

Appendix A Quarterly Dashboard



Exhibition Place December 31, 2024, Year End Dashboard

The Exhibition Place Dashboard provides a quarterly snapshot of Key Performance indices with a primary focus on our Financial, Environmental, Safety, and Organization Goals.

Draft Dashboard Overview

Management is pleased to report that for the year ended December 31, 2024, Exhibition Place has a \$2.532M Operating Surplus before City Budget Deficit Funding, achieving a \$3.332M favourable variance to our 2024 Operating Budget Deficit of (\$800K). This success is a testament to the hard work and dedication of Exhibition Place staff.

FOR THE YEAR ENDED DECEMBER 31, 2024

	Actual YTD	Budget / Target YTD	Prior YTD
Gross Revenue	\$ 67,163,376	\$ 63,393,995	\$ 61,786,648
Variance		\$ 3,769,381 	\$ 5,376,728 
Overhead Operating Expenses	\$ 46,251,420	\$ 44,698,804	\$ 42,786,380
Variance		\$ (1,552,617) 	\$ (3,465,040) 
Operating Income (Loss) before City Budget Deficit Funding	\$ 2,532,440	\$ 2,359,828	\$ 1,746,528
Variance		\$ 172,612 	\$ 785,912 
Net Capital Program Spending (%)	90%	90%	86%
Variance		0% 	4% 
Average Sick Days Absent	3.4	4.9	4.1
Variance		1.5 	0.7 
Events and Grounds Waste Diverted (%)	45%	70%	31%
Variance		-25% 	14% 
Capital Works Waste Diverted (%)	19%	75%	13%
Variance		-56% 	6% 
Electricity Net Grid Consumption (kWh)	12,580,561	13,503,262	7,703,860
Variance		922,702 	(4,876,701) 
COE - Carbon Dioxide Emissions (MT)	6,302	7,235	8,536
Variance		933 	2,234 
Client Satisfaction Rating (%)	82.3%	85.0%	81.8%
Variance		-2.7% 	0.5% 

LEGEND

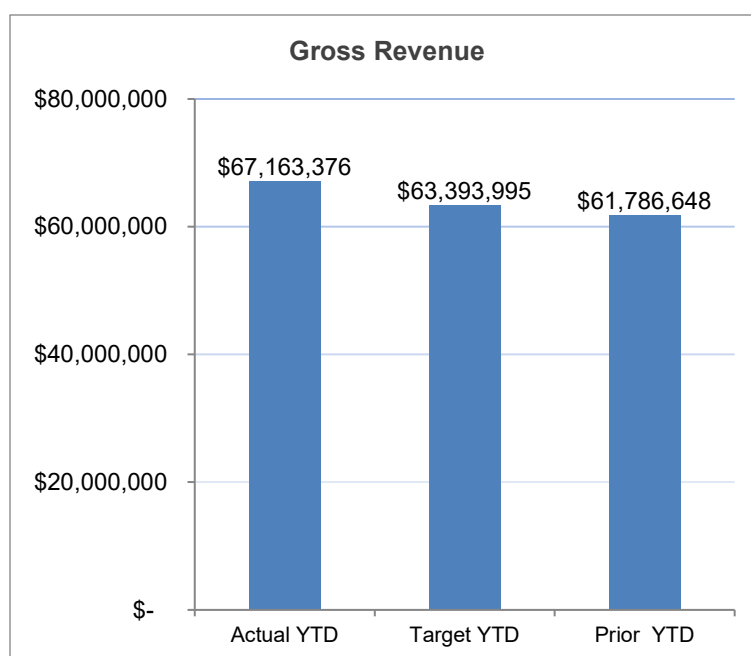
-  Favourable or meeting Budget/Target
-  Unfavourable

Appendix A Quarterly Dashboard

Gross Revenue

MEASURE: Gross Revenue does not include City funding.

