

Appendix A Annual Dashboard



Exhibition Place September 30, 2021 Dashboard

The Exhibition Place Dashboard provides a quarterly snapshot of Key Performance indices related to the Goals, Objectives, and Strategies of the 2020-2021 Strategic Plan with a primary focus on our Financial, Environmental, Safety, and Organization Goals.

In the second year of the Covid-19 pandemic the City of Toronto has continued to cancel programs and events due to risk to public health and safety. Nearly every Exhibition Place Show Organizer and Meeting Planner client has invoked their Force Majeure clause in their License Agreement to cancel or postpone their 2021 events. The same meeting and event cancellation is occurring in every convention centre across Canada. In addition to the cancellation of shows/meetings, many of our Tenants operations have been completely closed while other tenants have opened in very limited capacity, and therefore the loss of related ancillary revenue, such as Parking and Show Services from their closure.

FOR THE NINE MONTHS ENDED SEPTEMBER 30, 2021

	Actual YTD	Budget / Target YTD	Prior YTD
Gross Revenue	\$ 13,100,525	\$ 42,730,628	\$ 18,358,552
Variance		\$ (29,630,103)	\$ (5,258,027)
Overhead Operating Expenses	\$ 23,937,803	\$ 27,263,646	\$ 25,040,478
Variance		\$ 3,325,843	\$ 1,102,675
Surplus / (Deficit)	\$ (323,729)	\$ 448,803	\$ (1,466,897)
Variance		\$ (772,531)	\$ 1,143,169
Net Capital Program Spending (%)	47%	50%	50%
Variance		-3%	-3%
Recordable Lost Time Injuries	0.0	0.0	0.0
Variance		0.0	0.0
Average Sick Days Absent	3.5	3.7	4.8
Variance		0.2	1.3
Events and Grounds Waste Diverted (%)	32%	70%	41%
Variance		-38%	-9%
Capital Works Waste Diverted (%)	100%	75%	100%
Variance		25%	0%
Electricity Net Grid Consumption (kWh)	5,612,742	10,385,241	1,309,300
Variance		4,772,498	(4,303,442)
COE - Carbon Dioxide Emissions (MT)	3,784	5,192	5,695
Variance		1,407	1,911
Client Satisfaction Rating (%)	-	85.0%	83.7%
Variance		-	-

LEGEND

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

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Gross Revenue

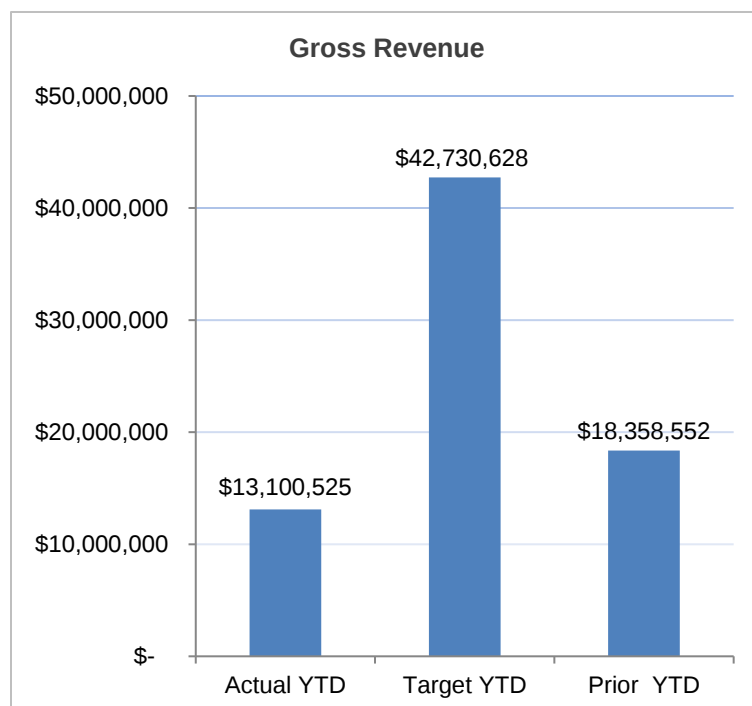
MEASURE: Gross Revenue before Subsidy Revenue Funding from the City of Toronto.

