

# 2016-2020

# STRATEGIC PLAN

Amended by the Board of Directors on February 26, 2019

## 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

Supporting the Canadian Sport Community in Creating a Safe Sport Environment

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 system exists in the Canadian sport community to monitor compliance with safe sport rules and standards.

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.