

# STRATEGIC PLAN 2020-2024



**Statutory Mandate** The mission of the **Sport Dispute Resolution Centre of Canada** is to provide to the sport community **a)** a national alternative dispute resolution service for sport disputes; and **b)** expertise and assistance regarding alternative dispute resolution (Art. 10, *Physical Activity and Sport Act*, S.C. 2003, c.2)

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

**Values**  
**Integrity** Through transparency, competence and high standards of ethical conduct, we constantly strive to earn our stakeholders' trust.  
**Fairness** We are independent, impartial and respectful of all parties so our stakeholders can count on us to be fair.  
**Excellence** We effectively achieve our mission by being efficient, accessible, professional, and compassionate.

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

Priority Areas	Providing Sport Dispute Resolution Services	Strengthening the Capacity of the Sport Community to Prevent and Resolve Disputes	Supporting Integrity in Sport	Pursuing Organizational Excellence
Goals	Provide fair, impartial, timely, and cost-effective solutions to sport disputes	Maximize the value of educational programs and initiatives for stakeholders	Support the Canadian sport community to address and resolve concerns about maltreatment in sport	Maintain the Centre as an inclusive, sustainable, accountable, and responsible model of good governance
Strategies	<ul style="list-style-type: none"> <li>Maintain the highest quality of expertise to deliver effective professional dispute resolution services</li> <li>Review procedural rules to ensure they are current and compliant</li> <li>Refine processes to better guide and assist parties in disputes</li> </ul>	<ul style="list-style-type: none"> <li>Modernize delivery of existing tools and resources to increase their accessibility</li> <li>Develop new programs and resources to best meet stakeholder needs</li> <li>Strengthen partnerships to broaden the reach and impact of programs and initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Facilitate access to systems, resources, and a safe environment to effectively address maltreatment in sport</li> <li>Contribute leadership and expertise to establish in a timely manner an effective safe sport system</li> </ul>	<ul style="list-style-type: none"> <li>Optimize the effectiveness of the Centre's operations, services, and programs</li> <li>Strengthen governance through Board development</li> <li>Cultivate an inclusive, respectful and fulfilling work environment</li> </ul>