



Office of the Acting Associate Director
Business Operations and Service Excellence
5050 Yonge Street, 5th Floor
Toronto, ON M2N 5N8
Phone: 416-393-8780
Fax: 416-393-0889

1 November 2018

Leola Pon
General Counsel
Legal Services

Dear Leola Pon,

During the 2018-2019 school year, I would ask you to focus on the following key areas while fulfilling all of the duties of your position:

- Develop and manage improvements for the provision of strategic internal and external legal services based on principles of service excellence, modernization, cost efficiency, and effectiveness;
- Develop and implement strategies and resources to support the professional learning and strategic legal needs of Senior Team;
- Identify opportunities and actions for the Legal Services team to learn, experience and implement measures to support TDSB's Multi-Year Strategic Plan; and
- Support the Governance Committee with Lori Barnes, Ross Parry and John Malloy.

Please develop an action plan with deliverables, measurements and budget and the date when various aspects of the plan will be completed.

Thank you for your Executive leadership in TDSB.

Sincerely,

A handwritten signature in blue ink, appearing to be 'CS' or 'Craig Snider'.

Craig Snider
Acting Associate Director
Business Operations and Service Excellence

