

Quarterly Corporate Scorecard

March 31, 2017



The Nova Scotia Pension Services Corporation Board of Directors (Board) is responsible for setting our strategic goals, monitoring our progress, and our performance in achieving them. Our Strategic Plan encompasses four strategic goals. The Board uses this Corporate Scorecard to measure and assess our progress and performance.

Below is a summary of our Corporate Scorecard for the quarter-ended March 31, 2017:

Our Goal: Member Services	We were evaluated on:	Our Score:	Our Overall Score:
Enable plan members to make well-informed decisions about their retirement	Member & Employer Communication	3	3
	Member Education	3	
	Employer Education	3	
	Customer Service	3	
Our Goal: Growth and Innovation	We were evaluated on:	Our Score:	Our Overall Score:
Take advantage of opportunities which will enhance value for trustees and members	Plan Membership Growth	3	3
	Investment Returns	3	
	Investment Platforms	3	
Our Goal: Operational Efficiency	We were evaluated on:	Our Score:	Our Overall Score:
Create efficiencies, reduce risk, increase productivity and support enhanced access to information	Reporting	3	3
	Audit Reviews	3	
	Protection of Information	3	
	Internal Procedures	3	
	Technology Resources	2*	
	Enterprise Risk Management	2**	
	Environmental Best Practices	3	
	Cost Effective	3	
Operational Performance	3		
Our Goal: People	We were evaluated on:	Our Score:	Our Overall Score:
Develop talent to meet our future organizational needs and to ensure we have the right people in the right jobs at the right time	Organizational Effectiveness	3	3
	Workforce Planning	3	
	Staff Training	2***	
	Talent Acquisition	3	
	Internal Communications	2****	
Trustee Education	3		

Footnotes:

- * Internal helpdesk response times missed quarterly target but within tolerance
- ** Enterprise Risk Management project completions missed annual targets but within tolerance
- *** Staff Training hours missed annual target but within tolerance.
- **** Internal CEO briefings missed annual target but within tolerance.

RATING SCALE:

3	Meeting and Exceeding Targets
2	Missing Targets But Within Tolerance
1	Missing Targets and Not Within Tolerance