

Balanced Scorecard

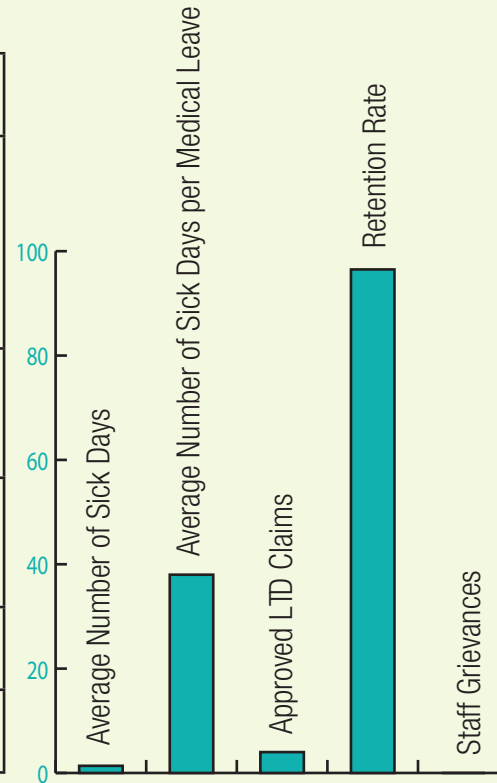
July 1 to September 30, 2020

Q2

Worklife

C.M.H.A. H.K.P.R. is committed to providing a positive work environment that supports the retention of skilled and dedicated staff.

Indicator	Annual Target	Q2 Target	Actual	YTD Target	Actual YTD
Average number of sick days per employee (including medical leave)	6	1.5	1.37	3	2.05
Average number of sick days per medical leave	60	15	38.71	30	38.71
Approved Long Term Disability Claims	0	0	4	0	4
Retention Rate	91%	91%	96.5	91%	91.3%
Staff Grievances	2	0.5	0	1	0



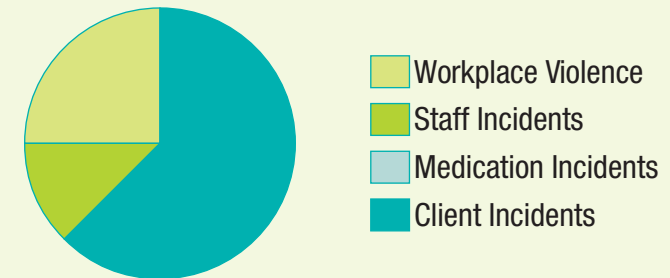
Note

This is a brief snapshot of the basic human resources and health and safety information requested for your reference. An annual Balanced Scorecard will be provided at a later date.

Health and Safety

C.M.H.A. H.K.P.R. is committed to protecting the health and safety of our clients and employees by taking all precautions to avoid harm to clients and to the staff who provide their care.

Indicator	Target	Actual	YTD
Client Incidents	0	5	8
Medication Incidents	0	0	1
Staff Incidents	0	1	1
Workplace Violence	0	2	2
Staff Lost Time	0	0	0



Staff Lost Time: **0 Days**