



LEADERS LIVE HERE.

IMPACT REPORT 2017

GREAT BUILD GREAT CITIES. Cities aren't built by engineers, they are built by those who step up and lead. But the loudest voices and the established voices shouldn't be the only ones that are heard. CivicAction's unique value is building inclusive leadership where everyone has a voice and seat at the civic table."

Sevaun Palvetzian CEO, CivicAction



LEADERS LIVE HERE.

MESSAGE FROM THE CHAIRS

In 2002, a group of Toronto civic leaders came together to map out a vision for the city and its surrounding region. They saw what lay ahead: a host of **complex urban challenges** that could only be addressed through an all hands on deck approach. Out of this idea, CivicAction and our model of collective leadership was born.

Fast forward to today and we see a world with escalating intolerance and divisive leadership. Now more than ever, our region—one of the most diverse in the world—has a responsibility to show what's possible when we work together and why we lead. CivicAction sits at the nexus of where the sectors converge and has the unique ability to show the exponential impact that comes when we all row in the same direction.

Our region is known as world-class for many things and our ability to drive change through collective leadership is one reason why. From San Sebastian, Spain to Atlanta, Georgia, more and more jurisdictions are seeing the impact of CivicAction's model and wanting to learn more about what collaborative success can look like.

Today, CivicAction's city-building rolodex is 10,000+ people strong and we intend to continue to leverage our network to make change happen. Recently CivicAction has focused on issues that affect the health of the Greater Toronto and Hamilton Area (GTHA), including some of our youngest residents. We've continued to create impact through the Escalator initiative by connecting youth to employers and opportunities, and we've taken new action on workplace mental health with the launch of MindsMatter. We've also convened cross-sectoral players on child care and infrastructure to ensure we have the right building blocks for our region.

None of this work is possible without a pipeline of diverse, talented and driven leaders from all sectors and backgrounds and CivicAction has been mining, polishing and leveraging this resource longer and better than anyone else. Leadership is one of our greatest resources, but it needs to be continuously invested in. That's why we bought stock in the form of the CivicAction Leadership Foundation to build the collective leadership capacity of our region. With award-winning programs and unparalleled access to the region's most influential thinkers and doers, the Foundation is the premier destination for diverse, rising civic leaders that will change the face of leadership in our region in the years to come.

As David Pecaut wrote, "we can't rest on the global rankings and other laurels that say we're at the top. City-building is a near constant project that counts on the collective leadership of everyone involved." As the world continues to face significant challenges and barriers to effective leadership, we challenge the GTHA to show the world a model of city-building that's inclusive, collaborative, and meaningful. Why? Because this is where we live.



"Nothing is more satisfying than seeing real change in real time. CivicAction makes collective impact happen on an almost daily basis and it's a thrill to watch happen."

Rod Phillips Former CivicAction Board Chair (2014–17)



"World-class cities don't just happen—they require bold ideas and diverse voices working together. Civic leadership has the power to be a force multiplier in our communities and it's our job today to help grow and prepare the leaders of tomorrow."

Tim Hockey

President & CEO, TD Ameritrade; CivicAction Leadership Foundation Board Chair; CivicAction Board Member

LEADERSHP STARTS WITHA CivicAc that the action (**Built on** of our c **CivicAc**

CivicAction's vision is to create a region where everyone recognizes that they have a role to play in **our collective success** and is taking action (big or small) to shape a better future.

Built on the belief that there is nothing more important to the future of our communities than preparing those who will lead them, the CivicAction Leadership Foundation supports this work by aspiring to unlock and catalyze the full leadership potential of our region to build inclusive cities and strong communities.

WHAT SETS CIVICACTION APART?

- ✓ Multi-sector convener
- ✓ Focus on action, not chit-chat
- Engages the grasstops and the grassroots
- ✓ Builds our region's leadership pipeline

OUR MODEL

Multi-sector collaboration & engaging the right mix of senior and emerging leaders.

THE 4Rs

RESEARCH What's the need?

RELOAD (SUMMIT) What's the scope of our 4-year focus?

REFINE Put a fence around the issue.

REINFORCE Bring in partners.