1) Target used for this KPI is the actual gross revenue achieved for the six months ended September 30, 2016 adjusted for the CPI of 3% per year.

2) Unfavourable variance of (\$29.6M) between Actual and Target is due to the loss of events and closure of Tenant operations from the global COVID-19 pandemic. The Gross Revenue does not include \$12.3M of Subsidy Revenue funding from the City of Toronto to fund cash shortfall from operations.

3) YOY unfavourable variance of (\$5.3M) is due to cancellation of events commencing in January 2021 caused by the global COVID-19 pandemic. There were trade, consumer shows, and meetings in January, February, and early March 2020.

4) Management believe that year-end balances will be unfavourable for both target and prior year Gross Revenue due to the ongoing pandemic.



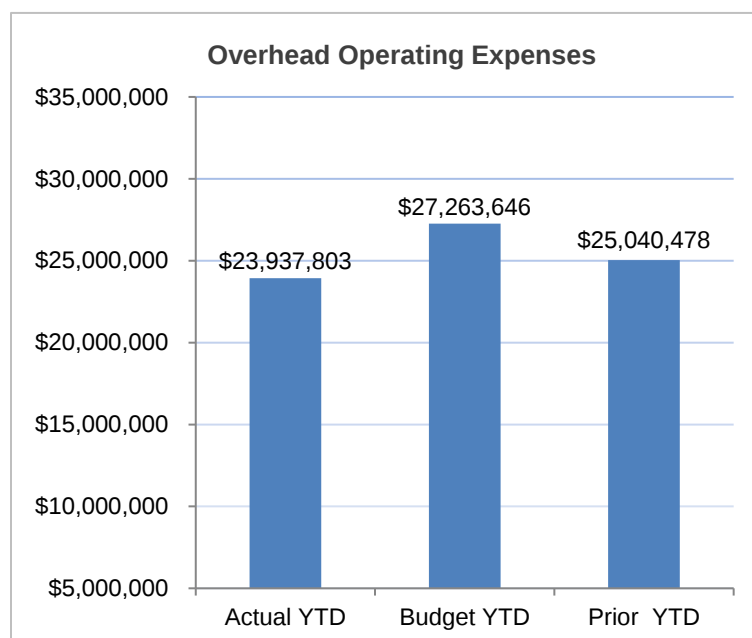
Overhead Operating Expenses

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

1) Favourable variance between Actual and Budget of \$3.3M is from continued cost cutting measures due to COVID-19, lower direct expenses due to events cancellation, lower salaries and benefits due to staff gapping, and lower utilities due to the energy savings initiatives.

2) YOY favourable variance of \$1.1M is primarily due to continued cost cutting measures due to COVID-19, lower direct expenses due to events cancellation, and lower utilities due to the energy savings initiatives compared to prior year.

3) Management believe the year-end balances will be favourable both to budget and prior year Overhead Operating Expenses.