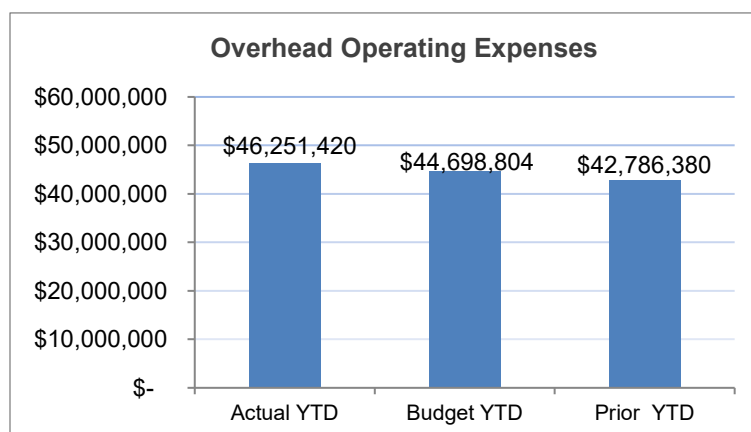
- 1) Target used for this KPI is the actual gross revenue achieved for the year ended December 31, 2016, adjusted for the CPI of 3% per year.
- 2) Actual events booking in some cases exceeded pre-pandemic levels. This attributed to a favourable variance of \$3.8M between Actual and Target from these new large events - Shopify Summit, Loblaw Supplier Summit, NHL All Star Friday Night and The Casino. The Gross Revenue does not include \$800K of Subsidy Revenue funding from the City of Toronto to fund budget cash shortfall from operations YTD.
- 3) Year-over-year (YOY) favourable variance of \$5.4M is due to higher-than-budgeted direct event income from significant one-time events as discussed below. As well, several high-profile events such as NHL Allstar that increased recoveries.



Overhead Operating Expenses

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

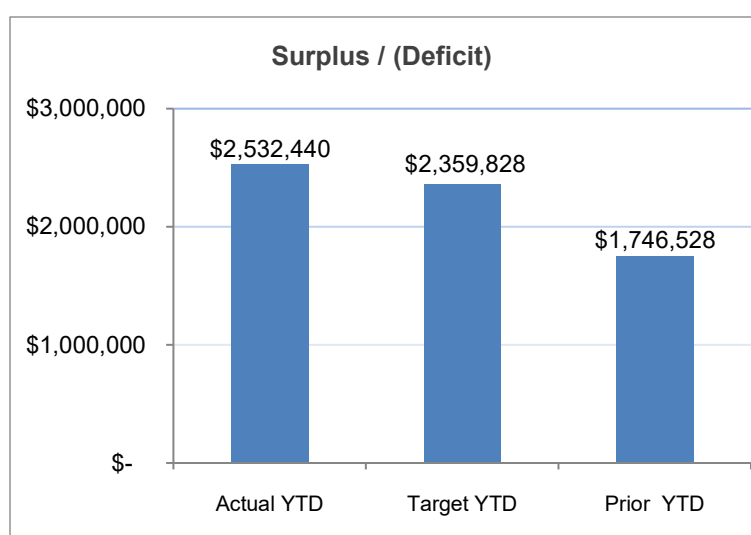
- 1) Unfavourable variance between Actual and Budget of (\$1.6M) is primarily due to additional events direct cost.
- 2) Year-over-year (YOY) unfavourable variance of (\$3.5M) is due to the increase in salaries, variable costs due to new one-time large events, property tax, bad-debt expense, and equipment purchase due to aging FFE offset by utility savings.



Operating Income (Loss)

MEASURE: Operating Income (Loss) before City Budget Deficit Funding.

- 1) Target used for this KPI is the actual surplus achieved for the year ended December 31, 2016, adjusted for the CPI growth of 3% per year.
- 2) The Surplus of \$2.532M net of City funding of \$800K is favourable to Target Surplus by \$173K and is in line with the Target.
- 3) Year-over-year (YOY) operating income shows a favourable variance of \$775K. This is primarily due to the favourable revenue variance exceeding the unfavourable operating expense variance primarily due to new large events - Shopify Summit, Loblaw Supplier Summit, NHL All Star Friday Night and The Casino.