"CivicAction and its one-of-a-kind model has the ability to rally diverse perspectives and experiences around a common goal. It convenes with intention, and that intention is action."

Peter Sloly

Partner - Risk Advisory, Cyber, National Lead - Security and Justice, Deloitte; CivicAction Board Member



"If breaking bread is the universal connector, CivicAction sets the communal table like no one else. CivicAction's ability to gather people who normally don't work together to come together and agree to do something is truly unique."

Godyne N.L. Sibay

Managing Partner - Ontario Region, McCarthy Tétrault; CivicAction Leadership Foundation Board Member

A HSTORY From more through L touched a OF COLLECTVE

2004

Modernizing

Income Security for Working Age Adults report results in

introduction of the

2003

Toronto Region Immigrant Employment Council

From modernizing income security, to arts and culture through Luminato, to mental health, CivicAction has touched a wide range of issues over the years.

2006

eln emerging leaders network

ELN launches and today brings 1,500+ diverse GTHA city builders together.

Strong Neighbourhoods Task Force leads to 1,200 initiatives in 6 years across 13 priority neighbourhoods.

2007

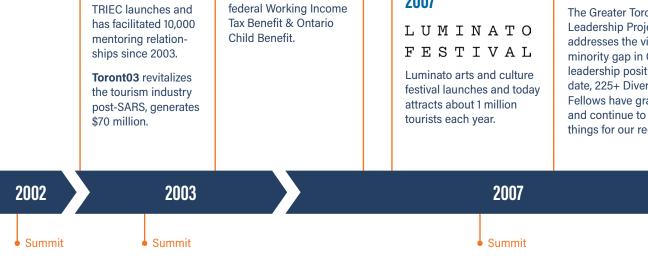
2008



Launches coalition of more than 150 multi-sector partners aiming to make the GTA the greenest city region in North America.



The Greater Toronto Leadership Project addresses the visible minority gap in GTHA leadership positions. To date, 225+ DiverseCity Fellows have graduated and continue to do great things for our region.



2011



Launches friendly competition engaging 42% of GTA offices and collectively reduces energy consumption by 12.1% between 2011–2014.





Campaign engages thousands of residents and hundreds of elected officials, leading to \$16 billion in dedicated provincial funding for transportation improvements.

2014



Escalator initiative launches, creating mentoring, skills development, and job opportunities for youth through 3 pilots:

npower canada

Almost 500 students have graduated from the IT skills training program.

net**WORKS**

700+ youth and 250+ mentors have been engaged (led by United Way Toronto & York Region).

YOUTHCONNECT CONNECTING YOUTH TO OPPORTUNITIES

Over 600+ front-line youth workers with the capacity to reach approximately 25,000 youth, as well as 150 youth and almost 70 employers have been trained on 21st century job search tools.

2016



A first of its kind program that helps organizations make the workplace a better resource for employee mental health.



A collaboration with Deloitte, this report outlines key recommendations to guide the federal government's infrastructure investment strategy.



Builds on a decade of impact by providing high impact leadership programs that open doors, minds and opportunities for emerging and under-represented leaders in the Greater Toronto & Hamilton Area.



LEADERSHIP IS MORE THAN TALK, IT'S ACTION.

Every four years, CivicAction holds a summit to put its finger on the pulse of our region to set our agenda for the next four years. Out of the summit, CivicAction builds partnerships and takes action through campaigns, programs and organizations that make our region a better place to live.

At our **Better City Bootcamp summit** in 2015, CivicAction put some muscle behind issues that underpin personal and community health and well-being in the GTHA. Since the summit, we've been working with our partners to move the needle through creative and collective actions.

MAKING MINDSMATTER

Harvard University and the World Bank have identified an "unheralded global crisis in mental health." This was one of the reasons why CivicAction identified mental health as an area of focus—the first time in the organization's history that we've touched a health topic.

In December 2016, CivicAction launched **MindsMatter** —a program to galvanize all employers to increase mental health awareness/training, leadership, and organizational support to make our workplaces world-renowned as supportive places for mental well-being.

Take the MindsMatter assessment today at mindsmatter.civicaction.ca to find out where your organization is at with mental health and get tailored actions and recommended resources to take the next step. The tool is free, confidential, easy to use and takes under three minutes to complete.

