SERVICE COMMITMENT

Document Control

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

Department/Unit: Internal Audit

Service Commitment Overview

The Internal Audit Department is established by the Board of Governors and its responsibilities are approved by the Board Finance and Audit Committee. Internal Audit is an independent, objective assurance function established to add value and improve the University's management processes and operations. It helps the University accomplish its objectives and goals by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

Scope of Service

The objectives of internal auditing are to assist management of the University in the effective discharge of its responsibilities by providing analyses, appraisals, recommendations, counsel, and information concerning the activities reviewed and by promoting effective control at a reasonable cost.

Internal auditors have no direct responsibility or any authority over any of the activities or operations that they review. Recommendations on standards of control to be applied to a specific activity may be included in the written report of audit findings and opinions, which is given to the University management for review and implementation.

Service Offerings and Descriptions

Service Area	Service Description	Service Offering
Audit Engagements	Internal Audit evaluates the adequacy and effectiveness of the University's management systems and processes for identifying and managing organizational risks. This includes assessing compliance with laws, regulations, University policies, and delegated authorities, as well as determining operational efficiency. Internal Audit identifies areas for improvement, formulates practical recommendations based on cost-efficient analysis, and ensures that audited areas develop remediation action plans.	At the conclusion of each audit, a formal written report is issued and distributed to the responsible auditees, the President, and the Board Finance and Audit Committee.

University Enterprise Risk Management (ERM) Initiative	Internal Audit monitors and supports the University's Enterprise Risk Management Initiative.	- Conduct annual risk refresher exercise with the PVPs group. - Preparing semi-annual risk monitoring reports to the Board.
Whistleblower Policy and Special Investigation	Internal Audit acts as the primary contact for all disclosures submitted under the University's Whistleblower Policy and is responsible for conducting special investigations when matters arise.	The office leads investigations into these disclosures and reports the findings to the appropriate governance bodies.
Tracking Progress on Audit Recommendations	Internal Audit monitors the implementation of corrective actions developed in response to audit findings and provide assessments of progress on such corrective actions.	Report periodically to the Board Finance and Audit Committee on the results.
General Support Institutional Initiatives	Internal Audit actively supports the various university initiatives, including the 17 action plans.	Add value to university initiatives through internal audit activities and insights.

Additional Metrics Specific to Each Division/Unit (optional)

General Contact Information

To reach the Internal Audit department, click https://www.yorku.ca/unit/internal-audit/.

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.

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