



AGENDA REPORT TO BOARD OF DIRECTORS

MEETING DATE: Dec 1 2017

Item:	COO Updates
Presenters:	Jeff Armour, COO
Purpose of Report:	For Information

Recommendation:

The Board of Directors receives this report for information.

Background:

The Chief Operating Officer is the sole employee of the Board of Directors, and it is the Board's responsibility to "supervise the management of the affairs of the corporation." A report from the Chief Operating Officer will be provided at each meeting, and is one tool to assist you with that responsibility. Please note that members of the Board have access to the Chief Operating Officer in between meetings, and are welcome to ask questions, seek clarification, and engage with that role as needed.

Chief Operating Officer:

1. Corporate Oversight of Financial and Human Resource Investments
2. Team Development with and Dynamic Management of Leadership Team
3. Strategy and Policy Work
4. Mentoring and Advisory Capacity
5. COO projects/initiatives

Highlights:

Audit Complete: Price Waterhouse Cooper has completed their audit and they had very few changes to be discussed with Management. These were presented at the Board Finance Committee but to note is the financial results of a positive \$343K revenue as compared to a negative \$613K the year before. Good oversight and consideration towards the bottom line manifested in almost a 1 Million Dollar turnaround.

Fall Reading Week: This additional week for students in mid October is a great relief valve however it was the first year it happened and it was brought in after budget considerations were done. Our operations were not sure what would happen and as it turns out the impact was fairly significant as campus was quite empty and not just for a few days but instead the weekend before and after. This 10 day period should have had a major hit to our financial performance

but the operations overall withstood this and the performance in the other two thirds of the month kept us in line.

Programming improvements in timelines and approach to events has mitigated financial risk and improved events. Launching events earlier as well as taking a Co-Pro (co production eg. multiple stakeholders or student groups involved). This allows the Student Programs Officer to provide a wider variety of events and also engage more students in the experience or creating and promoting events.


Executive Retreat I attended the executive retreat with the entire executive team and Tobi lead the group through several exercises and we began important work around job descriptions and assessing capacities and supports needed to ensure the executive are set up for success. Some of this we inform some realignment of in house resources (associates, staff interaction etc) and some will have budget inputs to create more student opportunity.

Risk Reporting a big focus this month and culminating in the report, policy and procedure to be heard at the Dec. 1 Board meeting.

Budget has begun and we are well positioned to approach the task of an informed, transparent budget. The Budget team has met as a group and Erin and Vicki have begun to distribute templates and answer questions. We have also met with PWC to answer some questions around external factors and what we might expect from third party providers in terms of costing and competition.

Staffing we have settled many of our outstanding staffing contracts such as one year contracts, secondments and confirmed a few employees who opted to leave the union for management positions they have been in for many years “temporarily”. A lot of effort goes into this and clear communication. The effect of settling these has is to create stability and confidence in the leadership team and therefore improve culture and happiness. I’d like to thank and congratulate all those staff affected.

Attachments:

COO Review:	Jeff Armour	
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