

For the Board Meeting of: 12/16/2021

Executive Summary

Over the past month, we have been busy with meetings. I attended a virtual Risk Management conference. The common thread throughout the session was climate issues and how we as a company can help to reduce our emissions. The other topic that stood out with many of the presenters was Diversity, Equity and Inclusion. We have these topics in our strategic plan and will need to keep working toward reaching our goals in these areas. I attended as secretary, the Insurance Institute Kawartha Chapter quarterly council meeting. We are always looking for educational opportunities and speakers to have for the membership in our chapter. I have been working with the commercial department to help with the transition to Cognition +. The first year of renewals in a new system is when items tend to reveal concerns that require a bit of attention. Our Business Analyst from Cognition + (Mark Drewitt), had his first in person visit to our office in almost 2 years this month. HTM had won a company lunch from Cognition + for our high level of adoption of the new system in the automobile line. This took place with several staff able to attend. It was a nice opportunity for people to meet Mark and celebrate our accomplishments on the new system. Our staff have worked together as a team over the past couple of months in reviewing the 38,000 files affected in the cyber incident. All files have been checked and now the results will be reviewed with the cyber lawyer. The types of files that were reviewed will lead us to develop some in house strategies on purging information, redacting information and best practices for storing information. The drafts of the vaccination policy and work from home policy have been sent to the management team and expect that these will be reviewed together at our December management meeting.

Update on Major Goal(s)

The work on the compliance calendar has been completed and a copy will be in your board package. The compliance calendar is an item that I see as a living document that will continue to be updated.

Emerging or Future Issues

I will be doing some research in the coming months on requirements the Ontario Government has for Accessibility Compliance. In 2022, we will move into the category of over 50 employees. This includes agents and brokers. I have a couple of other areas that I would like to start to work on. I will be developing an education policy and data management policy.

Compliance Calendar

I have been continuing to update the Compliance calendar as items arise throughout this year. This document will become a valuable template to follow in the future. Below you will see a summary of November items.

Compliance Topic	Description of Activity	Status
<i>Terrorism Report</i>	This is monthly report to FSRA	Completed
<i>P & C 1</i>	Quarterly P & C 1	Completed
<i>Monthly MVR log</i>	This is downloaded from CGI monthly This is required as a record for possible MTO audit	Completed

Respectfully Submitted,

Barbara Dinnage

“We strive to be remarkable.”

By continuously working to be our best, we provide great service to our clients. We focus on constant improvements and finding ways to be better.