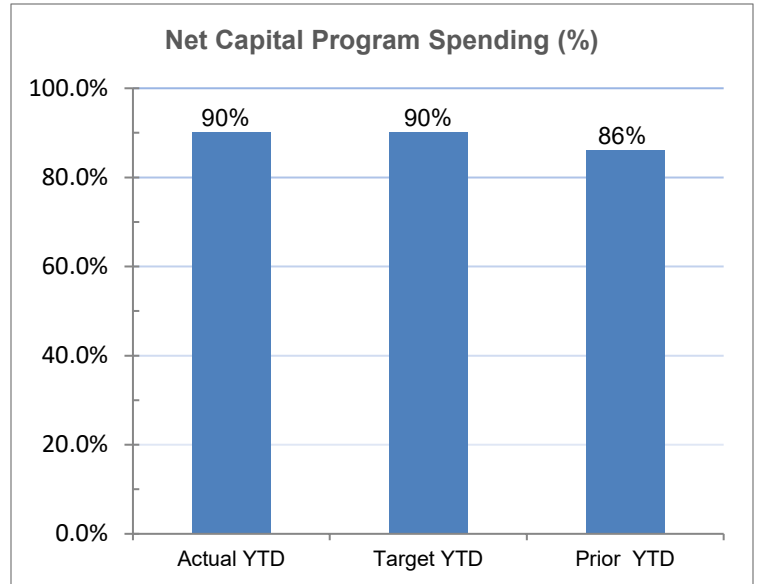


Appendix A Quarterly Dashboard

Net Capital Program Spending (%)

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

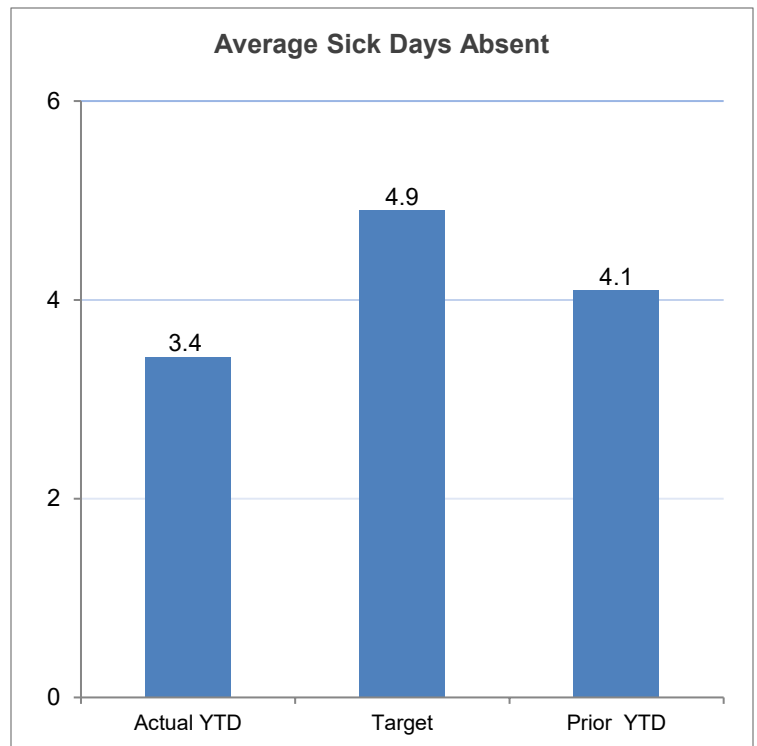
- 1) Target for net capital spend is 90% or more for the year.
- 2) We have met the year-end target. it is mainly due to several projects completed such as Replacement of Perimeter Fence, Installation of Indigenous Feature Wall at Centennial Square, Rehabilitation of Concrete Floor at Hall C, Dufferin Substation Relocation, and Emergency Generators at Horse Palace and Mid-Arch.
- 3) Year-over-year (YOY) favourable variance of 4% is primarily due to many projects completed as indicated above.



