

Executive Summary

May now marks our 4th month on the road. Our completed inspections total for the month was 100. Continuing with prioritizing inspections, those marked "rush" being at the top of the list. We are now down to 108 in this category. The inspectors in the month of May were very much still in Covid mode wearing masks and doing rapid tests on a weekly basis. There was a noticeable drop in Covid related cancellations of appointments. As well our team had no Covid related illnesses in the month of May. Our backlog currently sits at 1545. The big storm understandably had some effect on the inspectors and appointments in those areas hit hard with damage and power outages. In the office Becky was able to offer her services in the claims department to help them through the chaos. I was also kept busy with claims related evaluators etc.

Update on Major Goal(s)

With the storm there was no cross-training in the month of May. I have had several meetings now on the upcoming new inspection system. The system operates on several platforms including windows ios and android. Our team uses windows based tablets. There are some challenges with windows as it seems the system when it comes to the on-site data collection was designed more around the ios or iPad format. After a meeting with the technical people involved in the new system it turns out to be functionally almost identical to how the inspectors perform their work now with some minor changes. So I anticipate no great learning curve at this time. They indicated that early 2023 all platforms should function exactly the same. ESG environment goal has not started yet.

Looking Ahead

We now have a date set for initial training on the new inspection system which is scheduled for the last week of June. This is long anticipated news. Our department will have 2 full days of online initial training. I am told there will be several follow up sessions. The inspectors, as of June 13 will no longer be required to wear masks at the insureds premises. They can of course continue to wear masks if it makes them more comfortable. They are instructed to, of course respect the insureds wishes and wear a mask if they request it. In our last meeting the inspectors felt it was time to start taking off the masks if all parties are in agreement but of course are waiting for the company decision. The office has now made that decision to remove the masks in light of current conditions in the province on June 13.

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.

