

For the Board Meeting of: 3/16/2022

Executive Summary

Over the past month, I have attended an ERM session put on by OMIA. I have looked over the spreadsheet that we use for ERM and it is quite comprehensive. We will be working on updating this and then meeting with the Governance committee to review. I also attended the Kawartha/Durham Insurance Institute council meeting this past month. I have maintained the position of Secretary/Treasurer on the council. As always, they are working toward providing educational sessions for the membership. Also, they are looking forward to holding a couple of in person events in the coming year. As time continues on with the pandemic, it has started to prove difficult for many of our staff, families and ourselves. Alec asked Meaghan Kirwin to have a session with the management team. The time certainly helped everyone realize that we are not alone in our feelings. Hopefully, this will help to remind us to come together and continue to support each other. Thanks to Alec for keeping our mental health in the front of our minds. The preparation for the Annual General Meeting continues to take place. This will take place this Saturday. I am looking forward to an in person event. I think this is a step forward to our new normal. Also a step forward, is the OMIA Convention in person at the end of the month. I have been doing preparations for this event as well. We have a mix of in person and virtual attendees this year. I continue to work a portion of my time with Warren in underwriting. We have started to put into place some great tools for the underwriters. I think this will help with consistency. It will also help with training of newer staff. These tools can be used further in the cross training project as well.

Update on Major Goal(s)

Document Management

One of my goals for 2022, is to develop a document management policy. I have started with a draft of the policy. We are down to the final paper files to have scanned into our system. It is expected by the end of Q2 that this will be all completed. During the spring each year I review the paper files stored in the garage and shred any that have come to their destruction date. This will take place during May once the weather is a little nicer to work outside. Next steps, I will be discussing with Ryan on the purging of electronic files that are no longer required.

Policy Updates

I have been working on updating our company policies. We have completed the review of the Pandemic policy, the Conduct Review Committee Mandate and Director's Education policies at the February board meeting. This month we will be looking at the

Director's IPAD policy, the Employee Convention Policy and Board Committee Document.

Donation Policy

I have started a draft of a Donation policy. During the past month, I have not had the opportunity to do anything further on this policy.

Emerging or Future Issues

Looking ahead, I am looking forward to the in person AGM and in person Convention. During the coming few months the ERM and Disaster Recovery policies will take considerable time to review and update. I also expect that we will be moving forward with purging of documents and working towards next steps in the Document Management project. I am waiting to hear more on Bill 27 (Work life balance) from OMIA. John Taylor reported that they are working on a draft policy for the mutuals. They have had conversations with lawyers. The government has given a date of June 2nd to have something in place. An item will be added to the Compliance Calendar for June in regards to agent's licensing. It is suggested that we have an alternate signatory besides the CEO to renew a license.

Compliance Calendar

Compliance Topic	Description of Activity	Status
<i>Terrorism Report</i>	This is monthly report to FSRA	Completed
<i>By-law change</i>	On agenda for AGM	In Progress
<i>Monthly MVR log</i>	This is downloaded from CGI monthly This is required as a record for possible MTO audit	Completed
<i>AGM</i>	The in person Annual Meeting will take place March 12th	In Progress
<i>Reinstate Officers</i>	This will take place immediately following the conclusion of the Annual Meeting	In Progress
<i>Health and Safety</i>	Bryce is working on adding new member to committee and resume meetings/inspections	In Progress

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.