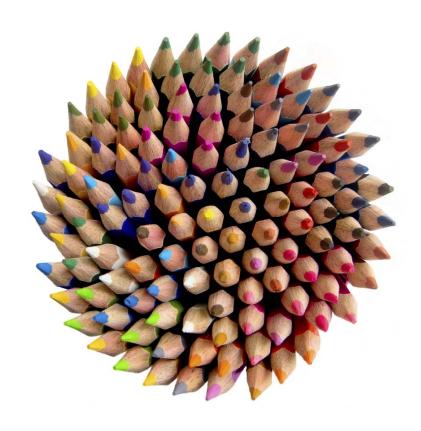
Deloitte.



Toronto Catholic District School Board 2018 Audit service plan

For the year ending August 31, 2018 Presented to the Audit Committee September 12, 2018



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August 17, 2018

Private and confidential

To the Chair and Members of the Audit Committee Toronto Catholic District School Board

2018 Audit service plan

Dear Audit Committee Members:

We are pleased to provide you with our audit service plan for Toronto Catholic District School Board ("the Board") for the year ending August 31, 2018. This document describes the key features of our plan including our audit scope and approach, our planned communications with you, and our team.

Our commitment to you is straightforward: we will provide you with outstanding professional services delivered by an experienced and dedicated team of specialists. Our professionals will continue providing you with best practices and insights to face the increasingly complex array of issues and challenges encountered by companies like the Board.

We look forward to discussing our audit service plan with you and answering any questions you may have.

Yours truly,

Original signed by Deloitte

Chartered Professional Accountants Licensed Public Accountants

Table of contents

Our audits explained	1
Audit risks	3
Appendix 1 – Audit approach	6
Appendix 2 – Communication requirements	9
Appendix 3 – New and revised Auditor Reporting Standards	11
Appendix 4 – New and Revised Accounting Standards	14
Appendix 5 – Deloitte resources a click away	16

i

Our audits explained

Audit scope and terms of engagement

We have been engaged to perform an audit of the Board's consolidated financial statements (the "Financial Statements") prepared in accordance with the Financial Administration Act supplemented by Ontario Ministry of Education memorandum 2004:B2 and Ontario Regulation 395/11, Accounting Policies and Practices Public Entities ("Regulation 395/11"), of the Financial Administration Act as at and for the year ending August 31, 2018. In addition, we have also been engaged to perform the audit of the Ontario Youth Apprenticeship program and the Literacy and Basic Skills program. Deloitte also performs specified procedures on the Boards March year end reporting. Our audits will be conducted in accordance with Canadian generally accepted auditing standards ("Canadian GAAS").

The terms and conditions of our engagement are described in the Master Services Agreement, dated August 26, 2016 and has been signed on behalf of the Board of Trustees and management.



Materiality

We are responsible for providing reasonable assurance that your Financial Statements as a whole are free from material misstatement.

Materiality levels are determined using professional judgement using total expenses as a reference point.

We will inform the Audit Committee of all uncorrected misstatements greater than a clearly trivial amount of 5% of materiality and any misstatements that are, in our judgment, qualitatively material. In accordance with Canadian GAAS, we will ask that any misstatements be corrected.

Audit risks

Through our preliminary risk assessment process, we have identified areas of audit risk. These risks of material misstatement and related audit responses are discussed in the Audit risks section of this report.

Fraud risk

We will develop our audit strategy to address the assessed risks of material misstatement due to fraud. Determining this strategy will involve:

- 1. Asking people involved in the financial reporting process about inappropriate or unusual activity.
- Testing a sample of journal entries throughout the period as well as adjustments made at the end of the reporting period.
- 3. Identifying and obtaining an understanding of the business rationale for significant or unusual transactions that are outside the normal course of business.
- Evaluating whether your accounting policies may be indicative of fraudulent financial reporting resulting from management's effort to manage results.
- 5. Evaluating whether the judgements and decisions related to management estimates indicate a possible bias.
- 6. Incorporating an element of unpredictability in selecting our audit procedures.

We will also ask the Audit Committee for their views about the risk of fraud, whether they know of any actual or suspected fraud affecting the Board and their role in the oversight of management's antifraud programs.

If we suspect fraud involving management, we will immediately inform the Audit Committee of our suspicions and discuss the nature, timing, and extent of audit procedures necessary to complete the audits.