"Mental health is an important part of our personal wellness and an integral part of a thriving, healthy economy. CivicAction's MindsMatter program is making this topic top of mind for employers and giving them a powerful role to play."

Cam Fowler

President, North American Personal & Business Banking, BMO Financial Group; CivicAction Board Member

1 in 2 people in the GTHA labour force have experienced a mental health issue

\$17 billion

potential cost of inaction on mental health over the next 10 years **6 in 10** MindsMatter participants surveyed said mental health

surveyed said mental health has become a greater priority since taking the assessment "Return on human investment is highest during the early years of someone's life. We also know that access to quality and affordable childcare helps the healthy development of our children and creates more opportunities for parents to return to work. Investing in childcare now means better outcomes for our future and CivicAction has gotten employers to think about their piece of the puzzle."

Nan DasGupta

Partner & Managing Director, The Boston Consulting Group, Toronto; CivicAction Leadership Foundation Board Member



COUNTING ON THE "FIRST 1,000 DAYS"

Research shows that the first 1,000 days of a child's life, from pregnancy past the second birthday, have a critical impact on childhood development and their adult life. The first 1,000 days is literally the first coat over our entire life's canvas and if we get it right, those benefits are spread across a child's entire lifetime.

CivicAction, on behalf of the Ministry of Education, led a consultation of employers across Ontario, a group that has been seldom engaged on this issue, to inform the provincial government's Renewed Early Years and Child Care Framework and the implementation of their commitment to fund 100,000 new child care spaces over the next five years.

These employer consultations made it clear that organizations do recognize the significant social and economic benefits that accompany accessible, responsive, and affordable child care. It was also clear that employers can, and are willing to, play a role in transforming Ontario's child care system.

1 in 5

children in Toronto can be accommodated by existing licensed child care spaces

30+

organizations engaged by CivicAction on what employers hope to see and are willing to do on childcare

STANDING ON A SOLID FOUNDATION

Our infrastructure underpins our cities' resiliency and ability to grow. From the individual homeowner to large scale infrastructure projects, we must consider our future needs.

CivicAction, the Intact Centre on Climate Adaptation and the Insurance Bureau of Canada convened organizations from across sectors in 2017 to discuss strategies to engage and activate homeowners to minimize their vulnerability to flood risk. The resulting report *Blueprints for Action* outlines key collaborations and ideas that can motivate residents to better prepare themselves.

CivicAction, in partnership with Deloitte, also conducted a series of roundtables and interviews with civic and community leaders representing all sectors on how new federal dollars should be spent to maximize impact. The report *Ensuring We Get it Right* is the outcome of this process, and provides a set of recommendations to help guide sound infrastructure investment decisions.

You can read more about our work on infrastructure and find these reports at civicaction.ca/infrastructure.



"As we continue to grow as a city-region, our infrastructure must adapt to our needs and be responsive to how the environment is changing. CivicAction's work has put a critical spotlight on the need to take a forward thinking approach and build smart as we build up."

Ken Tanenbaum

Vice-Chairman, Kilmer Van Nostrand Co. Limited; CivicAction Board Member

\$1 billion

in damages caused by flooding in Toronto in 2013

7 of 10

Canadian homeowners have not protected their homes from flooding

\$60 billion

in new federal infrastructure funding over the next 10 years

100+

organizations engaged in new conversations on the future of our region's infrastructure **300,000+** youth in Ontario in limbo—not in education, employment or training

\$1 million

cost of just one of these young people remaining disconnected

FILING DOWN THE SPEEDBUMPS FOR YOUTH

In addition to the new issues we've touched through Better City Bootcamp, we have also continued our work on youth unemployment.

CivicAction's **Escalator** initiative aims to increase jobs and mentorship for Ontario youth facing barriers to employment. Over the last four years, CivicAction has identified key opportunities for private sector engagement and successfully launched a number of programs that are making a difference in the lives of thousands young people. We are now working with employers to advance more systemic, cultural and long-term change within their workplaces.

400+ NPower Canada* graduates, 50% women 80%

of NPower Canada graduates enter full-time employment or pursue post-secondary education within 6 months of graduating

Before joining the NPower program, I was struggling financially, working in a customer service job and unable to afford postsecondary studies. Thanks to NPower Canada, I learned a whole new skill set in IT and am now employed full-time at RBC as a Technical Analyst."

