

2010/11 – 2012/13 Crown Corporation Service Plan Good Examples

Section of Service Plan	Crown Corporation Providing Good Example
<ul style="list-style-type: none"> ● Concise and readable <ul style="list-style-type: none"> ○ Not more than 30 pages in length ○ Web-links or references for additional information ○ Form and language accessible to general reader 	Most
	ICBC, BC Pavilion Corp, Forestry Innovation
	Partnerships BC, Columbia Basin Trust
<ul style="list-style-type: none"> ● Signed Message from Board Chair to Minister responsible (incorporating Accountability Statement) <ul style="list-style-type: none"> ○ Overview of organization's significant activities ○ Planning focus for upcoming year ○ Major changes since last service plan or expected in coming year ○ Market and industry issues ○ Significant risks and opportunities, successes and challenges looking forward ○ Future outlook ○ Accountability statement 	BC Pavilion Corp, BC Hydro, Columbia Basin Trust, Industry Training Authority, Pacific Carbon Trust, BC Transmission Corp, First Peoples, RBC Museum
	Most
	Forestry Innovation
	Most
	BC Securities, Legal Services, BC Games
	RBC Museum, Community Living BC, Legal Services Society
	BC Lotteries
	Majority
Organizational Overview	ICBC, Forestry Innovation, Columbia Basin Trust, Pacific Carbon Trust (sidebar), Columbia Power Corp, Legal Services Society
● Enabling legislation	All
● Legislated mandate	All
● Vision	All
● Values	All
● Overview of core business areas	BC Securities, RBC Museum, BC Assessment, BC Housing
● Benefit or service provided to the public and how delivered	Knowledge Network, Liquor Distribution Branch, BC Hydro, BC Lotteries, BC Housing, Partnerships BC
● Any significant shifts in business areas or program delivery and why occurring	As required
● Principal partners, clients and stakeholders	BC Hydro, BC Lotteries, Pacific Carbon Trust, BC Securities, BC Transmission Corp, BC Games, BC Housing
● Location of operations	All

Corporate Governance	ICBC - chart, BC Pavilion Corp, Community Living BC, Provincial Capital Commission
<ul style="list-style-type: none"> The role and membership of the Board of Directors 	BC Hydro, BC Lotteries (chart), First Peoples
<ul style="list-style-type: none"> The purpose and membership of each Board Committee 	BC Hydro, BC Lotteries (chart),
<ul style="list-style-type: none"> The names and job titles of senior management 	BC Lotteries (chart)
<ul style="list-style-type: none"> The organization's governance principles 	Knowledge Network, Forestry Innovation, Columbia Basin Trust, Industry Training Authority, RBC Museum, BC Assessment
<ul style="list-style-type: none"> Disclosure of whether governance practices are in compliance with Board Resourcing and Development Office's Governance Guidelines, including a hyperlink to governance disclosure on website 	BC Lotteries, Private Career Training, BC Transmission Corp, Provincial Capital Commission
Strategic Context	Industry Training Authority
<ul style="list-style-type: none"> Any shifts in internal operating environment Economic and industry factors, trends, opportunities and challenges Significant financial and operational risks and opportunities <ul style="list-style-type: none"> Their likelihood and potential magnitude The potential impact they might have on planned results how the organization plans to monitor, address or mitigate them 	Liquor Distribution Branch, Columbia Basin Trust
	ICBC, Pacific Carbon Trust, BC Assessment, BC Housing, Partnerships BC, BC Transit
	Pacific Carbon Trust (risks and opportunities), BC Transmission Corp, BC Assessment (risks and opportunities), Legal Services Society, BC Housing
	BC Immigrant Investment Fund, Private Career Training, BC Transmission Corp, Columbia Power Corp (layout), Legal Services Society, Oil & Gas Commission, BC Housing, RBC Museum
<ul style="list-style-type: none"> Current capacity to meet planned results <ul style="list-style-type: none"> plans to increase or retain capacity any adjustments required to deal with capacity issues 	BC Hydro, BC Securities, BC Assessment, BC Housing
	BC Pavilion Corp, BC Assessment, Legal Services Society
Goals, Objectives, Key Strategies, Measures and Targets	
<ul style="list-style-type: none"> Why these goals, strategies and measures are critical to organization and how they relate to 	Knowledge Network, Industry Training Authority, Pacific Carbon Trust, BC

