

	Exhibition Place Quarterly Dashboard The Exhibition Place Dashboard provides a quarterly snapshot of Key Performance indices related to the Goals, Objectives, and Strategies of the 2017-2019 Strategic Plan with a primary focus on our Financial, Environmental, Safety, and Organization Goals.
---	---

Q2 Dashboard Overview

Since the City and Ontario Public Health Officer made the decision to cancel all programs and events due to the COVID-19 pandemic, Exhibition Place has been processing many cancellations and postponements of its 2020 events.

The Board's operations are highly dependent on the cash flow and net income from our trade and consumer shows, conferences, conventions, socials, galas, meetings, and tenants operations. COVID-19 has effected the Boards operations in every aspect, and the impact will be discussed throughout the Q2 Dashboard.

The loss of net income and cash flow is a concern not only to Exhibition Place but to the City of Toronto as the Board operates, manages, and maintains Exhibition Place on behalf of the City, and the City is entitled to any surplus resulting from the Board's activities, and is responsible for any deficit the Board incurs.

FOR THE SIX MONTHS ENDING JUNE 30, 2020

	Actual YTD	Budget / Target YTD	Prior YTD
Gross Revenue	\$ 18,883,393	\$ 26,903,322	\$ 29,035,934
Variance		\$ (8,019,929) 	\$ (10,152,541) 
Overhead Operating Expenses	\$ 17,295,029	\$ 19,741,152	\$ 19,874,107
Variance		\$ 2,446,123 	\$ 2,579,077 
Surplus / (Deficit)	\$ (1,787,031)	\$ 910,072	\$ 1,165,448
Variance		\$ (2,697,103) 	\$ (2,952,479) 
Net Capital Program Spending (%)	20%	20%	18%
Variance		0% 	1% 
Recordable Lost Time Injuries	0.0	0.0	0.0
Variance		0.0 	0.0 
Average Sick Days Absent	3.7	2.5	4.5
Variance		(1.2) 	0.8 
Events and Grounds Waste Diverted (%)	37%	70%	50%
Variance		-34% 	-14% 
Capital Works Waste Diverted (%)	100%	75%	0%
Variance		25% 	100% 
Electricity Net Grid Consumption (kWh)	1,017,952	5,679,718	4,501,448
Variance		4,661,766 	3,483,496 
COE - Carbon Dioxide Emissions (MT)	5,124	4,575	5,560
Variance		(548) 	436 
Client Satisfaction Rating (%)	83.7%	85.0%	83.3%
Variance		-1.3% 	0.4% 

LEGEND

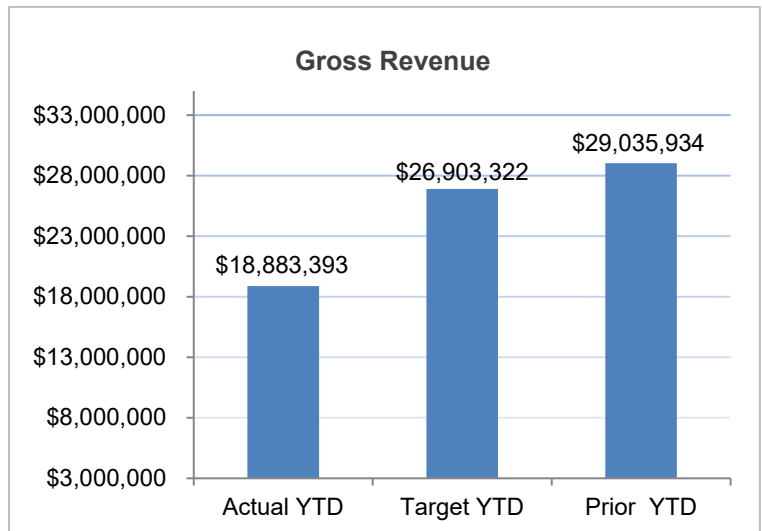
-  Favourable or meeting Budget/Target
-  Unfavourable
-  YTD variance is unfavourable but management believes by year end that we will meet or exceed.