Complete engagement reporting

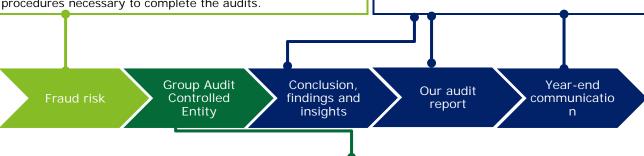
Audit reporting

Under Canadian GAAS, we are required to communicate certain matters to the Audit Committee. The primary reports and formal communications through which we will address these matters are:

- This Audit Service Plan:
- · Year End Communication; and
- Our Auditor's Report on the Financial Statements.

Business Insights

We will provide you with insights and offer meaningful suggestions for improvement that we identify during the audits.



Group Audit Controlled Entity

The Board is a component of the Group Audit for the Province of Ontario. Deloitte may be asked to provide information relating to the audit of the Board to the Office of the Auditor General of Ontario ("OAGO") in conjunction with the audit by the Auditor General of Ontario for the Government of Ontario's consolidated financial statements.

The Canadian Auditing Standard ("CAS 600") Group Audits require certain procedures to be carried out for significant components of Group Audits and we are required to comply with the requests of the Group Auditor. The Board may be considered to be a significant component by OAGO.

Audit risks

During our risk assessment, we identified areas of audit risk that will require special audit consideration. These risks, together with our planned responses, are described below.

The following tables set out certain areas of audit risk that we identified during our preliminary planning activities, including our proposed response to each risk. Our planned audit response is based on our assessment of the likelihood of a risk's occurrence, the significance should a misstatement occur, our determination of materiality and our prior knowledge of the Board.

Provincial grants and other fees Revenue/deferred revenue*

Audit risk

Appropriate recognition of revenue in accordance with public sector accounting standards supplemented by Ontario Government regulations

Our proposed audit response

- Testing of Government transfers received through confirmation with the Ministry of Education
- Detailed substantive testing of revenue supplemented by analytical review procedures
- · Review of grant stipulations
- · Review of related disclosure

Adoption of new accounting standards

Audit risk

Determine if balances and disclosures are appropriate and in accordance with newly adopted Public Sector Accounting Standards.

Our proposed audit response

- Review management's process of identifying related parties, and review management's analysis of related party transactions and balances and determine if they are recorded in accordance with PS 2200.
- Determine if Assets are properly recorded and disclosed in accordance with PS 3210.
- Review management's process of identifying Contingent assets and Contractual rights and determine if they are properly disclosed in accordance with PS 3320 and 3380.

Payroll

Audit risk

Significance and volume of transactions

Our proposed audit response

- Review and test the design, implementation and operating effectiveness of internal controls related to the payroll cycle.
- Detail test payroll transactions for appropriate pay in accordance with employment agreements and other relevant documentation.
- Overall analytical review of payroll amounts.

Accounting for Government Transfers in accordance with Ministry directives and Ontario government regulations as it relates to capital contributions

Audit risk

Requires certain accounting which has been prescribed by the Ministry and can be complex given the significance of transactions and balances impacted at the Board.

Our proposed audit response

- Attend Ministry training for school business officials and auditors to understand any new directives and reporting requirements.
- Detailed testing of transactions and balances impacted and determine that the Board has accounted for these transactions in accordance with regulations and relevant policies.
- Ensure adequate disclosure of the basis of accounting in the notes to the consolidated financial statements.

Accounts payable and accrued liabilities

Audit risk

Determine if existence and cut-off are appropriate and if estimates are supported.

Our proposed audit response

- Test disbursements subsequent to year-end to determine the reasonableness of accounts payable and accrued liabilities, and
- Test the supporting assumptions for accruals.

Tangible capital assets and deferred capital contributions

Audit risk

Validity and recording accuracy.

Our proposed audit response

- Test a sample of additions during the year to supporting documentation,
- Test to ensure additions to deferred capital contributions are externally restricted for capital purchases,
- Test amortization of tangible capital assets to ensure assets are appropriately amortized in accordance with Ministry guidelines,
- Test to ensure amortization of deferred capital contributions are amortized at the same rate as the assets they are associated with, and
- Test a sample of repairs and maintenance items to determine if they should be capitalized.

Management override of controls*

Audit risk

Management override of controls is a presumed area of risk in a financial statement audit due to management's ability to override controls that otherwise appear to be operating effectively.

Our proposed audit response

- Our audit tests the appropriateness of journal entries recorded in the general ledger and other adjustments made in the preparation of financial statements.
- We obtain an understanding of the business rationale for significant transactions that we become aware of that are outside of the normal course of business, or that otherwise appear to be unusual given our understanding of the Board and its environment.
- We review accounting estimates for bias and evaluate whether the circumstances producing the bias, if any, represented a risk of material misstatement.
- In addition, experienced Deloitte personnel will be assigned to the testing and review of journal entries and areas of estimates that require management judgments and assumptions.
- Professional skepticism will be maintained throughout the audit.

