

Briefing Note:

To: Tenant Services Committee (“TSC”)

From: Sheila Penny, Chief Operating Officer (“COO”)

Date: September 14, 2021

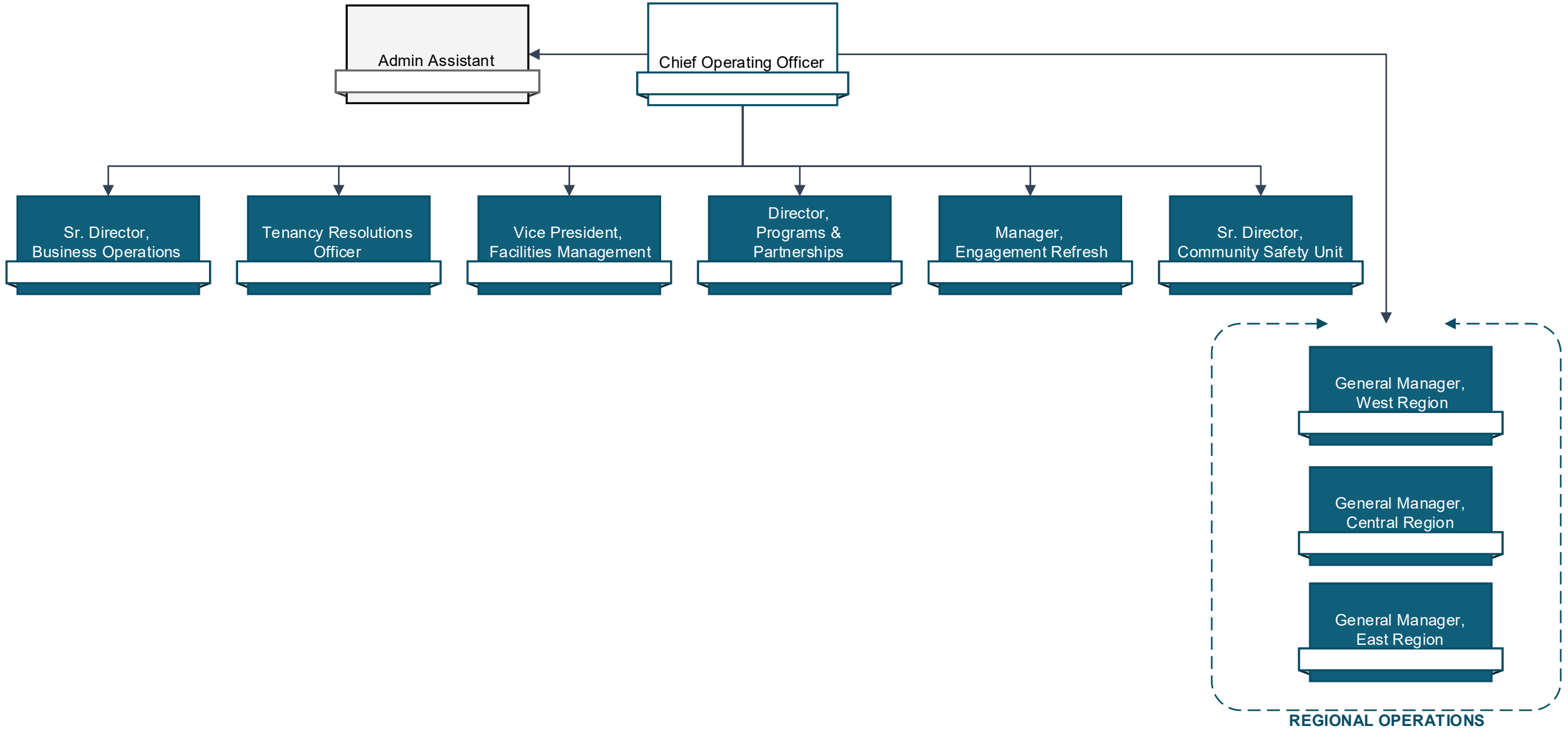
Re: Public Action Item #13: Operations Organization Chart

At the July 5, 2021 Tenant Services Committee (“TSC”) meeting, the TSC requested the Operations division to provide an updated organization chart of the restructured Operations division, including roles and reporting structure for the various teams and overall division.