Appendix A Quarterly Dashboard

Gross Revenue

MEASURE: Gross Revenue

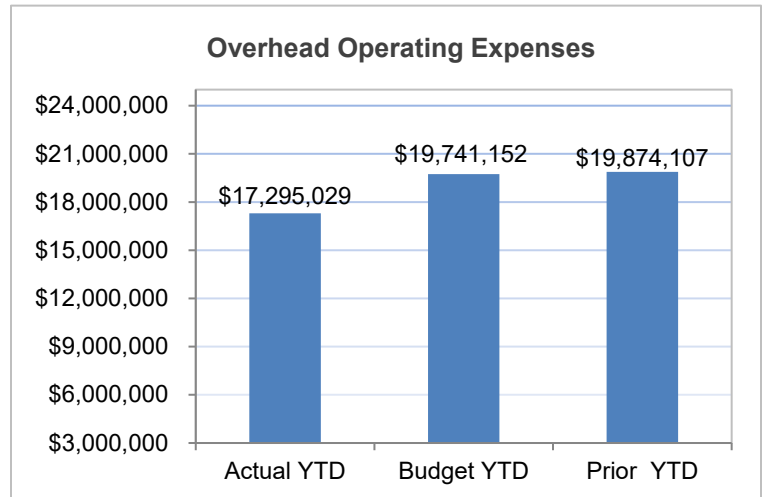
- 1) Target used for this KPI is the actual gross revenue achieved for the year ended June 30, 2016 adjusted for the CPI of 3% per year.
- 2) Unfavourable variance of (\$8.02M) between Actual and Target is due to cancellation of all events beginning early March as a result of a rise of the global COVID-19 pandemic.
- 3) YOY unfavourable variance of (\$10.2M) is due to cancellation of all events caused by the global COVID-19 pandemic.



Overhead Operating Expenses

MEASURE: Overhead operating expenses before amortization, cost of services, contribution to naming rights, and interest.

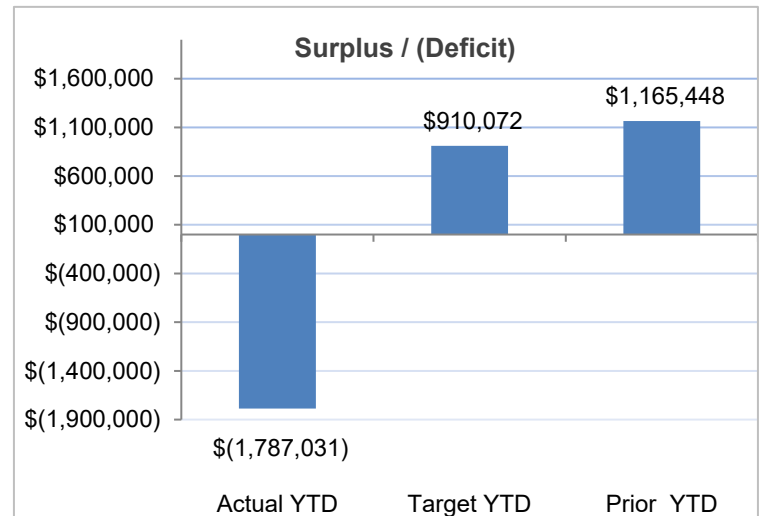
- 1) Favourable variance between Actual and Budget of \$2.4M is due to preliminary cost cutting measure due to COVID-19, lower direct expenses due to events cancellation, and lower utilities due to the energy savings initiatives.
- 2) YOY favourable variance of \$2.6M primarily due to the impact of COVID-19.



Surplus / (Deficit)

MEASURE: Net Income

- 1) The Operating Budget surplus approved by City Council is \$500K. However, the target used for this KPI is not the Council approved operating budget but the actual surplus achieved for the year ended June 30, 2016 adjusted for the CPI growth of 3% per year (internal stretch budget).
- 2) Unfavourable variance of (\$2.7M) between Actual and Target is due to cancellation of all events as a result of the ongoing global COVID-19 pandemic.
- 3) YOY unfavourable variance of (\$2.9M) is primarily due to cancellation of all events as a result of the ongoing global COVID-19 pandemic.

