

Agenda Item - Summary

Date of Meeting: October 25, 2016

Agenda Item: Engagement Survey Action Plan

Nature of Issue:¹ Responding to the needs and concerns of our stakeholders.

Executive Summary: The IESO's first employee engagement survey highlighted a need for improvement in 3 key areas: Performance Management, Leadership and Direction, and Career Growth. The Executive Leadership Team has produced an Organization-Wide Engagement Action Plan to address those needs.

Significant Issues:² The IESO's Organization-Wide Engagement Action Plan focuses on those areas of our survey results that are in most need of improvement and are most likely to influence future favourable responses to our core Engagement Index questions.

Decision being Sought: None

Attachments: Memo: Engagement Survey Action Plan, 2016/17
Memo: Internal Communication Plan

¹ Consider whether this agenda item supports the IESO's core business and/or a strategic goal. If selecting a strategic goal, consideration should also be given to the underlying strategic objective supported.

- ∞ IESO core business activity
- ∞ Deliver superior reliability performance in a changing environment
- ∞ Drive to a more efficient and sustainable marketplace
- ∞ Be recognized as a trusted advisor, informed by engagement
- ∞ Invest in our people and processes to meet the needs of the sector

² Consider contentious issues and significant risks.