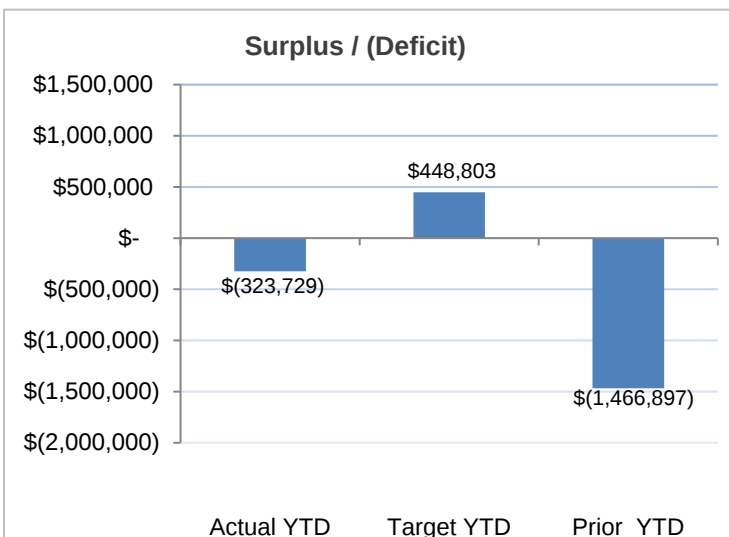


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Surplus / (Deficit)

MEASURE: Net Income including Subsidy Revenue

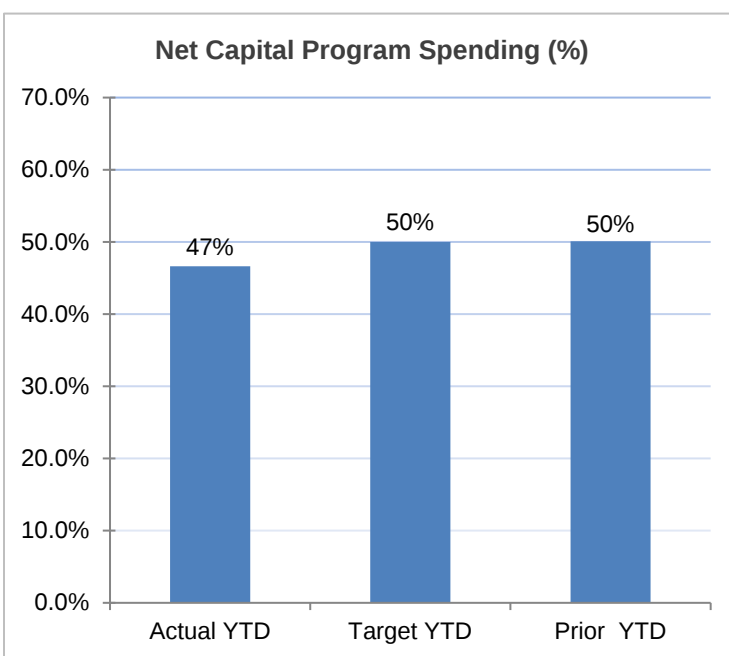
- 1) Target used for this KPI is the actual surplus achieved for the nine months ended September 30, 2016 adjusted for the CPI growth of 3% per year.
- 2) Deficit of (\$0.3M) is unfavourable to Target Surplus by (\$0.8M) due to reduced rise of the global COVID-19 pandemic.
- 3) YOY favourable variance is \$1.1M due to continued reduction of Operating expenses, Toronto Hydro one time rebate, and City funding.
- 4) Given the continuance of the pandemic and City funding, management believe the year-end Surplus / Deficit will be in line with 2020 year-end balances.



Net Capital Program Spending (%)

MEASURE: Achievement of Exhibition Place's current year capital work program as a percentage of City of Toronto capital funding. This includes both carry-forward and current year capital.

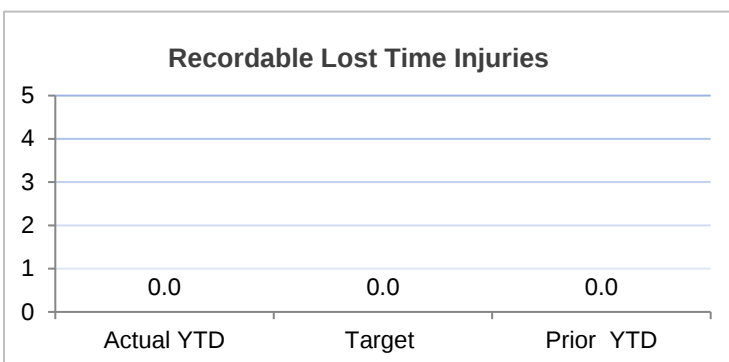
- 1) Target for net capital spend is 90% or more for the year with a Q3 target being set at 50% or more.
- 2) The Year-To-Date (YTD) actual vs target, unfavourable variance of (3%) is primarily due to procurement supply chain and invoicing delays. Generally, spending on carry forward projects from prior year funding is prioritized first before spending on current year budget.
- 3) Year-Over-Year (YOY) unfavourable variance of (3%) is primarily due to procurement supply chain and invoicing delays.
- 4) Management is forecasting year-end spending to be equal to or achieving the target of 90%.