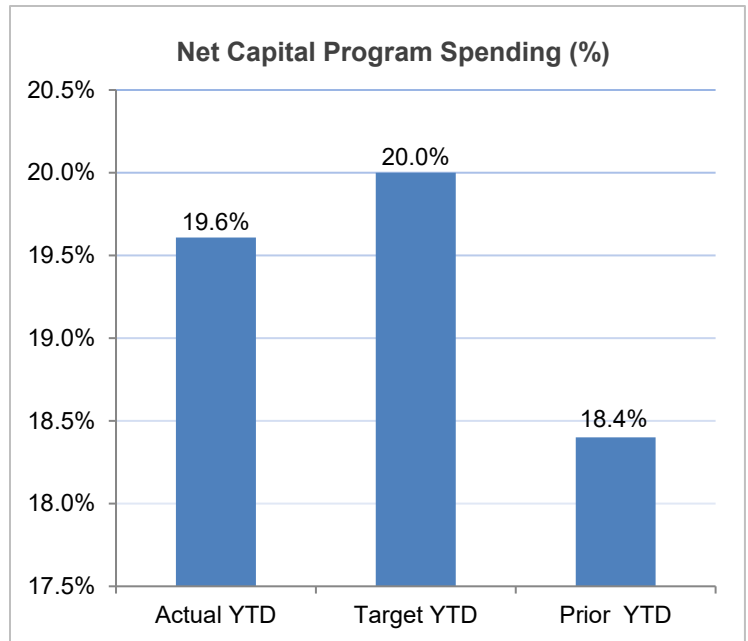


Appendix A Quarterly Dashboard

Net Capital Program Spending (%)

MEASURE: Achievement of Exhibition Place's current year capital work program as a percentage of City of Toronto capital funding.

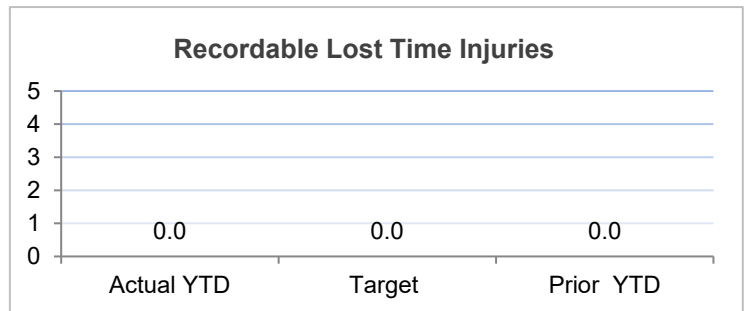
- 1) Target for net capital spend is 90% or more for the year with a Q2 target being set at 20%.
- 2) The Actual vs. Target unfavourable variance of (0.4%) is minimal. Generally, spending on carry forward from prior year funding is prioritized first before spending on current year budget but in March due to COVID-19 and the uncertainty project construction slowed down.
- 3) The Year-Over-Year (YOY) favourable variance is 1.2%.
- 4) In April, due to COVID-19, the City worked with EP staff to reduce our capital expenditures by \$6.2 million to a capital spend of \$7.7 million. The City's request was to work towards only incurring capital spend from Debt as current funding was ultimately eliminated through the revenue pressures the City was experiencing.



Recordable Lost Time Injuries

MEASURE: Standard occupational recordable Lost Time Injury (LTI) includes WSIB claims containing lost time opened. Calculation is the number of recordable injuries x 200,000 exposure hours divided by total employee hours worked.

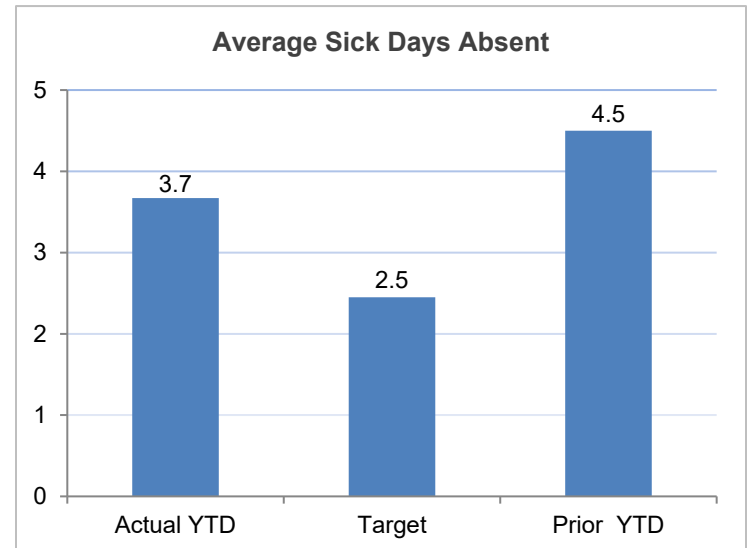
- 1) The Q2 2020 LTI is 0, which is in line with our target and YOY.