As we perform our audit procedures, we will inform you of any changes to the significant risk discussed above and the reasons for those changes.

^{*}Identified as area of significant risk

Appendix 1 – Audit approach

Deloitte's audit approach is a systematic methodology that enables us to tailor our audit scope and plan to address the unique issues facing the Board.

The following steps are not necessarily sequential nor are they mutually exclusive. For example, once we have developed our audit plan and the audits are being performed, we may become aware of a risk that was not identified during the planning phase. Based on that new information, we would reassess our planning activities and adjust the audit plan accordingly.

1. Initial planning

The Deloitte audit approach begins with an extensive planning process that includes:

- Assessing your current business and operating conditions
- Understanding the composition and structure of your business and organization
- · Understanding your accounting processes and internal controls
- · Understanding your information technology systems
- · Identifying potential engagement risks
- Planning the scope and timing of internal control and substantive testing that take into account the specific identified engagement risks

2. Assessing and responding to engagement risk

Our Audit approach combines an ongoing identification of risks with the flexibility to adjust our approach when additional risks are identified. Since these risks may impact our audit objectives, we consider materiality in our planning to focus on those risks that could be significant to your financial reporting.

Consideration of the risk of fraud

When we identify a misstatement or control deficiency, we consider whether it may be indicative of fraud and what the implications of fraud and significant error are in relation to other aspects of the audits, particularly the reliability of management representations.

In determining our audit strategy to address the assessed risks of material misstatement due to fraud, we will:

- Assign and supervise personnel, taking into account the knowledge, skill and ability of individuals with significant engagement responsibilities and our assessment of the risks of material misstatement due to fraud for the engagement.
- Evaluate whether the Board's selection and application of accounting policies, particularly those related to subjective measurements and complex transactions, may be indicative of fraudulent financial reporting resulting from management's effort to manage earnings.
- Incorporate an element of unpredictability when selecting the nature, timing and extent of our audit procedures.

We will inquire directly of the Audit Committee regarding:

- Its views about the risk of fraud
- · Whether it has knowledge of any actual or suspected fraud affecting the Board, and
- The role it exercises in the oversight of fraud risk assessment and the establishment of mitigating controls.

We will also inquire if the Audit Committee is aware of tips or complaints regarding the Board's financial reporting and, if so, the Audit Committee's responses to such tips and complaints and whether it is aware of matters relevant to the audits, including, but not limited to, violations or possible violations of laws or regulations.

If we suspect fraud involving management, we will communicate these suspicions to the Audit Committee and discuss the nature, timing, and extent of audit procedures necessary to complete the audits.

Information technology

An important part of our audit planning process involves gaining an understanding of:

- 1. The importance of the computer environment relative to the risks to financial reporting
- 2. The way in which that environment supports the control procedures we intend to rely on when conducting our audits, and
- 3. The computer-based information that supports our substantive procedures.

The objective of our review of computer controls is to identify potential areas of risk and assess the relevance, reliability, accuracy and completeness of the data produced by the systems. We also assess the operating effectiveness of the computer environment and determine the reliability of the financial information used to generate the financial statements. To accomplish this, we gain an up-to-date understanding of your organization's computer processing environment and our understanding of the relevant general computer controls. We then conduct tests to support our conclusion on the operating effectiveness of controls considered relevant to the audits.

3. Developing and executing the audit plan

The performance of an audit includes evaluating the design and determining the implementation of internal controls relevant to the audits, testing the operational effectiveness of the controls we intend to rely on, and performing substantive audit procedures.

Audit procedures

The timing of our audit procedures is dependent upon a number of factors including the need to coordinate with management for the provision of supporting analysis and other documentation. Generally, we perform our audit procedures to allow us sufficient time to identify significant issues early, thereby allowing more time for analysis and resolution.

Tests of controls

As part of our audits, we will review and evaluate certain aspects of the systems of internal control over financial reporting to the extent we consider necessary in accordance with Canadian GAAS. The main objective of our review is to enable us to determine the nature, extent and timing of our audit tests and establish the degree of reliance that we can place on selected controls. An audit of the financial statements is not designed to determine whether internal controls were adequate for management's purposes or to provide assurance on the design or operational effectiveness of internal control over financial reporting.

