



NEWSLETTER

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SPRING 2014

MESSAGE FROM RIMS CANADA COUNCIL CHAIR ROMAN PARZEI



I am honoured and privileged to serve as the Chair of the RIMS Canada Council (RCC). My appointment was effective January 1, 2014.

It has only been a few short months but already my time as RCC Chair has been a very busy one.

This past January I had the pleasure of chairing the RCC Winter Planning meeting in Quebec City (host of the 2015 RIMS Canada Conference). The meeting included a biannual strategic plan review of the RCC's Strategic Goals. You can read the details of this review as well as the revised strategic goals in a separate article in this Newsletter.

This past March, the RCC also held its annual subcommittee planning meetings where each of the three subcommittees developed objectives and action plans that support the revised set of strategic goals. The subcommittee chairs will provide ongoing reports on the progress of their objectives and action plans.

The RCC has approved the hosting of a "Building a Stronger Chapter" Workshop that will be held in Toronto, June 12-13, 2014. The workshop will be presented and

facilitated by Cindy Tiritilli (RIMS New York office) and Bonnie Wasser (RIMS Canadian Consultant). This is great added value for each Canadian RIMS Chapter. Expenses for two representatives from each chapter to attend the workshop (airfare, transportation, hotel, meals) will be covered by the RCC. Ideally, the chapter representatives would be board members or someone in the chapter who is interested in coming onto the board. Details of this workshop have been shared with the RCC reps. I encourage you to connect with your chapter's RCC rep with your expression of interest to participate in this worthwhile

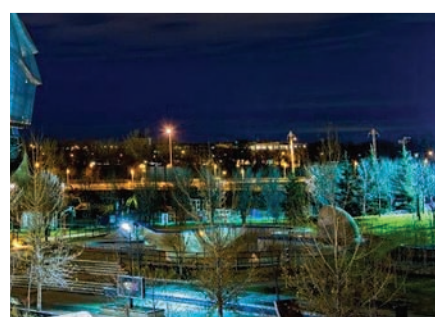
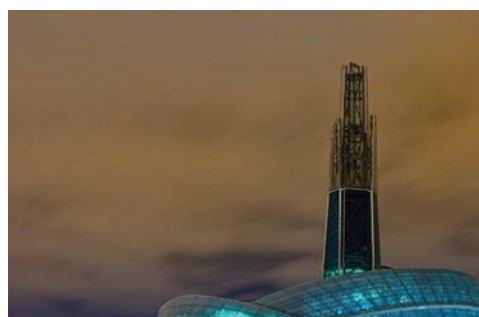
workshop. I will be at the workshop to provide whatever assistance I can, but more importantly, I look forward to meeting everyone who will be attending.

In April, I attended the 2014 RIMS Conference in Denver, Colorado. It was a very interesting and informative Conference. As RCC Chair, I had the pleasure of welcoming all of the Canadian delegates and our American friends who attended Canada Night. Canada Night has become an annual must attend highlight event at the RIMS Conference. Thank you to SCM Insurance Services and Canadian litigation Counsel who once again spon-

sored the event and helped make it the success that it was.

Speaking of Conference, final preparations of the 2014 RIMS Canada Conference are well underway. The RIMS Canada Conference will be held in Winnipeg, Manitoba. Word is that the Local Organizing Committee of the Manitoba RIMS Chapter will deliver a great conference at the RBC Convention Centre. If you have not already done so, be sure to book your hotel for this year's conference. For conference registration and up-to-date information about the RIMS Canada Conference, visit the official website at: <http://rimscanadaconference.ca>.