In response to the request by TSC, Appendix A provides the updated organization chart of the restructured Operations division. In the updated organization chart, it outlines the various roles within:

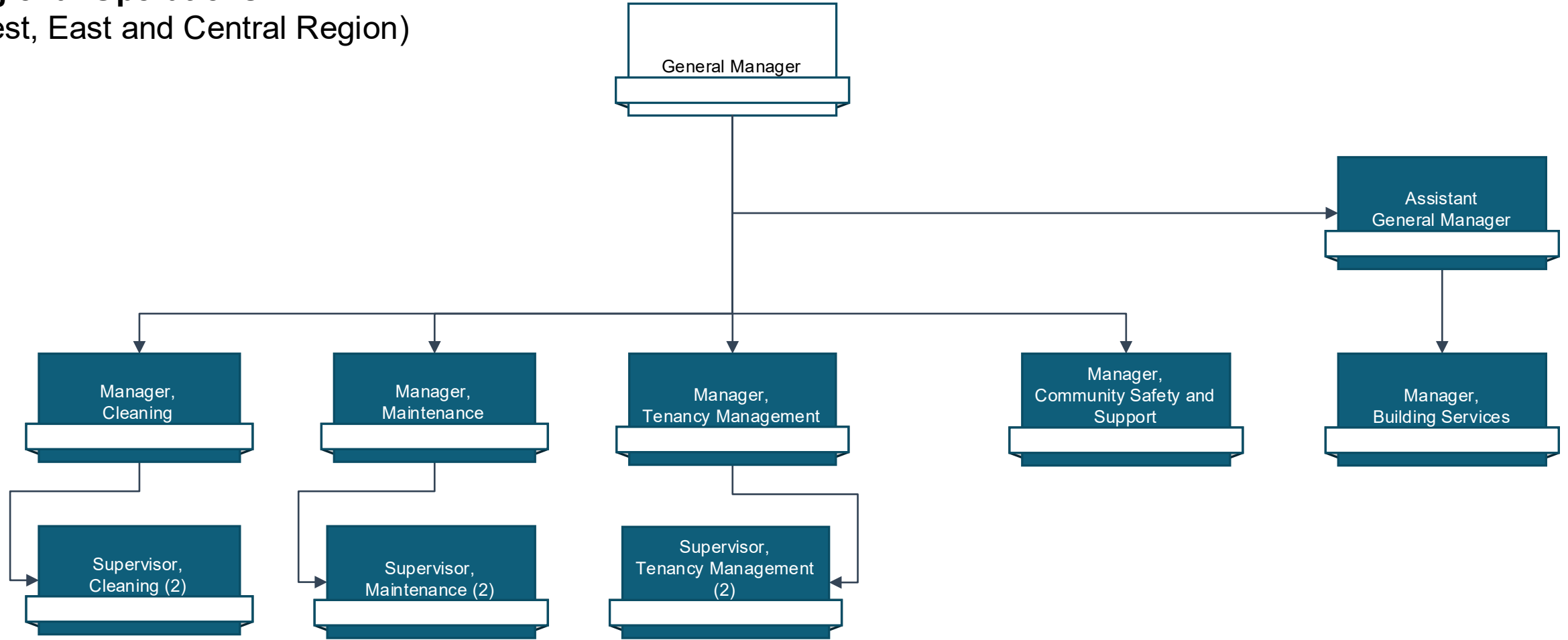
- Regional Operations
- Business Operations;
- Program and Partnerships;
- Tenancy Resolutions Office;
- Facilities Management;
- Tenant Engagement; and
- Community Safety Unit.

