to market with RFP to be completed in Q1 2023 • Finish requirements • Issue and evaluate RFP • Award contract
Transit Operations- 2020 Attendance cards Mechanics and Stock Keepers	Q4 2022	Q4 2023	MyTime project team is working on Transit's pending items and plans for a Fall 2023 implementation, including Attendance (time) cards

Audit and Finding/Issue	Original Target Completion Date	Updated Target Completion Date	Status of Q4 2022
Cyber Security- 2020 Presented in camera Details available upon request	Q4 2021	Q4 2023	Outstanding: Request for procurement to purchase for solution issued.
Cyber Security- 2020 Presented in camera Details available upon request	Q4 2021	Q4 2023	Outstanding: Work in progress.
Executive Expenses- 2021 Support for converted amount of out of country expenses not always included	Q4 2021	Q1 2023	Outstanding: Administrative Directive for Employee Business Expenses (FIN-160) has been reviewed and updated by Finance as well as reviewed by Corporate Policy Team. This amendment is to be included in a comprehensive report to Council along with all the other Finance policy amendments and additions. Due to the upcoming Municipal election, the target completion date has been moved to Q1 2023.
Corporate Governance- 2021 Implement an Enterprise Risk Management (ERM) Program	Q1 2022	Q2 2023	Outstanding
Corporate Governance- 2021 Implement an Enterprise Risk Management (ERM) Program	Q2 2022	Q3 2023	

Audit and Finding/Issue	Original Target Completion Date	Updated Target Completion Date	Status of Q4 2022
Corporate Governance-2021 Implement an Enterprise Risk Management (ERM) Program	Q4 2022	Q4 2023	
Corporate Governance-2021 Implement an Enterprise Risk Management (ERM) Program	Q4 2022	Q4 2023	
Corporate Governance-2021 Implement an Enterprise Risk Management (ERM) Program	Q4 2022	Q4 2023	
Corporate Governance-2021 Implement an Enterprise Risk Management (ERM) Program	Q4 2022	Q2 2024	
Corporate Governance-2021 Records Management Retention and Disposal	Q4 2022	-	Completed
Corporate Governance-2021 Exercise of Delegation of Powers and Authorities	Q3 2021	Q1 2023	Outstanding: Review of Administrative Authority By-law and related policy review now to be undertaken through Q1 and Q2 to be reported to Council in Q2.

Audit and Finding/Issue	Original Target Completion Date	Updated Target Completion Date	Status of Q4 2022
Corporate Governance-2021 Council Code of Conduct for Council acknowledgement and review	Q1 2022	Q3 2022	Outstanding: New Members provided Code Acknowledgement form for completion as part of term onboarding. Council transition of Integrity Commissioner means work to review and update Code to occur in Q1 and Q2 2023.
Corporate Governance-2021 Lack of Code of Conduct coverage for Citizen Appointees	Q1 2022	Q3 2022	Outstanding: Council transition of Integrity Commissioner means work to establish Code coverage for citizen advisory bodies to occur in Q1 and Q2 2023.
Corporate Governance-2021 Lack of common Policy to address complaints	Q4 2021	Q4 2022	Outstanding: The policy is awaiting final approval from the main stakeholders.
Emergency Expenses-2021 Invoice Approval Process Needs to be Strengthened	Q4 2021	Q1 2023	Outstanding: Automation Software went live in November 2022 and is being deployed in stages. The remaining departments will go live by Q1 2023.
Emergency Expenses-2021 Invoice Approval Process Needs to be Strengthened	Q3 2022	Q1 2023	Outstanding: Automation Software went live in November 2022 and is being deployed in stages. The remaining departments will go live by Q1 2023.
Vendor Performance Management- 2021 Vendor Performance Evaluation Effectiveness	Q1 2022	Q2 2023	Outstanding: Council transition of Integrity Commissioner means work to establish Code coverage for citizen advisory bodies to occur in Q1 and Q2 2023.

Audit and Finding/Issue	Original Target Completion Date	Updated Target Completion Date	Status of Q4 2022
Vendor Performance Management- 2021 Oversight and Utilization of Vendor Performance Data	Q4 2022	Q2 2023	Outstsanding: System demonstration took place and the decision was made to implement the Vendor Performance module. Implementation and training anticipated for Q2 2023.
Realty Services - 2022 Vacant Positions and High Turnover	Q4 2022	Q3 2023	Outstanding: One position remaining to fill. Will be completed by Q3
Realty Services - 2022 Policies and Standard Operating Procedures	Q4 2023	-	Not yet due
Realty Services - 2022 Council report on real estate transactions	Q4 2023	-	Not yet due
Realty Services - 2022 Transitional building report to Council	Q4 2022	Q2 2023	Outstanding: Work in progress.
Realty Services - 2022 Maintaining up to date Inventory List	Q3 2023		Not yet due
Realty Services - 2022 Maintaining proof of Insurance from Tenants	Q2 2022	Q1 2023	Outstanding
Realty Services - 2022 Maintaining proof of Insurance from Tenants	Q2 2022	Q4 2021	Outstanding
Realty Services - 2022 Maintaining proof of Insurance from Tenants	Q4 2023	-	Not yet due
Realty Services - 2022 Oversight over the appraisal process	Q4 2023	-	Not yet due

Audit and Finding/Issue	Original Target Completion Date	Updated Target Completion Date	Status of Q4 2022
Realty Services - 2022 Oversight over the appraisal process	Q4 2023	-	Not yet due
Realty Services - 2022 Integrated Workplace Management System (IWMS)	Q3 2023	-	Not yet due
Realty Services - 2022 Integrated Workplace Management System (IWMS)	Q3 2023	-	Not yet due
Realty Services - 2022 Agreements with third-party vendors	Q1 2023	Q3 2023	Not yet due
Realty Services - 2022 Physical and Electronic records/ files	Q3 2023	-	Not yet due
Realty Services - 2022 Access to Encroachment records	Q2 2023	-	Not yet due
Realty Services - 2022 Charging User Fees	Q1 2023	-	Not yet due