I look forward to meeting with as many of you as I can during my term as Chair of the RIMS Canada Council. I also look forward to hearing from you. The RCC is here to address your Canadian risk management needs. Feel free to drop me a line at roman@rimscanada.ca if you have a risk management concern or you can share your comments or concern with your local RCC representative.



rimscanadaconference.ca
September 14th- 17th

RIMS CANADA COUNCIL

THE RCC RENEWS ITS GOALS AND FOCUSES ON THE VALUE OF RISK MANAGEMENT AND PROFESSIONAL DEVELOPMENT

■ By Roman Parzei, RCC Chair

The RIMS Canada Council (RCC) held its winter planning meeting this past January in Quebec City (host of the 2015 RIMS Canada Conference). The meeting included a biannual strategic plan review of the RCC's Strategic Goals.

Facilitated by Meredith Low Consulting, the objectives of the strategic plan review were to develop shared analysis and understanding of RCC's performance relative to the existing strategic plan, identify and discuss strategic issues for RCC and determine actions to be taken.

At the meeting the RCC reaffirmed its mission statement: The RIMS Canada Council addresses the interests of Canadian RIMS members and their chapters in support of RIMS mission – "To Advance Risk Management for Your Organization's Success."

During the session, the RCC conducted an analysis of itself as an organization, and its environment as part of the strategic plan review. A number of key items were identified. Although not exhaustive, the following is a list of some of the identified issues:

- shortage of younger members and young leaders;
- loss of good ideas resulting from insufficient communication between generations;
- lack of recognition and clarity about "what is a risk manager?;"
- need for communication and leadership development training for risk managers to be effective advocates for themselves and for the practice;
- appropriateness of the volunteer structure of the RCC.

In order to address these concerns, the RCC developed a revised set of strategic goals similar to the existing goals but with some changes in wording to better reflect the current situation and aspirations.

The new revised set of strategic goals for 2014-2015 is:

- Attract & develop effective and engaged volunteers;
- Be the go-to resource for professional development of risk management practitioners;
- Continue to support retention and growth of membership;
- Demonstrate, communicate, and advocate for the value of risk management and the risk practitioner.

In March, the RCC held its annual subcommittee planning meetings in Montreal and tasked its three subcommittees National Conference Committee (NCC), National Education Committee (NEC), and Communications and External Affairs Committee (CEA) to develop objectives and action plans that support the revised set of strategic goals. The objectives and action plans as developed by the subcommittees have been approved by the RCC. The subcommittee chairs will provide ongoing reports to the RCC on the

progress of their objectives and action plans.

As Chair of the RCC I look forward to working with an engaged group of volunteers representing all 10 Canadian RIMS Chapters. As most of you may be aware, the RCC is a standing committee of RIMS. This year we have 2 new members joining the Executive along with 2 new RCC Chapter representatives and 3 new Sub Committee Chairs.

It is my pleasure to introduce to you the 2014 RIMS Canada Council:



Back row: Gordon Payne (Newfoundland & Labrador), Cindy Tirtilli (RIMS), Steve Matterson (British Columbia), Dave Jackson (Saskatchewan), Julian Valeri (Ontario), Stephen Trueman (Maritime), Mark Prysock (RIMS)

Middle row: Darius Delon (Southern Alberta), Maureen Graham (Canadian capital), Jacqueline Rocheleau (Northern Alberta), Mary Roth (RIMS), Valerie Barber (Manitoba), Lynda Lyttle (Northern Alberta), Mike Phillipus (RIMS Board of Directors), Michel Pontbriand (Quebec), Bonnie Wasser (RIMS Canadian Consultant), April Savchuk (Ontario)

Front row: Roman Parzei (Ontario), Betty Clarke (Newfoundland & Labrador), Ren Lips (Ontario), Sue Mephram (Saskatchewan), Vanessa Maclean (Maritime), Carrie Green (Ontario)

EXECUTIVE:

ROMAN PARZEI, Chair
City of Brampton (Ontario)

DARIUS DELON, Vice-Chair
Mount Royal University (Southern Alberta)

RIENEKE LIPS, Treasurer
PCL Constructors Inc. (Ontario)

LYNDA LYTTLE, Secretary
Stantec Consulting Ltd. (Northern Alberta)

BETTY CLARKE, Past Chair
City of St. John's (Newfoundland & Labrador)