APPENDIX A Operations Leadership Team

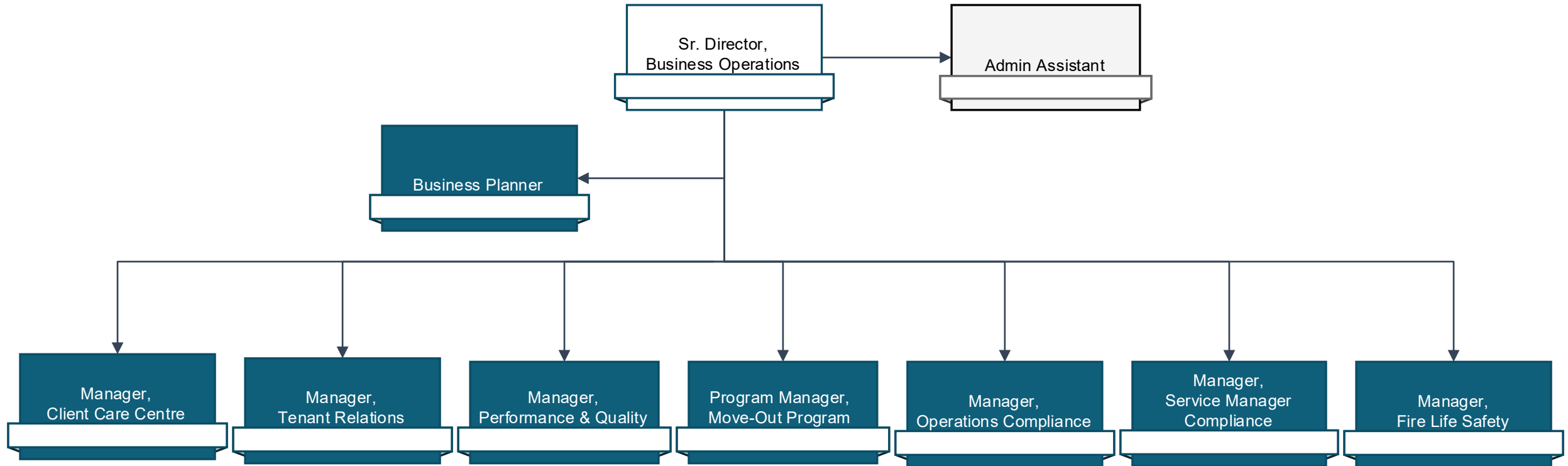


Regional Operations

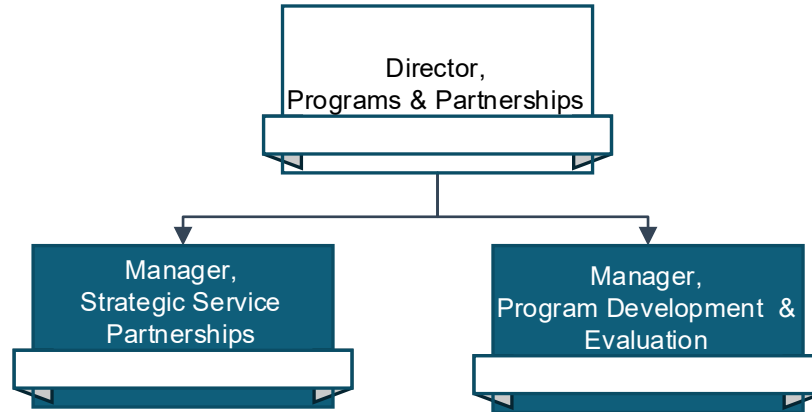
(West, East and Central Region)