Filsan K.

NPower Graduate, 2016

* CivicAction is a founding partner of **NPower Canada** which trains young people facing barriers and matches them with paid internships in the technology sector.

In 2016, CivicAction embarked on a new phase of work to support human resources (HR) leaders to better hire and retain young people. This involved a first-of-its-kind employer self-assessment tool and case studies with organizations like RBC, H&M and Starbucks on new vouth-inclusive HR practices that can neutralize excuses and act as a roadmap for other employers.

"By tapping into diverse, young talent our workforce will reflect our communities and ensure no one is left behind. This is about building inclusive prosperity. CivicAction's work on Escalator is helping companies see their role in solving the issue of youth unemployment by building critical new channels between youth and employers."

Zabeen Hirji

Former Chief Human Resources Officer, RBC; **CivicAction Board Member**

78% youth engaged in netWORKS*

250+ mentors participating in netWORKS

700+

of netWORKS mentees are more confident in their ability to find meaningful employment

front-line youth workers trained at YouthConnect* events

* In partnership with United Way Toronto & York Region and TenThousandCoffees.com, CivicAction launched netWORKS -a youth networking and mentoring program that taps into companies and organizations from across the Toronto region.

YouthConnect is delivered by the CivicAction Leadership Foundation and LinkedIn Canada in partnership with Ryerson University and the City of Toronto. The event equips attendees with tools and resources to help youth facing barriers to employment leverage their existing experience and skills and start to grow their professional network online.

BUILDING OUR REGION'S LEADERSHIP PIPELINE

The CivicAction Leadership Foundation is committed to building the collective leadership capacity of our region. Through high-impact leadership programs designed to educate and inform, the Foundation is opening doors, minds and opportunities for emerging and under-represented leaders in the region.

In the GTHA:

200 + 140 +distinct ethnicities

languages and dialects spoken

50% of residents identify as racialized

3.5% of top executives identify as racialized (only a fraction are women)

The Emerging Leaders Network has been my conduit to the people, organizations and communities who drive change. It's a network that attracts collaboratorsenergetic professionals who see the value in collective and inclusive solutions to our region's most pressing challenges. At every ELN event, I learn something new, meet someone different, and leave motivated to do more."

Arjun Lombardi-Singh

Corporate Communications Manager, Personal & Commercial Banking, RBC; 2016-17 ELN Events & Programming Lead

NETWORKING FOR IMPACT

CivicAction's **Emerging Leaders Network (ELN)** helps build up, plug in and galvanize action-oriented leaders to create a more connected, collaborative GTHA.

With more than **1,500 rising leaders** representing a wide range of ethno-cultural backgrounds, communities, and sectors, the ELN hosts monthly events focused on networking and skill-building and a high-impact annual conference focused on some of the region's most pressing civic issues. The network also helps members advance civic-focused ideas and has incubated nearly 20 city-building projects since 2006.



of members say that they got valuable leadership development opportunities

90%

of members say that the network helped them build relationships across sectors

70%

report getting access to influencers and senior leaders



"Great cities are the product of its people, the diversity of their individual perspectives, and strong, collaborative leadership. Early in my career as a city-builder, the ELN gave me access to the tools and people that allowed me to see myself as a leader. I am proud that the network continues to connect and activate the leaders of tomorrow today."

Salima Rawji

Vice President, Development, Build Toronto; 2011–13 ELN Co-Chair; 2010 DiverseCity Fellow; CivicAction Leadership Foundation Board Member; CivicAction Board Member "Diverse thinking and points of view are so critical in our world today. I truly believe that we need to support and connect rising, diverse leaders to help them grow in their careers and to contribute to their communities in a meaningful way. Programs like DiverseCity Fellows are a shining example of this effort in action."

Joe Natale

President & CEO, Rogers Communications Inc.; CivicAction Leadership Foundation Board Member



CHANGING THE FACE OF LEADERSHIP

CivicAction's **DiverseCity Fellows** is an award-winning fellowship experience for diverse rising leaders looking to get their "civic MBA" and drive change in their communities.