Average Sick Days Absent

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

- 1) In 2023, our Human Resources Division developed and implemented a new disability management policy and procedure that aligns with the Worker's Compensation Benefits Procedure, Accommodation Policy, Short-Term Disability Plan & Benefit Payments Policy, and Attendance Management Policy. Exhibition Place is using the 2016 actual Average Sick Days Absent of 4.9 days as the 2024 Target.
- 2) The Actual vs. Target is a favourable variance of 1.5 days.
- 3) Year-over-year (YOY), there is a favourable variance of 0.7 days. The implementation of our new disability management policy has enabled management to reduce the average number of sick days in 2024 compared to 2023.



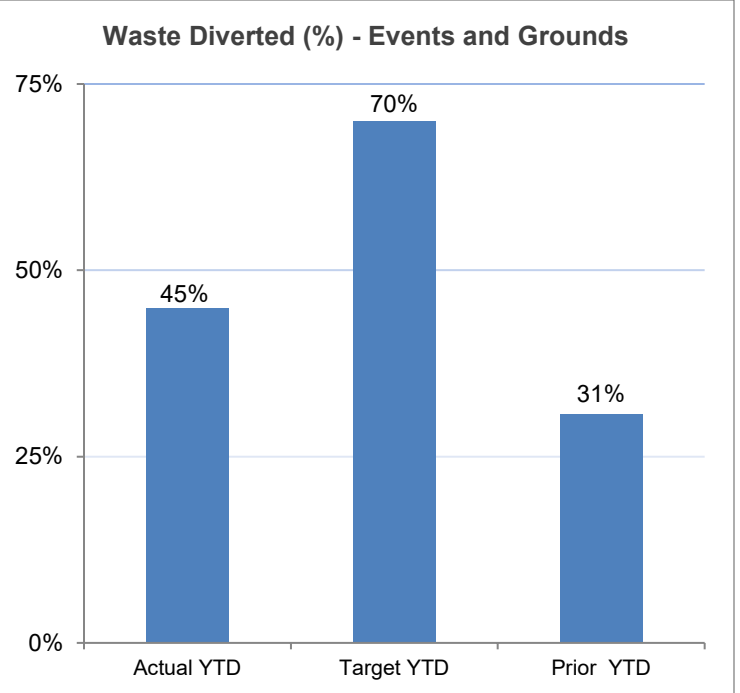
Appendix A Quarterly Dashboard

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 (25%) due to the large amount of non-recyclable waste. The challenges Exhibition Place faces with events and recycling is that:
 - a) Events are not willing to pay for waste sorting, and,
 - b) We have limited control of what type of waste material the events bring on the grounds and most often it is non-recyclable.
- 2) Year-over-year (YOY) favourable variance of 14% is primarily due to the larger amounts of divertible waste collected during the road repairs done through operations.