RCC CHAPTER REPRESENTATIVES (Voting Members):

GORDON PAYNE, Fortis, Inc.
(Newfoundland and Labrador)

STEPHEN TRUEMAN,
City of Moncton (Maritime)

MICHEL PONTBRIAND,
Desjardins Group (Quebec)

MAUREEN GRAHAM,
City of Ottawa (Canadian Capital)

JULIAN VALERI,
Region of Durham (Ontario)

VALERIE BARBER,
Province of Manitoba (Manitoba)

DAVE JACKSON,
Saskatchewan School Boards Association
(Saskatchewan)

JACQUELINE ROCHELEAU,
Province of Alberta (Northern Alberta)

DARIUS DELON,
Mount Royal University (Southern Alberta)

JEFF SCHAAFMSMA,
City of Surrey (British Columbia)

MICHAEL PHILLIPUS,
RIMS Board of Directors Liaison

CINDY TIRITILLI,
RIMS Staff Liaison

BONNIE WASSER,
RIMS Canadian Consultant

SUB COMMITTEE CHAIRS:

APRIL SAVCHUK, Catlin Canada,
NCC (Ontario)

CARRIE GREEN, CURIE,
CEA (Ontario)

VANESSA MACLEAN, Sobeys Inc.
NEC, (Maritime)



CROSSROADS WINNIPEG 2014

CHANGING LANDSCAPES

■ By Valerie Barber, Co-Chair, Local Organizing Committee; Bev Duthoit, Co-Chair, Local Organizing Committee

The Manitoba Chapter of RIMS is eagerly looking forward to welcoming delegates and industry partners alike to the 40th Annual RIMS Canada Conference. In just four short months the 2014 RIMS Canada Conference, *CROSSROADS: Changing Landscapes*, will be hosted in Winnipeg from September 14th-17th.

To kick-off conference events we are delighted to offer conference participants the privilege to be amongst the first to access a prominent, recent addition to Winnipeg's changing landscape – the Canadian Museum for Human Rights (CMHR). Although the official opening

date is scheduled for September 20th, the CMHR is opening its doors to conference participants attending the Welcome Reception. Situated at the Forks National Historic Site, a meeting place for thousands of years, the venue is an ideal location for conference attendees to renew old acquaintances and form new relationships.

The local organizing committee is committed to providing a first class conference experience for all attendees. To that end, our program committee has been enthusiastically working on an educational program that is second to none. Talented and engaging speakers from



across Canada and the United States have been carefully selected to deliver quality educational sessions.

The program will focus on the many challenges and opportunities faced by today's risk practitioner as a result of a constantly evolving business landscape, including technological, human resource, economic, environmental, geographical, and climate change issues.

With exception of the Welcome Reception, all conference related activities will conveniently take place in the RBC Convention Centre. Taking advantage of the abundance of space available, Monday's lunch as well as the majority of refresh-

ment breaks will be held in the exhibit hall. Currently the Exhibit Hall is over 70% sold out.

The RBC Convention Centre is connected to the Delta Winnipeg Hotel and is a short two minute walk from the Best Western Plus Charter House Hotel. Shuttle bus service will be available to transport conference attendees between the convention centre and designated conference hotels including The Fairmont Hotel, Fort Garry Hotel, and Radisson Winnipeg Downtown Hotel.

Please be sure to regularly visit our website www.rimscanadaconference.ca to see all the latest information.



RCC SUBCOMMITTEE UPDATE

COMMUNICATIONS & EXTERNAL AFFAIRS COMMITTEE (CEA)

■ By Carrie Green, CEA Chair

RIMS Canada Council (RCC) reviewed and revised its strategic goals for 2014-2015 earlier this year, and to support the RCC's goals, the CEA will continue to focus on internal communications, external communications, and industry/government relations.