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 Q3 2021 LTI is 0, which is in line with our target and YOY.
- 2) Management believe we will meet the year-end target.

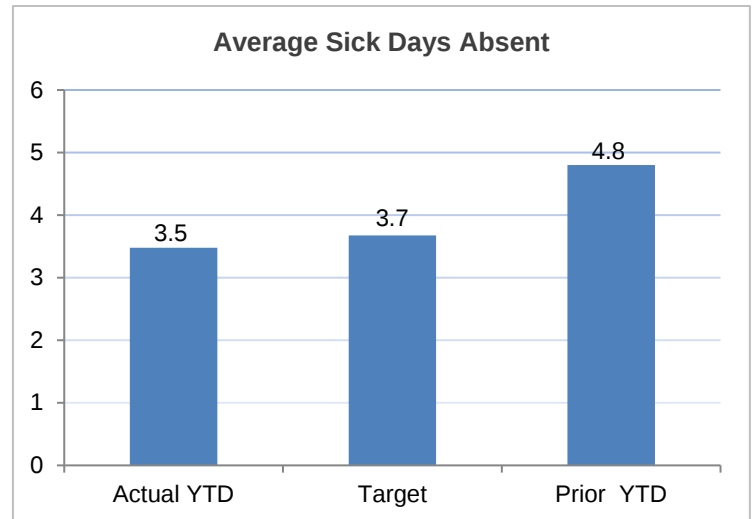


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Average Sick Days Absent

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 of 4.9 days as the 2021 Target.
- 2) The Actual vs Target is a favourable variance of 0.2 day.
- 3) YOY there is a favourable variance of 1.3 day.
- 4) Management believe they will meet or exceed the target by year-end.

