AGENDA

Strategic Focus Areas
Scorecard
Work Highlights
Q&A
MISSION

CONNECTING OUR COMMUNITY.

VISION

IN ALL THAT WE DO, WE ARE COMMITTED TO CREATING A MORE CONNECTED, SUSTAINABLE, AND EQUITABLE COMMUNITY.

VALUES

RESPECT, INTEGRITY, INNOVATION, EQUITY, SAFETY, AND COLLABORATION.
Strategic Areas of Focus – As of end of Q1FY23

**CUSTOMER SATISFACTION**
Our goal is to deliver outstanding customer service that increases the willingness of our customers to recommend our services to others.

Establish a Net Promoter Score and increase by 5%.

Baseline NPS established at 21%.

**EMPLOYEE ENGAGEMENT**
Our goal is to attract and retain a high quality workforce through high levels of employee engagement.

An Employee Engagement Score of 65%.

Baseline Employee Engagement established at 65%.

**COMMUNITY VALUE**
Our goal is to provide strong value to the community through the services we offer, whether or not they use our services directly.

Establishment of a baseline for the percentage of the community that believes we provide value and improve 5%.

Baseline Community value established at 79%.

**FINANCIAL HEALTH**
Our goal is to maintain LTD’s strong financial position to sustain our operations for the future.

Achievement of 3-year rolling financial plan targets.

We are currently on track.

**SUSTAINABILITY**
Our goal is to do our part to preserve and protect the environment through a reduction in greenhouse gas emissions.

A reduction in Greenhouse Gas Emissions of 70%.

77% reduction in GHG since 2018.
Organizational Scorecard (Metrics) Progress

Prioritizing what to measure enables us to produce results that matter towards achieving our success outcomes.
## Organizational Scorecard Progress Update

<table>
<thead>
<tr>
<th>Strategic</th>
<th>Target</th>
<th>Q2FY22</th>
<th>Q3FY22</th>
<th>Q4FY22</th>
<th>Q1FY23</th>
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<tr>
<td>Customer Satisfaction</td>
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<td>Employee Engagement</td>
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<td>Financial Health</td>
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<td>18.4</td>
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<td>16</td>
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<tr>
<td>Sustainability</td>
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<td>7.9</td>
<td>8.1</td>
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<td><strong>46.9</strong></td>
<td><strong>66.6</strong></td>
<td><strong>86.1</strong></td>
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Q1FY23 Highlights

• Completed first full year of the Strategic Plan with 86/100 Overall Score
• Established baseline targets in Employee Engagement and Community Value.
Q1FY23 Highlights: 21% Net Promoter Score

LTD NPS Score Trend 2014-2022

NPS Goal
Plans ahead for Fiscal Year 2023

Focus on Employee Engagement Tactical Work including Workforce Diversity Initiatives, Employee Development, and Employee Turnover

Develop plan to measure Community Partner Perception of LTD

Launch Comprehensive Operations Analysis

Maintain success in Financial Health and Customer Satisfaction with emphasis on continuous improvement and communication
Discussion & Questions
Employee Engagement

Employee Engagement Composite Score = 65%

84% of Employees Understand How Their Performance is Linked to LTD's Success

57% of Employees Agree Leadership is Invested in their Success.

53% of Employees Agree They are Provided with the Tools Needed to Work Successfully