

SERVICE COMMITMENT

Document Control

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Document Title: Service Commitment Template 2026/2027

Period of Agreement: May 1, 2026 to April 30, 2027

Department/Unit: Office of Institutional Events, Division of the President

Service Commitment Overview

The Office of Institutional Events (OIE) provides high-profile, institutionally impactful event management and protocol support for senior leadership across our 3 campuses and off-campus as necessary.

Scope of Service

The Office of Institutional Events organizes events that celebrate key University milestones and achievements and to enhance the University's reputation. In particular, the Office supports the President, Chancellor, Chair of the Board, and the offices of PVP in their planning of Institutional Events.

An Institutional Event is defined as an event hosted by one or more: President, Chair of the Board, Chancellor and/or a member of PVP that has the potential to elevate the University's reputation or celebrates/marks an important milestone for the university community.

Service Offerings and Descriptions

Service Area	Service Description	Service Offering
Events Management	The Office of Institutional Events delivers trusted, high-calibre support that strengthens the University's reputation by producing engaging, inclusive, and sustainable events, using innovative practices and data-driven insights to help our partners succeed and to continually improve how we serve the community.	We provide end-to-end event support for in-person, virtual, and hybrid institutional events, coordinating logistics, technology, and campus services to ensure seamless delivery across all campuses and off-site locations.
Protocol Support	The Office of Institutional Events, in collaboration with the Chief of Protocol, supports the consistent application of institutional protocol, particularly in the planning and delivery of events	We provide protocol guidance to ensure events are conducted appropriately and respectfully, including advice on order of precedence, flag etiquette, and the correct

	involving dignitaries and official representatives on and off campus.	forms of address when hosting dignitaries.
Resource & Guidance	The Office of Institutional Events provides resources, tools, and practical advice to support faculty and staff in planning and delivering successful events across the university.	We support colleagues planning events by offering resources on our website, institutional guidance, lending out event materials, and the development of practical planning tools to help events be delivered smoothly and consistently across the university.

Additional Metrics Specific to Each Division/Unit (optional)

- Guest Satisfaction Rates (Target: 90%)
- Client Satisfaction Rates (Target: 90%)

General Contact Information

For additional information, please contact:

Office of Institutional Events

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<https://www.yorku.ca/unit/institutionalevents/>

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Service Commitment Review and Renewal

The service renewal and review will be performed annually and will align with budget approval. Any review will consider the needs of the community and will align with the Universities academic and strategic priorities. We will align our service quality with the resources available to ensure we meet the institution's needs.