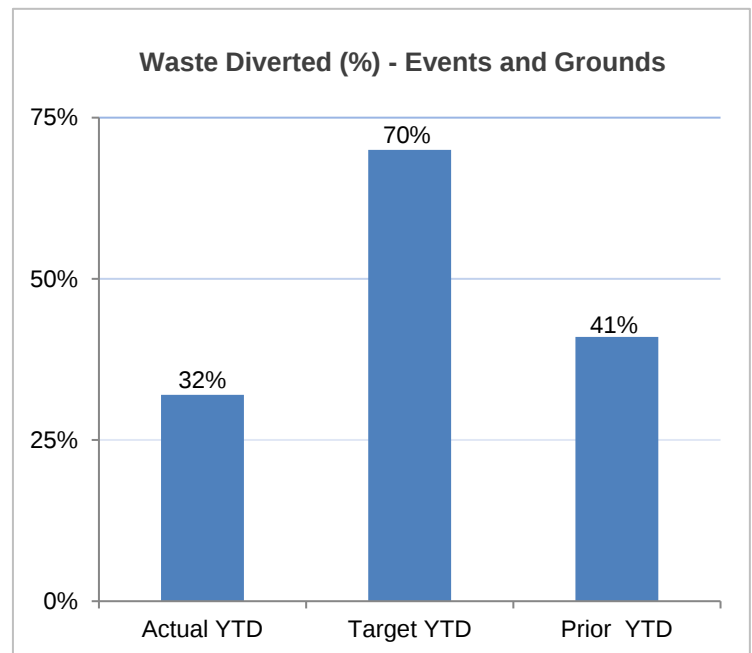


Waste Diverted (%) – Events and Grounds

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) The Actual vs Target is an unfavourable variance of (38%). Since the outbreak of the pandemic and cancellation of many events the diverted waste % is significantly lower due to the fact that most of divertible waste originates from the trade and consumer show events taking place at Exhibition Place.
- 2) YOY is an unfavourable variance of (9%) primarily due to the continued cancellation of events as a result of the ongoing global COVID-19 pandemic.
- 3) With the ongoing pandemic and cancellation of events, management believe we will not meet the year-end target.



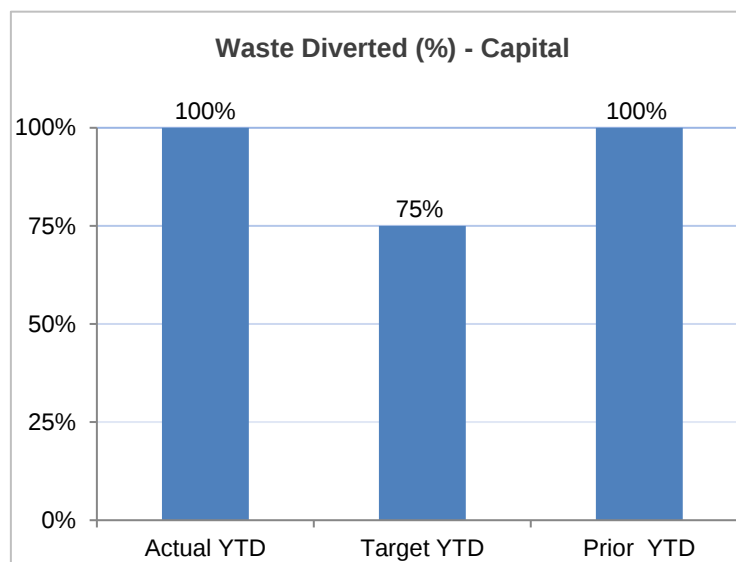
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Waste Diverted (%) - Capital

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

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

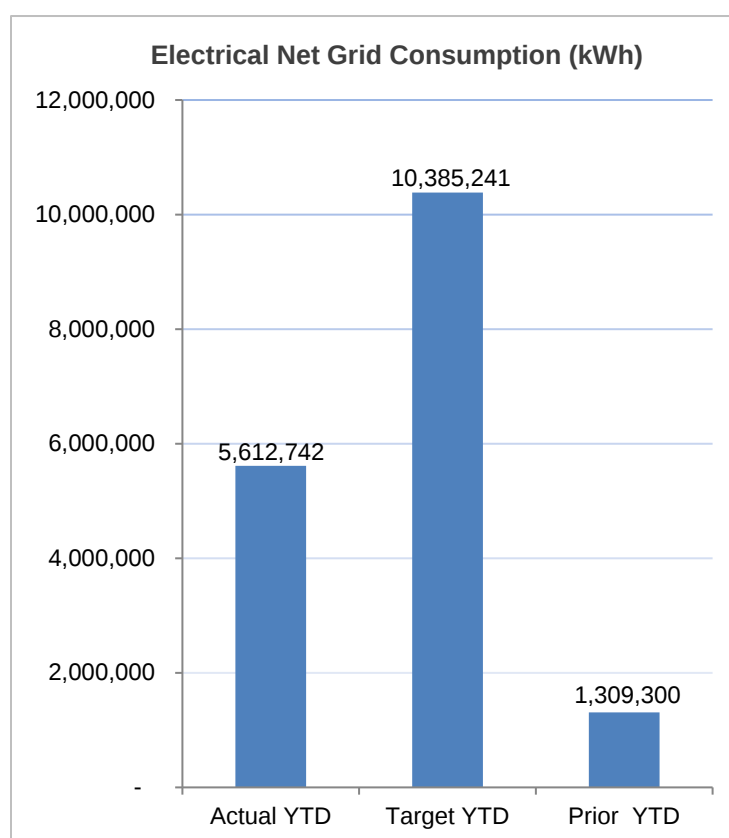
- 1) The Actual vs Target is a favourable variance of 25%.
- 2) Exhibition Place staff continue to emphasis recycling and reducing waste. Staff work through the tender process ensuring the successful contractors to have strong recycling programs which includes timely reporting.
- 3) Management believe we will meet or exceed the year-end target of 75%.