the mandate	Securities, Columbia Basin Trust, Columbia Power Corp (chart), BC Games, BC Housing, Partnerships BC (what success means), BC Transmission Corp (chart), Liquor Distribution Branch
• Goals	All
• Strategies	All
• Performance measures for each of three years	Majority
• Targets for each of three years, including a discussion of why the specific targets included in the plan were selected and how they will demonstrate success in achieving goals	ICBC, Pacific Carbon Trust, BC Hydro, BC Transmission Corp, Community Living BC, BC Housing
• Any significant changes to goals, objectives or measures from previous year and why they were made	BC Pavilion Corp, Columbia Basin Trust, BC Lotteries, Pacific Carbon Trust, BC Transmission Corp, Legal Services Society, BC Housing, Partnerships BC
• Performance Management Systems <ul style="list-style-type: none"> ○ sources of data ○ what management does to ensure data is accurate and reliable 	Knowledge Network, Liquor Distribution Branch, BC Transmission Corp, Community Living BC Knowledge Network, Liquor Distribution Branch, Private Career Training, BC Transmission Corp, RBC Museum, Community Living BC, BC Assessment
• Benchmarks with other organizations – if none included, a discussion of progress in identifying suitable benchmarks is required	Liquor Distribution Branch, BC Hydro, Columbia Basin Trust, BC Transmission Corp, Columbia Power Corp, Oil & Gas Commission
Shareholder's Letter of Expectations	All
• Government direction from the latest SLE	
• How the organization plans to address SLE direction during the planning period	BC Pavilion Corp, Knowledge Network, BC Lotteries, BC Transmission Corp, BC Assessment
• Action planned on climate change and carbon neutrality initiatives	ICBC, Knowledge Network
Summary Financial Outlook for the Service Plan Period Note: actual financial information should be provided for 2008/09, forecast for 2009/10, and budget for 2010/11 - 2012/13	Whole section: Columbia Basin Trust, Liquor Distribution Branch (layout), BC Immigrant Investment Fund, First Peoples, RBC Museum (layout), Columbia Power Corp (detail)
• Total revenue by core business area	Community Living BC (revenue disclosure), Knowledge Network (expenditure disclosure)
• Total expenses by core business area	
• Major sources of funding or revenue	
• Major types of expenditures	
• Net income or loss	
• Debt	Most

<ul style="list-style-type: none"> Retained earnings 	Most
<ul style="list-style-type: none"> Key assumptions 	BC Hydro, Columbia Basin Trust, Private Career Training
<ul style="list-style-type: none"> Sensitivity analysis 	BC Hydro, Columbia Basin Trust
<ul style="list-style-type: none"> Future financial outlook 	Knowledge Network, Columbia Basin Trust, Private Career Training, Pacific Carbon Trust, BC Securities
<ul style="list-style-type: none"> Confirmation that budget information agrees to funding approved by ministry and that forecast information is fully consistent with government's fiscal plan (Ministry staff to confirm) 	Most
Capital Plan and Major Capital Projects	
<ul style="list-style-type: none"> Status and cost of any major capital projects over \$50 million 	BC Hydro, BC Pavilion Corporation
<ul style="list-style-type: none"> Total capital spending by year 	Most
<ul style="list-style-type: none"> Significant projects planned (less than \$50 million) 	BC Transmission Corp, BC Lotteries, Provincial Capital Commission
<ul style="list-style-type: none"> Main types of planned capital spending 	Provincial Capital Commission
Information on Subsidiaries and Operating Segments	
Subsidiaries <ul style="list-style-type: none"> Subsidiary name Primary business High level goals Governance structure, including Board members Senior management team 2008/09 actual, 2009/10 forecast and budgeted 2010/11 - 2012/13 revenues, expenses and net income Any capital expenditures For inactive subsidiaries, name, business, current status and reason for inactivity 	BC Immigrant Investment Fund (active disclosure), Knowledge Network (inactive disclosure)
Operating Segments <ul style="list-style-type: none"> 2008/09 actual, 2009/10 forecast and budgeted 2010/11 - 2012/13 revenues, expenses and net income any capital expenditures 	BC Pavilion Corp, Liquor Distribution Branch, BC Lotteries

Great Service Plans for 2010/11 – 12/13:

- Columbia Basin Trust
- BC Transmission Corporation
- Royal BC Museum