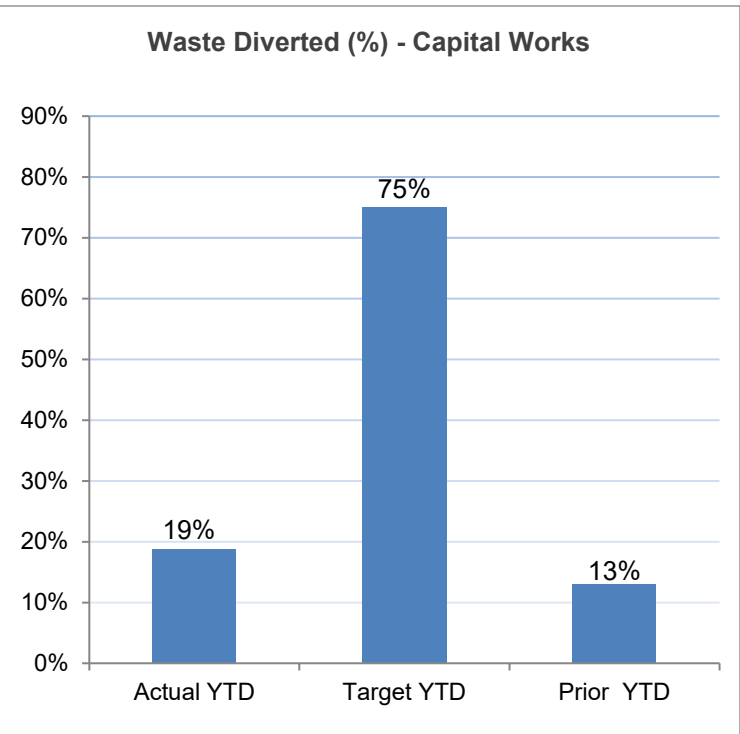


Waste Diverted (%) Capital Works

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 an unfavourable variance of (56%).
- 2) Capital Works strives to recycle all construction material where possible. Due to the nature of the projects in 2024, some of the material was non-recyclable. Most of the material associated to the capital works went to the landfill.
- 3) Year-over-year (YOY) favourable variance is 6%. 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.



Appendix A Quarterly Dashboard

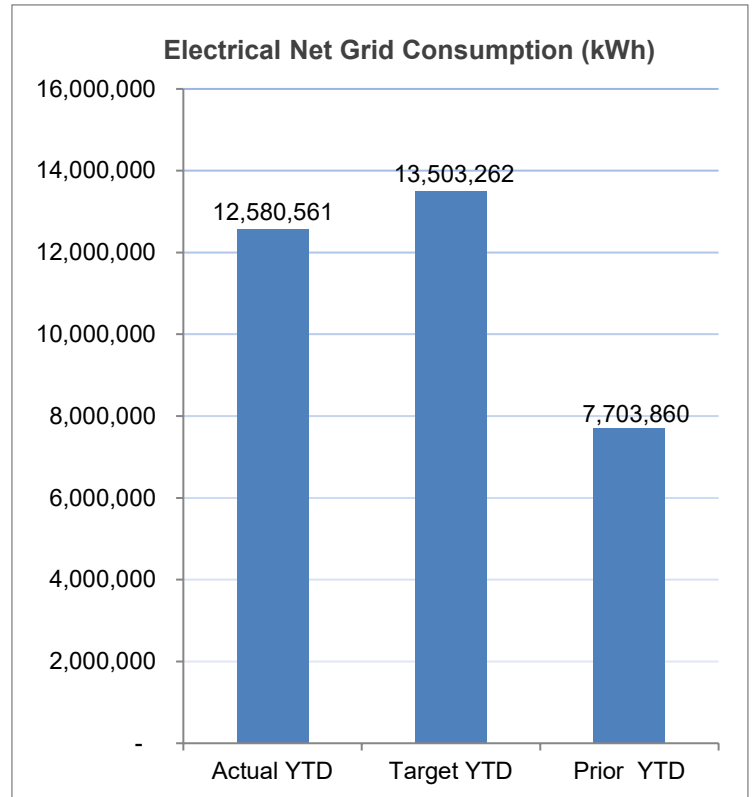
Electrical Net Grid Consumption (kWh)

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 2024 Actual vs. Target reflects a favourable variance of 922,702 kWh. This is primarily due to the Co-gen system being out of service for most of 2024. As a result, Exhibition Place did not benefit from the electricity typically generated by the Co-gen for most of the year. Furthermore, an active event season during not only the summer but the winter as well led to a greater reliance on electricity purchased from the grid in the Q4 period in 2024.