Electrical 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 Q3-2021 Actual vs Target variance is favourable by 4,772,499 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 reported favorable variance.
- 3) The YOY unfavourable variance of (4,303,442) kWh is primarily due to the cogeneration plant being down for maintenance for much of 2021. For reference; the Cogen produced 6,809,830 kWh in Q3 2020 YTD compared to 2,598,848 kWh in Q3 2021 YTD. This resulted in more electricity being purchased from the grid vs Q3 2020.
- 4) Management believe we will meet or exceed the year-end target.

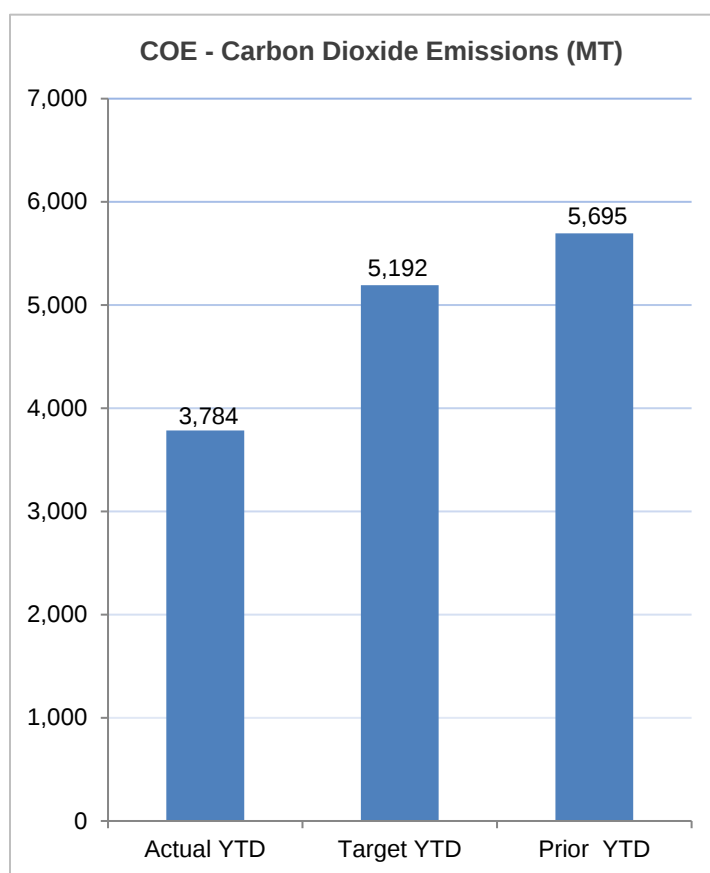


COE – Carbon Dioxide Emissions (MT)

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 gas, propane, diesel, and electricity.

- 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% a year from the base year in 2018.
- 2) The Q3 2021 Actual vs Target is a favourable variance of 1,408 CO2e tons. This is primarily due to curtailment efforts for both electrical and natural gas use in response to the ongoing COVID-19 pandemic in comparison to Q3 of 2018 (base year).
- 3) YOY is a favourable variance of 1,911 CO2e tons. This is primarily due to the decreased use of the cogeneration plant in Q3 of 2021 compared to Q3 of 2020.
- 4) Management believe we will meet or exceed the year-end target.



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, Wi-Fi, 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) Due to the COVID-19 pandemic events were cancelled, therefore there were no surveys completed in 2021.