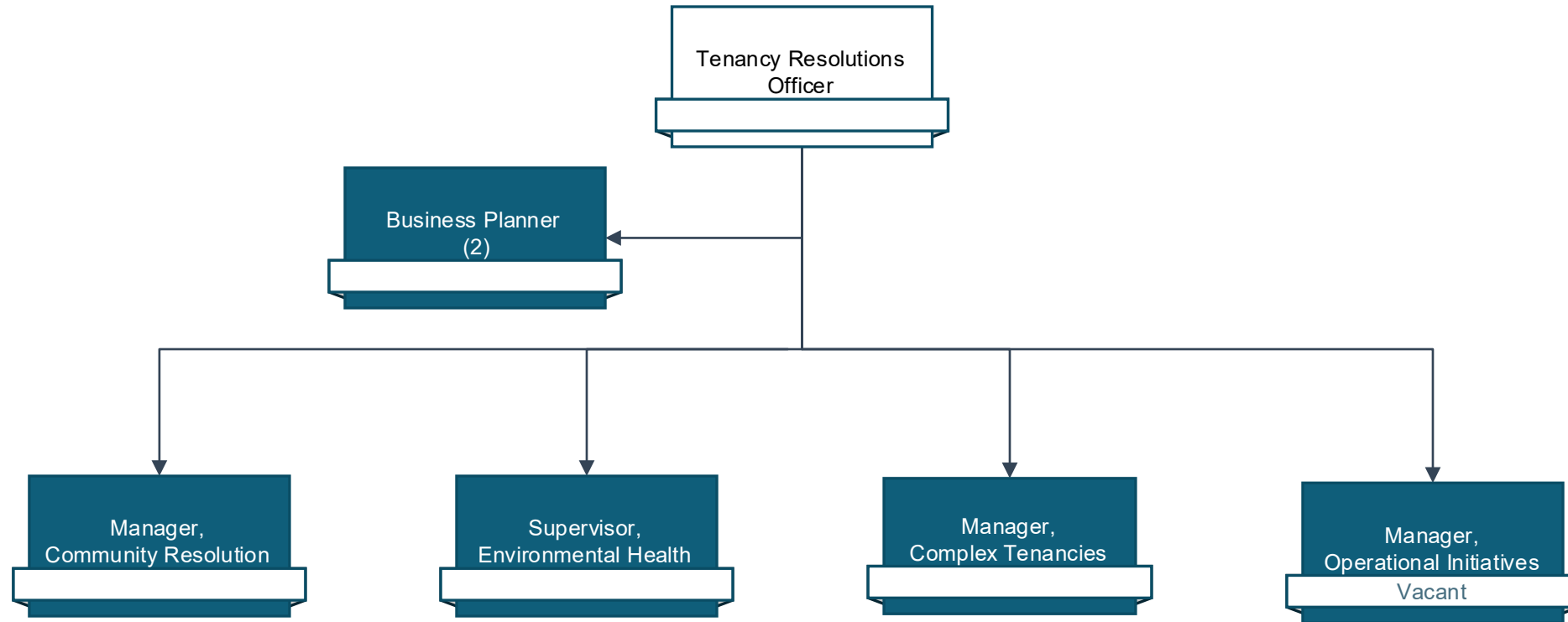
Business Operations



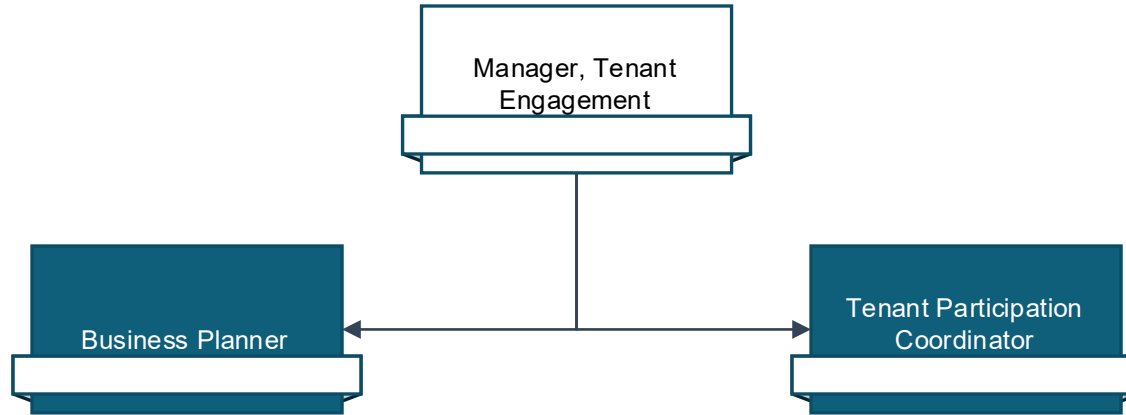
Programs & Partnerships