The extent to which deficiencies in internal control may be identified through an audit of financial statements is influenced by a variety of factors including our assessment of materiality, our preliminary assessment of the risks of material misstatement, our audit approach, and the nature, timing and extent of the auditing procedures that we conduct. Accordingly, we gain only a limited understanding of controls as a result of the procedures that we conduct during an audit of financial statements.

We will inform the Audit Committee and management of any significant deficiencies that are identified in the course of conducting the audits.

Substantive audit procedures

Our substantive audit procedures consist of a tailored combination of analytical procedures and detailed tests of transactions and balances. These procedures take into account the results of our controls tests and are designed to enable us to obtain reasonable assurance that the financial statements are free from material misstatements. To obtain this assurance, misstatements that we identify while performing substantive auditing procedures will be considered in relation to the financial statements as a whole. Any misstatements that we identify, other than those that are clearly trivial (the clearly trivial threshold has been set at 5% of materiality), will be reported to management and the Audit Committee. In accordance with Canadian GAAS, we will request that misstatements be corrected.

4. Reporting and assessing performance

Perform post-engagement activities

We will analyze the results of the audit procedures performed throughout the year and, prior to rendering our report, we will conclude whether:

- The scope of the audits wer sufficient to support our opinion, and
- The misstatements identified during the audits do not result in the financial statements being materially misstated.

Independence

We have developed important safeguards and procedures to protect our independence and objectivity. If, during the year, we identify a breach of independence, we will communicate it to you in writing. Our communication will describe the significance of the breach, including its nature and duration, the action taken or proposed to be taken, and our conclusion as to whether or not the action will satisfactorily address the consequences of the breach and have any impact on our ability to serve as independent auditor to the Board.

We are independent of the Board and we will reconfirm our independence in our final report to the Audit Committee.

Appendix 2 – Communication requirements

Red	qui	red communication	Reference
Au	dit	Service Plan	
1.		ur responsibilities under Canadian GAAS, including forming and expressing opinion on the financial statements	CAS ¹ 260.14
2.	An a. b. c.	overview of the overall audit strategy, addressing: Timing of the audits Significant risks, including fraud risks Nature and extent of specialized skill or knowledge needed to perform the planned audit procedures related to significant risk Names, locations, and planned responsibilities of other independent public accounting firms or others that perform audit procedures in the audits	CAS 260.15
3.	,	gnificant transactions outside of the normal course of business, including lated party transactions	CAS 260 App. 2, CAS 550.27
End	qui	ries of those charged with governance	
4.	pr	w those charged with governance exercise oversight over management's ocess for identifying and responding to the risk of fraud and the internal ntrol that management has established to mitigate these risks	CAS 240.20
5.	An	y known suspected or alleged fraud affecting the Board	CAS 240.21
6.	WI	nether the Board is in compliance with laws and regulations	CAS 250.14
Yea	ar-e	end communication	
7.	Fra	aud or possible fraud identified through the audit process	CAS 240.4042
8.	. Significant accounting policies, practices, unusual transactions, and our related CAS 260.16 a. conclusions		CAS 260.16 a.
9.		ternative treatments for accounting policies and practices that have been scussed with management during the current audit period	CAS 260.16 a.
10.	Ma	atters related to going concern	CAS 570.23
11.	Ma	anagement judgments and accounting estimates	CAS 260.16 a.
12.	Si	gnificant difficulties, if any, encountered during the audits	CAS 260.16 b.
13.		aterial written communications between management and us, including anagement representation letters	CAS 260.16 c.
14.		her matters that are significant to the oversight of the financial reporting ocess	CAS 260.16d.
15.	Mo	odifications to our Independent Auditor's Reports.	CAS 260.A18
16.		ur views of significant accounting or auditing matters for which management nsulted with other accountants and about which we have concerns	CAS 260.A19

¹ CAS: Canadian Auditing Standards – CAS are issued by the Auditing and Assurance Standards Board of CPA Canada

Required communication	Reference
17. Significant matters discussed with management	CAS 260.A.19
18. Matters involving non-compliance with laws and regulations that come to our attention	CAS 250.23
 Significant deficiencies in internal control, if any, identified by us in the conduct of the audits of the financial statements 	CAS 265
20. Uncorrected misstatements and disclosure items	CAS 450.12-13
21. Any significant matters arising during the audits in connection with the Board's related parties	CAS 550.27

Appendix 3 – New and revised Auditor Reporting Standards

On April 11, 2017, the Canadian Auditing and Assurance Standards Board (AASB) approved new and revised Canadian Auditing Standards (CASs) on auditor reporting which will be effective for audits of financial statements for periods ending on or after December 15, 2018 with earlier application permitted.

