

# 2016-2020

# STRATEGIC PLAN

Adopted by the Board of Directors on March 31, 2016

## Vision Statement

A culture of fairness, integrity and respect is embraced in Canadian sport and beyond.

## Mission Statement

The Centre provides global leadership in sport dispute prevention and resolution, while fostering a culture of integrity, fairness and respect in Canada.

PILLAR

1

Providing Sport Dispute Resolution Services to the Canadian Sport Community

2

Strengthening the Capacity of the Canadian Sport Community to Prevent and Resolve Disputes

3

Establishing an Ombudsperson Service for the Canadian Sport Community

4

Pursuing Organizational Excellence

GOAL

All sport disputes brought to the Centre are handled in a fair, transparent, timely and cost-effective manner.

Stakeholders have the resources and tools to effectively prevent and resolve sport disputes.

An impartial and independent ombudsperson service exists in the Canadian sport community.

The Centre is a sustainable, accountable, and responsible model of best practices.

STRATEGIES

- A. Ensuring that the roster of arbitrators and mediators delivers professional services in accordance with the Centre's mission;
- B. Optimising case management services;
- C. Ensuring procedural rules are current and compliant; and
- D. Expanding the Centre's fee-for-service activities allowing access to a broader stakeholder group.

- A. Improving the Canadian sport community's access to sport dispute resources; and
- B. Increasing stakeholder engagement and interaction.

- A. Engaging in a consultative process to clarify needs and expectations of the sport community; and
- B. Assessing the Centre's capacity, potential role and scope of service.

- A. Optimising the Centre's systems, processes and human capital;
- B. Maintaining and diversifying sources of revenue; and
- C. Exploring international collaboration opportunities.