

For the Board Meeting of: 7/15/2021

## Executive Summary

For most of the month of June the guys were able to go back to on-site exterior inspections. The guys of course were glad to get out and see the risks and get another step towards "normal". The changes that we made emailing the insured if possible and notifying the producers whenever an inspection occurs with one of their clients seems to be improving the first stage of contact. We have now included country farm inspections as of the first week of July. The guys started the on-site inspections basically the second week of June and were able to complete just over 100 inspections in the month.

## Update on Major Goal(s)

I have now met with all departments and have input on what they want to learn from the other departments as well as what they would like to teach. It looks like some of the cross-training can be done in group like settings while other cross-training will benefit from more 1 on 1 or at least small group interaction. I'm hoping the trend with Covid continues and we can do the cross-training all in person without zoom.

## Looking Ahead

Things continue to appear brighter in the province of Ontario with Covid numbers continually going down and vaccination numbers going up. Looks like now the "third stage" implementation date has been moved up to Friday July 16, great news for everyone! We will be meeting as a department on Monday the 19 and discussing going back to interior inspections, of course with PPE and protocols in place. This will also coincide nicely with starting to perform inspections on full farm and commercial as well. Again we will discuss it as a department and a company before making the decision. We also have intentions of continuing to use the virtual inspection tool as it has turned out to be a great asset and now has a place in completing some inspections. Hopefully another step towards normal for our department.

Respectfully Submitted,

*Bryce Clarke*

**"We make a difference in our communities."**

We are proud of the communities we are part of. We go out of our way to support them and make a lasting difference.