While a number of CASs were impacted, the most significant changes made relate to the following four standards:

- Revised CAS 700, Forming an Opinion and Reporting on Financial Statements
- New CAS 701, Communicating Key Audit Matters in the Independent Auditor's Report
- Revised CAS 720, The Auditor's Responsibilities Relating to Other Information
- Revised CAS 570, Going Concern

These CASs are based on the International Auditing and Assurance Standards Board's (IAASB) new and revised International Standards on Auditing (ISAs) that were effective for periods ending on or after December 15, 2016 however there are two significant differences:

- 1. Deferral of the effective date for application by one year, and
- 2. Amending the scope of reporting Key Audit Matters so that such matters are communicated in the auditor's report only when required by law or regulation or the auditor decides to do so.

The following sets out the enhancements made to the new Independent Auditor's Report

Changes to the Auditor's Report and new reporting requirements

For all audits	
Auditor's opinion	auditor's opinion moved from the end of the auditor's report to the very beginning
Auditor's independence and ethics • an explicit statement of the auditor's independence in accordance with relevant e requirements and the auditor's fulfilment of other ethical responsibilities	
 a separate section under the heading "Material Uncertainty Related to Going Con when a material uncertainty exists related to an entity's ability to continue as a good concern and is adequately disclosed in the financial statements 	
Other information	• a separate section under the heading "Other Information", when an entity prepares other information (e.g., an annual report) containing or accompanying the entity's financial statements and auditor's report thereon, to explain management's and the auditor's responsibilities for the other information and the auditor's conclusion from reading and considering the other information

Roles and Responsibilities

- an enhanced description of management's responsibilities for assessing the entity's ability to continue as a going concern and whether the use of the going concern basis of accounting is appropriate
- identification of those charged with governance (when applicable) and their responsibility for the oversight of the financial reporting process
- an enhanced description of the auditor's responsibilities to conclude on the appropriateness of management's use of the going concern basis of accounting
- an enhanced description of the auditor's responsibilities in an audit of group financial statements

For audits of entities where the auditor decides or law or regulation requires reporting of key audit matters

Key audit matters

 a separate section under the heading "Key Audit Matters", when law or regulation requires the auditor, or the auditor decides, to communicate key audit matters in the auditor's report to those charged with governance that, in the auditor's judgment, were of most significance to the audit

We will work to provide Toronto Catholic District School Board and the Audit Committee with guidance on the implications of the new and revised auditor reporting standards.

Benefits

- **Transparency** into the audit and discussions between the auditor, those charged with governance, and management
- · More robust discussions between auditors and those charged with governance
- Enhanced communications between all stakeholders including regulators
- · Relevant auditor's reports and insights into the complexities of the entity
- Comparability across industries and audit firms
- Improved audit and financial reporting quality

Highlights of Changes to Performance Requirements with respect to Going Concern

Auditors are now required to evaluate the adequacy of management's disclosure in the financial statements for "close calls" related to going concern (i.e., when events or conditions were identified that may cast significant doubt of an entity's ability to continue as a going concern but due to management's plans, the auditor concluded that no material uncertainty exists).

The following are some considerations for those charged with governance to start discussing with their auditor.

Implementation considerations for those charged with governance

- KAMs: If applicable, this commentary in the audit report will have a significant impact on the timing of:
 - Meetings between the auditor and the Audit Committee to discuss risks, which will form the basis of KAMs
 - Meetings with the auditor to identify, discuss and challenge KAMs as early as possible, and
 - Review of the auditor's report as the process will likely be more rigorous.

- **Going Concern:** Increased auditor focus may heighten your scrutiny of management's process for assessing the entity's ability to continue as a going concern and the relevance and completeness of related disclosures in the financial statements, particularly for "close calls".
- Other information: Discuss with the auditor which documents will be within the scope of "other information", evaluate timeframes for drafting and finalizing these documents, and assess documents for consistency with financial statements to ensure factually correct and reasonable.

Resources

The AASB is currently working with CPA Canada and other groups to drive the effective implementation of the new standards through a broad range of communications, tools and guidance materials for stakeholders. CPA Canada has issued a number of <u>Audit and Assurance alerts</u> in June 2017 discussing key features of the changes and will be releasing a web portal devoted exclusively to the topic of implementing auditor reporting. Webinars and other publications will be issued throughout the remainder of the year, including an update expected in December incorporating the changes to the new auditor's report into a revised reporting guide, "Reporting Implications of New Auditing and Accounting Standards."