With a focus on inclusive leadership and driving impact, this free year-long program provides 25 civic rock stars with opportunities for personal leadership development while growing a strong network of civic-minded peers across sectors. The program includes personalized growth and development opportunities, 10 skill-building modules led by sector leaders and structured coaching and mentoring with senior leaders. Past participants have noted that the program helped advance their leadership journey while also helping them contribute to their community in a meaningful way.

225+ DiverseCity Fellows alumni **100%** felt the program increased their leadership capacity and expanded their network

CELEBRATING CIVIC LEADERSHIP

Started in 2015, **MetroNext** is an annual celebration that shines a spotlight on **extraordinary rising and established leaders** in the GTHA who share a passion for city-building and a common desire to see our region reach its full potential.

The incredible and inspiring civic leaders recognized since the launch of the program include:

EMERGING LEADER AWARD

LIFETIME ACHIEVEMENT AWARD

1 144

2017	Hibaq Gelle
2016	Salima Rawji
2015	Andrew Graham

2017	Dr. Joseph wong
2016	Sen. Ratna Omidvar

ndrew Graham 2015 Hon. David Crombie

The DiverseCity Fellows Program inspires deep recognition of one's skills and talents. I have learnt the importance of building connections and networks catalyzing social change and have skilled-up my abilities to bring others along. The program compels diverse leaders to actualize change, taking on critical leadership roles, disrupting monotonous systems and shining a light on ways to advance inclusive agendas."

Stefany Hanson

Manager of Youth Development, City of Toronto; 2017 CivicAction DiverseCity Fellow

LEADERSHIP IS (OLLECTIVE.

BOARD MEMBERS



Cameron Bailey • Artistic Director, Toronto International Film Festival



Kilian Berz • Senior Partner and Managing Director, The Boston Consulting Group



Hon. David Crombie • Former CEO, Canadian Urban Institute; Former Mayor, City of Toronto; CivicAction Honorary Chair



Nan DasGupta • Partner & Managing Director, The Boston Consulting Group, Toronto

Janet De Silva • President & CEO, Toronto Region Board of Trade



Cam Fowler • President, North American Personal & Business Banking, BMO Financial Group



Zabeen Hirji • Chair, Escalator initiative



Tim Hockey •• President & CEO, TD Ameritrade; CivicAction Leadership Foundation Board Chair





Elisha Muskat • Executive Director, Peacebuilders International (Canada); 2016–17 ELN Co-Chair



Joe Natale • President & CEO, Rogers Communications Inc.



Catherine Pringle • Director of Communications, Trillium Health Partners



Salima Rawji •• Vice President, Development, Build Toronto; 2011–13 ELN Co-Chair; 2010 DiverseCity Fellow



Godyne N.L. Sibay • Managing Partner - Ontario Region, McCarthy Tétrault



Peter Sloly • Partner - Risk Advisory, Cyber, National Lead -Security & Justice, Deloitte





Ken Tanenbaum • Vice-Chairman, Kilmer Van Nostrand Co. Limited



Beth Wilson • CEO, Dentons Canada LLP



Richard Wiltshire • Regional Sales Manager, Sales Solutions, LinkedIn Canada; 2016–17 ELN Co-Chair; 2011 DiverseCity Fellow



Daniele Zanotti • President & CEO, United Way Toronto & York Region

• Board member of CivicAction

• Board member of CivicAction Leadership Foundation



"We all like to point out what needs to change in our cities. CivicAction does something about it. This is an organization devoted to identifying areas where the city can improve, figuring out how we can contribute, then getting it done. Rinse and repeat. I love that."