Average Sick Days Absent

MEASURE: Average days absent per employee. This includes all Short-Term Disability Benefits (100%, 75%, and dependent), and Unpaid Sick Days.

- 1) The City and Exhibition Place implemented the Short-Term Disability Benefits policy in January 2017, Exhibition Place is using the 2016 actual Average Sick Days Absent as the 2020 Target.
- 2) The Actual vs. Target is an unfavourable variance of (1.2) days.
- 3) YOY there is a favourable variance of 0.8 day.
- 4) Management is actively monitoring sick day absences, especially related to longer periods of absence



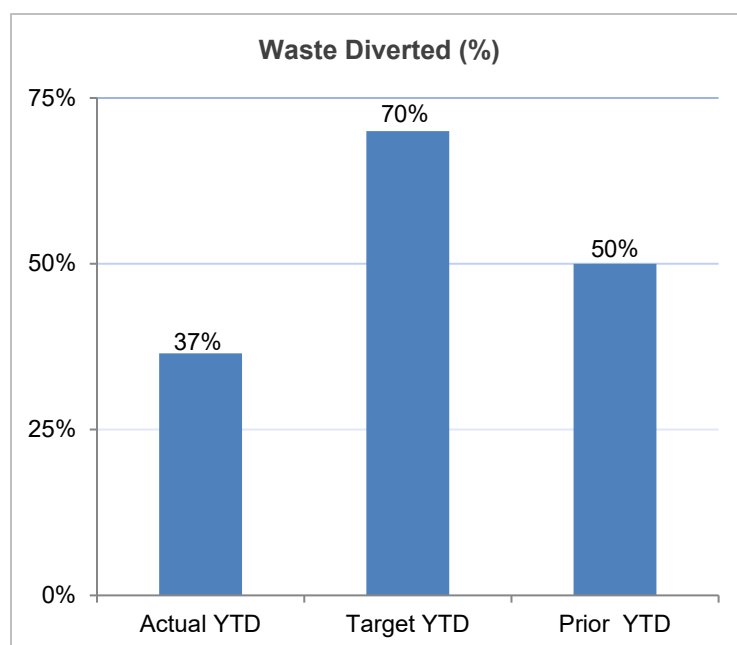
Appendix A Quarterly Dashboard

Events and Grounds Waste Diverted (%)

MEASURE: Percentage of all waste produced from events, grounds, and buildings that was diverted.

Definition: The total amount of waste diverted from events, grounds and buildings in kilograms is divided by the total of waste from events, grounds and buildings (diverted and not diverted) and multiplied by 100.

- 1) Strategic Plan Goal is to reach 90% Waste Diversion for the grounds, events, and capital works waste in 2020. The Target set in 2020 for events, grounds and buildings waste diversion is 70%,
- 2) The Actual vs. Target is an unfavourable variance of (34%) is primary due to cancellation of all events. Shows and events generate most of the divertible waste such as organics, plastic, mixed paper, etc.
- 3) YOY is an unfavourable variance of (14%) primarily due to cancellation of all events as a result of the ongoing global COVID-19 pandemic.