- Keep abreast of the Canadian project at www.cfr.deloitte.ca.
- Information relating to the new and revised CASs and conforming amendments to other CASs can be found on the AASB website.

We encourage you to engage your engagement partner or any other member of the Deloitte Team with any questions or enquiries related to the new and revised auditor reporting standards.

Appendix 4 – New and Revised Accounting Standards

The following is a summary of certain new standards, amendments and proposals that will become effective in 2017 and beyond.

To review all recent amendments that will impact your organization in the foreseeable future, we invite you to review our revamped <u>Standard-setting Activities Digest</u>, included in our Centre for Financial Reporting (www.cfr.deloitte.ca).

Public Sector Accounting Standards

Topic	Description	Effective Date
Section PS 3430 - Restructuring transactions	This new section was published by PSAB in June 2015. It establishes standards on how to account for and report restructuring transactions by both transferors and recipients of assets and/or liabilities, together with related program or operating responsibilities.	This section applies to restructuring transactions occurring in fiscal years beginning on or after April 1, 2018. Earlier adoption is permitted.
Section PS 1201 - Financial statement presentation	This new section was published by PSAB in June 2011. It revises and replaces Section PS 1200 Financial statement presentation. It establishes general reporting principles and standards for the disclosure of information in government financial statements.	This Section is effective when Sections PS 2601 and PS 3450 are adopted.
Section PS 2601 Foreign currency translation.	This section revises and replaces PS 2600, Foreign currency translation. It establishes standards on how to account for and report transactions that are denominated in a foreign currency in government financial statements.	This Section is effective for fiscal years beginning on or after April 1, 2019. For government organizations that applied the CPA Canada Handbook – Accounting prior to adopting the CPA Canada Public Sector Accounting Handbook, this Section applies to fiscal years beginning on or after April 1, 2012. Governments and government organizations would also adopt Section PS 3450 at the same time. Earlier adoption is permitted.
Section PS 3041 - Portfolio investments	This section revises and replaces PS 3040, Portfolio investments. It establishes standards on how to account for and report portfolio investments in government financial statements.	This Section is effective when Sections PS 1201, PS 2601 and PS 3450 are adopted.
Section PS 3450 - Financial instruments	This new section was published by PSAB in June 2011. It establishes standards on how to account for and report all types of financial instruments including derivatives.	This section is effective for fiscal years beginning on or after April 1, 2019. For government organizations that applied the CPA Canada Handbook – Accounting prior to adopting the CPA Canada Public Sector Accounting Handbook, this Section applies to fiscal years beginning on or after April 1, 2012. Governments and government organizations would also adopt PS 2601 at the same time. Earlier adoption is permitted.

Topic	Description	Effective Date
Section PS 3280 - Asset Retirement Obligations	, ,	This section is effective for fiscal years beginning on or after April 1, 2021. Earlier adoption is permitted.

Appendix 5 – Deloitte resources a click away

At Deloitte, we are devoted to excellence in the provision of professional services and advice, always focused on client service. We have developed a series of resources, which contain relevant and timely information.

Canada's Best Managed Compa (www.bestmanagedcompanies.		The Canada's Best Managed Companies designation symbolizes Canadian corporate success: companies focused on their core vision, creating stakeholder value and excelling in the global economy.
Centre for financial reporting (www.cfr.deloitte.ca)	DirectorsCEO/CFOControllerFinancial reporting team	Web site designed by Deloitte to provide the most comprehensive information on the web about financial reporting frameworks used in Canada.
Financial Reporting Insights (www.iasplus.com/fri)	CFOControllerFinancial reporting team	Monthly electronic communications that helps you to stay on top of standard-setting initiatives impacting financial reporting in Canada.
On the board's agenda	DirectorsCEO/CFO	Bi-monthly publication examining a key topic in detail, including the perspectives of a Deloitte professional with deep expertise in the subject matter as well as the views of an experienced external director.
State of change (www.iasplus.com/StateOfChange)	CFO VP Finance Controller Financial reporting team	Bi-monthly newsletter providing insights into key trends, developments, issues and challenges facing the not-for-profit sector in Canada, with a Deloitte point of view.
☐ Deloitte Financial Reporting Up (www.deloitte.com/ca/update)	date • CFO • VP Finance • Controller • Financial reporting team	Learning webcasts offered throughout the year featuring our professionals discussing critical issues that affect your business.

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