Some of the CEA's objectives for 2014-2015 include:

- Efficiently and legally communicate with Canadian members in compliance with Canadian Anti-Spam Legislation (CASL) and assist chapters in doing the same;
- Increase communication and partnership among the Canadian RIMS chapters with respect to best practices and idea sharing through our newsletter, website, social media and roundtable meetings at the annual RIMS Canada Conference;
- Include more chapter focused content in the RCC Newsletter;
- Work with the National Conference Committee to ensure strong and consistent branding for the RIMS Canada Conference;
- Work with the National Education Committee to promote the CRM and RIMS Fellow designations;

- Enhance industry partner engagement through the annual "Idea Exchange".

The CEA facilitates information sharing internally among Canadian RIMS members, Canadian RIMS chapters, the RCC and RIMS. It promotes recognition of RIMS and the risk management profession within Canada. It supports RIMS and the RCC in building relationships with and promoting the position of the membership to Canadian government, regulatory organizations and other bodies.

In 2013 the CEA said goodbye to three of its members: Tino Brambilla, Manitoba

Hydro; Andrew Coward, University of Victoria; and last but not least - our fearless leader Steve Pottle, York University.

I would like to thank Tino for his assistance in serving as the RCC liaison and Andrew for his many contributions, especially with the RCC website, and of course Steve who has just completed his term as Chair. As an originating member of the CEA, Steve helped build this committee from the ground up. He served as Chair the past three years applying a wealth of knowledge and experience that cannot be replaced. Steve, I am counting on your continued support and guidance as I take

over the reins as Chair; I am happy to follow in your footsteps.

The CEA welcomes three new members to the committee this year - Ben McAllister, University of Victoria (BC Chapter); our new RCC liaison Betty Clarke, City of St John's (Newfoundland & Labrador Chapter); and our newly appointed RCC Newsletter Editor Sarah Mikolich, Hatch Ltd. (Ontario Chapter).

On a final note, I would like to thank Bonnie Wasser for her tireless commitment to assisting with the layout and editing of the RIMS Canada Newsletter. As outgoing editor, I can honestly say I couldn't have done it without you.

2014 CEA roster:

Carrie Green, Chair, CURIE (Ontario)

Gail Cullen, Secretary, Nalcor Energy (Newfoundland & Labrador)

Betty Clarke, RCC Liaison, City of St John's (Newfoundland & Labrador)

Sasha Alexander, University of Guelph (Ontario)

Stéphane Cossette, Quebecor Media Inc. (Quebec)

Angela Haywood, AltaLink Management Ltd. (Southern Alberta)

Ben McAllister, University of Victoria (British Columbia)

Sarah Mikolich, Hatch Ltd. (Ontario)



Back row: Sasha Alexander, Stéphane Cossette, Betty Clarke, Ben McAllister
Front row: Carrie Green, Gail Cullen, Sarah Mikolich, Angela Haywood

NATIONAL CONFERENCE COMMITTEE (NCC)

■ By April Savchuk, NCC Chair

It has been a busy year to date for the NCC. A special Task Force of the NCC convened in Quebec City for a Conference Strategy setting session immediately prior to the RIMS Canada Council (RCC) planning meetings in January.

The RCC Subcommittee meetings had the NCC working further on their strategic goals and objectives in order to support the over-arching ones of the RCC. Some of the NCC's objectives for 2014-2015 include:

- Deliver a great Conference EXPERIENCE
- Deliver value for members by providing access to Canadian focused education and networking
- Take leadership in building the credibility and support the sustainability of the profession
- Ensure volunteers at Conference have a successful experience and are utilized appropriately

Plans are under way for the second phase of work in the strategic planning process for midsummer with final outputs to be delivered to the RCC at the RIMS Canada Conference in September. We look forward to sharing the results with Canadian RIMS members and industry partners when they become available.