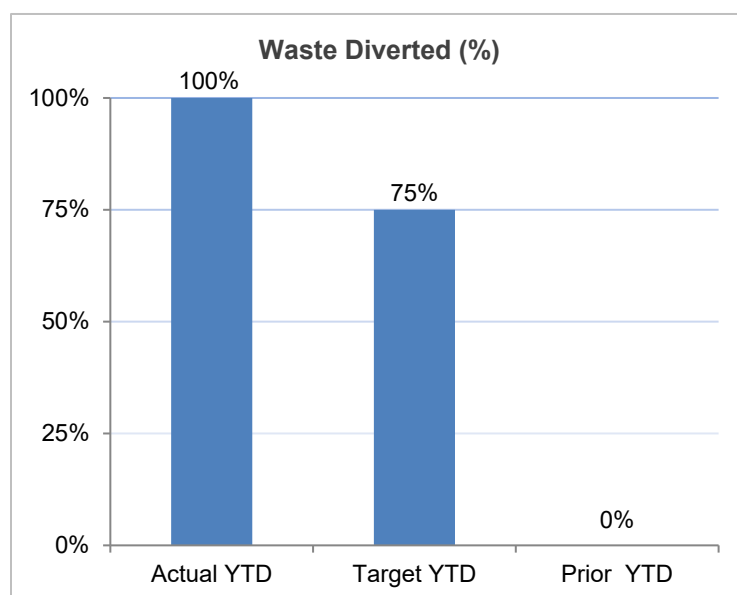


Capital Waste Diverted (%)

MEASURE: Percentage of waste produced from capital works that was diverted.

Definition: The total amount of waste diverted from capital works in kilograms is divided by the total of waste from capital works (diverted and not diverted) and multiplied by 100.

- 1) Strategic Plan Goal is to reach 90% Waste Diversion for the grounds, events and capital works waste in 2020. The Target set in 2020 for the capital works waste diversion is 75%.
- 2) The Actual vs Target is a favourable variance of 25%.
- 3) YOY favourable variance is 100%. There was no divertible waste from capital works in 2019.

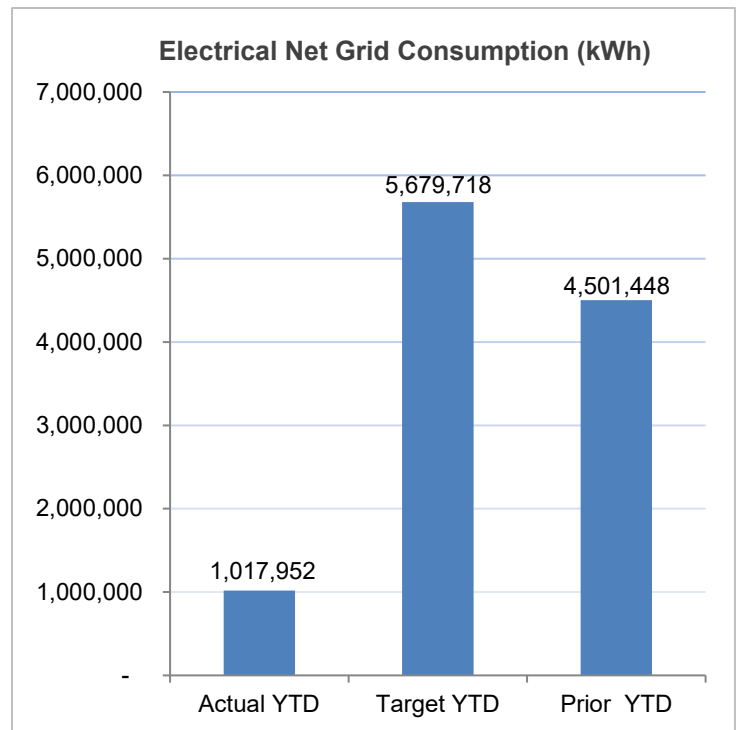


Appendix A Quarterly Dashboard

Electricity Net Grid Consumption (kWh)

MEASURE: Electricity purchased from grid less Solar Production, Renewable Energy purchased, and recoveries from tenants.

- 1) The Strategic Plan set a Goal to aim for Electricity Net Grid Consumption and as a tactic Management set a target to reduce kWh by 1% a year from the base year of 2016.
- 2) The Q2 2020 Actual vs. Target is a favourable variance of 4,661,766 kWh primarily due to curtailment efforts in response to the ongoing COVID-19 pandemic. The Enercare Centre's new high efficiency chiller, District Energy System Production (DES), and new GREENSmart lighting policy are secondary, yet still significant factors leading to the favorable variance.
- 3) The YOY favourable variance of 3,483,496 kWh is primarily due to the Cogen production in 2020 compared to 2019. For reference, the Cogen had generated 4,952,303 kWh in Q2 2020 YTD compared to 2,998,132 in Q2 2019 YTD. In addition, curtailment efforts in response to the ongoing COVID-19 pandemic has resulted in significant consumption reduction for Mar-Jun of 2020 when compared to 2019 YTD.