Cameron Bailey

Artistic Director, Toronto International Film Festival; CivicAction Board Member

TEAM CIVICACTION



Chris Adams Chief Financial Officer. CivicAction



Tamara Balan Project Director - Escalator, CivicAction



Sarah Harris Senior Director - Integrated **Communications & Public** Affairs, CivicAction



Toota Hassanien Program Manager - ELN, CivicAction Leadership Foundation



Adri Noronha Initiatives Coordinator -Escalator, CivicAction

Taher Mahmood

Bookkeeper,

CivicAction



Neha Bhargava Project Manager - Escalator, CivicAction



Alexandra Biron **Program & Events** Coordinator, CivicAction Leadership Foundation



Leslie Domenico Senior Program Manager -MindsMatter, CivicAction



Brooke Downey Chief of Staff to the CEO, CivicAction



Magda Hjartarson Director - Partnerships & Development, CivicAction



Jeff Junke Communications Manager, CivicAction



Jelena Lazarević Communications Advisor, CivicAction



Sebastian Lewis Project Coordinator -Escalator, CivicAction



Seher Shafiq Program Manager -DiverseCity Fellows, CivicAction Leadership Foundation



Linda Weichel Vice President - Initiatives, CivicAction



Jodie Rawn Managing Director, CivicAction Leadership Foundation

CEO, CivicAction

Sevaun Palvetzian

EMERGING LEADERS NETWORK EXECUTIVE & VOLUNTEERS



Sumeeta Kapur Chief of Staff, Infrastructure Ontario; 2017 DiverseCity Fellow; 2016–17 ELN Executive Advisor



Imanzi Kayitare Senior Advisor, Employment and Social Development Canada; 2016–17 ELN Events & Programming Lead



Abhishek Sarathy Senior Manager, Creative Services, Sun Life Financial Canada; 2017 ELN Communications Lead



Carley Smith DeBenedictis Senior Communications Advisor, Media Relations, City of Mississauga; 2016–17 ELN Events & Programming Lead



Arjun Lombardi-Singh Corporate Communications Manager, Personal & Commercial Banking, RBC; 2016-17 ELN Events & Programming Lead



Lana Majid

Senior Public Health Advisor, Ontario Ministry of Health and Long-Term Care; 2016–17 ELN Events & Programming Lead



Matt McNama

Corporate Communications Manager, Tourism Toronto; 2016–17 ELN Events & Programming Lead



Elisha Muskat Executive Director, Peacebuilders International (Canada); 2016–17 ELN Co-Chair



Nima Ranawana Public Affairs Specialist, Ontario Securities Commission; 2016–17 ELN Communications Lead



Richard Wiltshire Regional Sales Manager, Sales Solutions, LinkedIn Canada; 2016–17 ELN Co-Chair; 2011 DiverseCity Fellow

Thank you to 2016 ELN Membership Leads **Ryan Freeman**, Associate Director of Partnerships at Yelp WiFi, and **Jason Maghanoy**, Director of Sales Strategy and Partnerships at NOW Magazine.

INCOMING 2018-19 ELN CO-CHAIRS



Jesse Darling

Senior Manager, Policy Innovation Platform, Brookfield Institute for Innovation + Entrepreneurship; Incoming 2018–19 ELN Co-Chair



Mrinalini Menon Senior Manager, Strategy & Business Architecture, RBC; Incoming 2018–19 ELN Co-Chair



Mark Sam Senior Manager, Accenture; Incoming 2018–19 ELN Co-Chair

IN GREAT COMPANY

Whether galvanizing support for a shared cause, supporting the passions of our future leaders or demonstrating belief in our region's potential, the important work we do would not be possible without our incredible network of supporters. CivicAction and the CivicAction Leadership Foundation are grateful for the investment of the following companies, foundations and individuals in our work:

CIVICACTION

CITY CHAMPIONS



CIVICACTION LEADERSHIP FOUNDATION

LEADERSHIP FOUNDERS (MULTI-YEAR COMMITMENT)

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Leadership Builders

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If you are interested in supporting our work, please contact us at **info@civicaction.ca** or **416.309.4480**.

IMPACT MULTIPLIERS

Utilizing a mix of low overhead, effective partner engagement, pro bono support from various partners and a small-but-mighty staff team, CivicAction and the CivicAction Leadership Foundation consistently punch above our weight to drive maximum impact.

The information below is derived from the **2017 financial statements** of both organizations as audited by PricewaterhouseCoopers LLP.



Toronto's gift to the world could be this unique and powerful model of city-building that comes from collective leadership."

David Pecaut Founding CivicAction Chair



BECAUSE THIS IS WHERE WE LIVE.

> civicaction.ca leadership.civicaction.ca @CivicActionGTHA