

**Appendix 1 Management Action Plans as of September 30, 2023**

As of September 30, 2023							
Audit Report	Rating	Year	Recs Open Q3 2023	Recs Due Q3 2023	Completed	Outstanding	Not Yet Due
HR Recruitment Follow-Up		2019	2	2	1	1	
HR Benefits (Phase 1)		2019	2	2		2	
Transit Operations		2020	2	2		2	
Cyber Security Assessment	N/A	2020	2	2		2	
Executive Expenses		2021	1	1		1	
Corporate Governance		2021	10	10	1	9	
Emergency Expenses		2021	2	2		2	
Vendor Performance Management		2021	2	2		2	
Realty Services – Gap Analysis	N/A	2021	16	14	6	8	2
Claim Management		2022	3	3	3		
Health and Safety		2022	9	5	5		4
Limited Tendering		2022	7	7	1	6	
Parks Maintenance		2022	7	7	4	3	
User Fee	N/A	2022	7	0	0	0	7
IT Infrastructure and Cloud Management		2022	26	11	11	0	15
		<b>TOTAL</b>	<b>98</b>	<b>70</b>	<b>32</b>	<b>38</b>	<b>28</b>