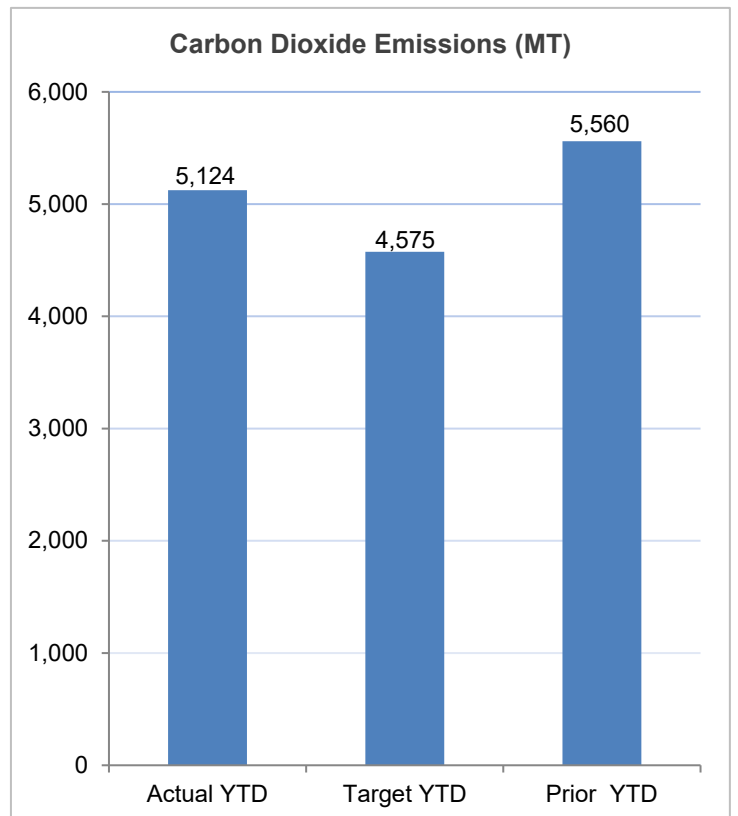


COE – Carbon Dioxide Emissions (MT)

MEASURE: Greenhouse gas (COE) is a measure of how much we contribute to climate change, and is measured in metric tons of carbon dioxide released.

Definition: The total amount of CO2 Metric Tons released by burning carbon fuels and consumption of electricity. The carbon fuels included are natural gas, propane, diesel, and gasoline fuel.

- 1) The Strategic Plan set aggressive targets for minimizing environmental impact with a focus of reducing Carbon Dioxide Emissions - COE. Management developed a plan to reduce Carbon Dioxide Emission by 1% in 2020 over a base year of 2018.
- 2) The 2020 Actual vs Target is an unfavourable variance of (548) CO2e tons. This is primarily due to the increased use of the cogeneration plant in Q2 of 2020 compared to Q2 of 2018 (base year). For reference the cogen contributed 987 tons of CO2e in Q2 2020 YTD compared to 426 tons in Q2 2018 YTD.
- 3) YOY is a favourable variance of 436 CO2e tons. This is primarily due to curtailment efforts for both electrical and natural gas use in response to the ongoing COVID-19 pandemic.



Appendix A Quarterly Dashboard

Client Satisfaction Rating (%)

MEASURE: Customer Satisfaction Rating (CSR) is an industry wide measure of customer loyalty, satisfaction, and relationship. CSR measures the opinion / rating of Exhibition Place by event management on the delivery of the following services in the Enercare Centre, Beanfield Centre, and Exhibition Place: Customer Service, Food & Beverage, Event Services, Parking, ICT (internet, wifi, and telephone), Facilities, and Parking.

Definition: The CSR target is 85% with a survey return rate from clients of 25%. The higher the score the higher the customer satisfaction and loyalty.

1) To achieve the Strategic Plan objective to grow event activity at Enercare Centre and Beanfield Centre, Exhibition Place developed a Client Satisfaction Rating (CSR) measurement which measures how services supplied by a company meet or surpass client expectation.

2) The Actual vs. Target is a unfavourable variance of (1.3%). Due to the ongoing COVID-19 pandemic all events were cancelled and there was no change from Q1.

3) YOY is a favourable variance of 0.4%.

