

For the Board Meeting of: 5/19/2022

Executive Summary

Over the past month, time as certainly flown by. I have attended a meeting with the social committee to help with the planning of the Broker Bar B Q on June 1st. We are hopeful that brokers will want to participate at an in person event. I had reported at the Board meeting last month that the Chamber of Commerce had ended the rapid test program. I have received emails from the Chamber that at this time they have been able to secure a further supply of rapid tests. I have replenished our stock and will continue to follow with the Chamber for any needed stock in the future. I attended a session from Governance Solutions on the 4 Sand Traps the Board Must Master. Governance Solutions provides free 30 minutes session every couple of weeks. Happily of the 4 Sand Traps we seem to be in good shape with our board. 1) Having the right people on the board. The process we went through last year with the nominating committee was excellent and helped with being sure we have achieved this. 2) Having the right Governance model in place. This was interesting as we just changed our board meeting schedule. One of the points was that there may not be a need for monthly meetings. In this sand trap, it also mentioned aligning management reports with the strategic plan. 3) Having the right policies in place. This talked about the use of the In Camera sessions. The point made here was being sure that discussions in camera are items that should be in this format. If the CEO should be part of the discussion, the item shouldn't be In Camera. 4) Getting out of the trap. This area talked about how valuable CEO's are to the organization. Continuing education for CEO's was discussed during this trap. As you can see, we seem to be navigating the 4 sand traps well. I attended the HR roundtable from OMIA. It seems that most companies are pulling back on vaccination policies as the province continues to open up and COVID numbers are declining. The topic of Work from Home was discussed. Most mutuals seem to either continue to work from home or have a hybrid model. A panel of 3 lawyers was present. We discussed the Disconnect from Work legislation. This will be a policy that will be reviewed at the May board meeting. This policy will included in the Bamboo HR system to all employees and will be provided to all new hires. The lawyers indicated that it is OK to ask employees to be paid over time. As with all circumstances, being flexible with staff to provide flexibility is suggested. Lastly, I have met with Carolyn, Donna and Allison and together we are putting together a process in Cognition+, for claims information to be provided to the Underwriting department. We have had our initial meeting. We hope to have a lunch and learn session with adjusters and underwriters in June.

Update on Major Goal(s)

Document Management

During the last month, I have been working with developing procedures for document tagging with Warren. We have been getting everyone in the underwriting department started on the clean-up of the "electronic filing" system. This is another step in organizing documents. During the process of the clean-up, an opportunity is presented to identify any documents that were saved that should not be there. (E.g. banking information) This should only be present in a redacted format. When items such as this are found they are being deleted.

Policy Updates

Work continues on policy updates. The documents coming to the board for review this month are: Disconnect From Work Policy (required to be in place for June 2, 2022), Fair Treatment of Customer Code of Conduct, and Wrongful Acts Notification Policy.

Donation Policy

I have started a draft of a Donation policy. This policy has not had anything further done on it at this time.

Emerging or Future Issues

Alec and I are attending the Regulatory Compliance Roundtable this month in person in Cambridge. A meeting has been scheduled with the governance committee. This should wrap up the ERM review. I am looking forward to the Broker Bar – B Q on June 1st.

Compliance Calendar

Compliance Topic	Description of Activity	Status
<i>Terrorism Report</i>	This is monthly report to FSRA	Completed
<i>Monthly MVR log</i>	This is downloaded from CGI monthly This is required as a record for possible MTO audit	Completed
<i>Market Conduct</i>	Preparing document for May 1 submission	Complete

Compliance Topic	Description of Activity	Status
Accessibility Compliance	This has been reviewed, this was filed last year and is only required every 3 years.	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.