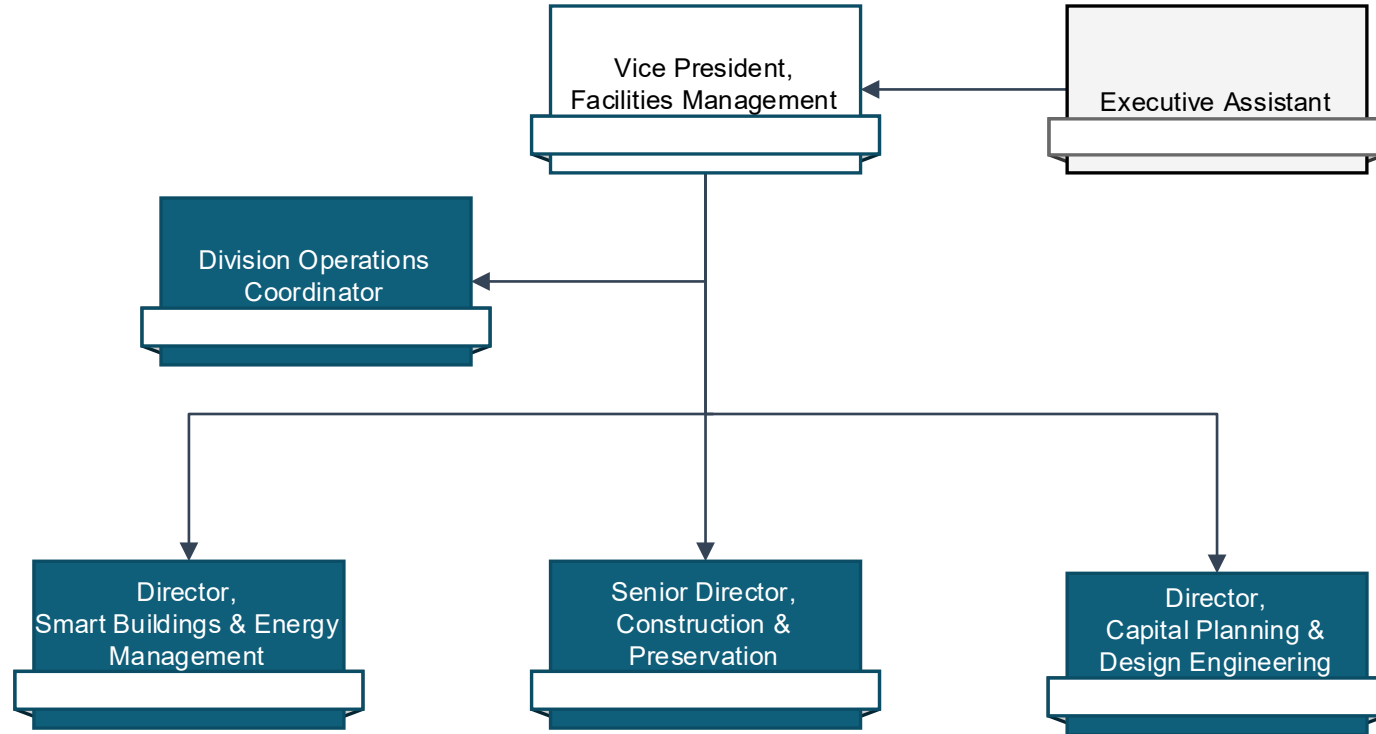
Tenancy Resolutions Office



Tenant Engagement System



Facilities Management



Community Safety Unit