3) The Year-over-year (YOY) unfavourable variance of (4,876,701 kWh) primarily stems from the Co-gen being out of service for most of the year. Although the Co-gen resumed electricity production in Q4 2024, its absence for the remainder of the year left Exhibition Place heavily reliant on grid energy. This reliance is reflected in the unfavourable variance observed by the end of Q4.

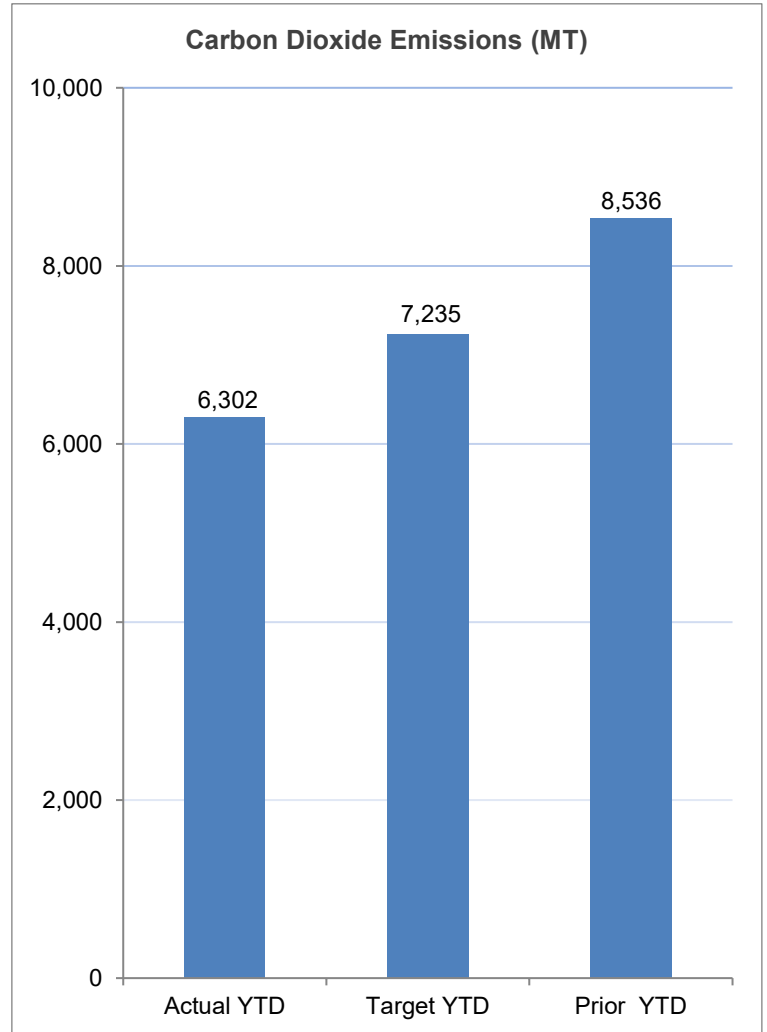


COE Carbon Dioxide Emissions (MT)

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 2024 Actual vs. Target reflects a favourable variance of 933 CO2e tons. This is primarily due to the Co-gen system being offline for most of the year, due to scheduled maintenance and repairs. The shutdown of the Co-gen has resulted in overall lower natural gas consumption, directly contributing to the reduction in CO2e emissions.
- 3) Year-over-year (YOY) favourable variance of 2,234 CO2e tons. This improvement is primarily attributed to the Co-gen system being offline for most of the year. Additionally, a significant headwind factor contributing to our CO2e reduction is the increase in Ontario's electric grid intensity, which rose from 0.043 kg to 0.0631 kg per kWh. This shift is largely due to Ontario's reliance on natural gas power plants to support the grid. Despite these challenges, Exhibition Place's Q4 2024 period has resulted in favourable outcomes.



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, 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) The 2024 Actual vs. Target is an unfavourable variance of (2.7%).
- 3) Year-over-year (YOY) is a favourable variance of 0.5%. Management regularly reviews the trends to develop actions for improving client satisfactions.