As a result of the changes in the membership of the National Conference Com-

mittee, subject matter experts were assigned to all portfolios in the Conference Planning Manual as follows:

- Industry – April Savchuk
- Program – Program Advisory Group Chair, Janet Stein
- Finance – RCC Treasurer, Ren Lips
- Registration – National Event Planner, POP Kollaborative

- Facilities – RIMS Director, Meetings & Events, Stuart Ruff
- Volunteers – Steve Matterson
- Social & Communications – Dee Vipond
- Conference Administration/Management – April Savchuk
- Conference Program Manual and Conference Award Agreement – Doug Brown and Sue Mephram

Upcoming Conference Updates: Conference Chairs for Winnipeg, Quebec City and Calgary have all reported to the NCC that progress on their respective Conferences is in keeping with plan.

The NCC wishes to acknowledge and thank our newest Committee Member, Dee Vipond, Halifax Regional Municipality (Maritime Chapter) for her interest and commitment to serving on the NCC.



NCC and Program Advisory Group

Back row: Jim Swanson, Dee Vipond, Dave Jackson, Ren Lips, Anne Cournoyer, Steve Matterson, Jennifer Clarke
Front row: Bev Duthoit, Janice McGraw, Janet Stein, Sue Mephram, April Savchuk, Julie Chapdelaine

2014 NCC Roster:

- April Savchuk**, Chair, Catlin Canada Inc. (Ontario)
- Steve Matterson**, Vice Chair, British Columbia Ferry Services Inc. (British Columbia)

- Ren Lips**, RCC Executive Liaison, PCL Constructors Inc. (Ontario)
- Sue Mephram**, Secretary, Retired (Saskatchewan)
- Janet Stein**, University of Calgary (Southern Alberta)

Doug Brown, City of Regina (Saskatchewan)

Bev Duthoit, Manitoba Telecom Services Inc. (Manitoba)

Julie Chapdelaine, Ivanhoe Cambridge, Inc. (Quebec)

Dee Vipond, Halifax Regional Municipality (Maritime)

The NCC is supported by:

National Event Planner, POP Kollaborative: **Charlene Roth-Diddams, Desiree McKenzie,**

RIMS Canadian Consultant: **Bonnie Wasser**

Calling All Volunteers: The NCC is seeking additional volunteers that are interested in joining the National Conference Committee. Please contact rcc@rimscanada.ca if you are interested.

NATIONAL EDUCATION COMMITTEE (NEC)

The National Education Committee supports the RCC's strategic goals of being the go-to resource for professional development of risk management practitioners, continuing to support retention and growth of membership, and demonstrating, communicating and advocating for the value of risk management and the risk practitioner.

At the recent subcommittee meetings, the NEC developed objectives and action items to support the RCC's goals including:

- Review the current delivery model for the Canadian Risk Management (CRM) designation, including investigating the possibility of implementing a Code of Conduct.
- Increase communications about all available risk professional development programs for Canadian chapters. This will include ensuring that chapter presidents have an overview of all the programs that are available, and that they have application forms for

the professional development funding that is available from the NEC.

- Facilitate communications among Canadian chapters to identify hot topics and speakers that may be of interest to other Canadian chapters. The NEC will gather and disseminate this information among the chapters and share it with the National Conference Committee Program Advisory Group.
- Improve clarity and accessibility of CRM information on RIMS, RIMS in Canada and chapter websites.

Vanessa Maclean, Sobeys Inc., is the new Chair of the NEC for 2014, and Tony Lackey, Carleton University, is Vice Chair.

2014 NEC roster:

- Vanessa Maclean**, Chair, Sobeys Inc. (Maritime)
- Tony Lackey**, Vice Chair, Carleton University (Canadian Capital)



Back row: Michel Turcotte, Tony Lackey, Darius Delon, Bill Baker, Len Cheryk
Front row: Annette Bieberstein, Vanessa Maclean, David Beal

- Darius Delon**, RCC Liaison, Mount Royal University (Southern Alberta)
- Bill Baker**, Sofina Foods (Northern Alberta)
- David Beal**, OSBIE (Ontario).

Len Cheryk City of Lethbridge (Southern Alberta)

Annette Bieberstein Insurance Corp. of British Columbia (British Columbia)

AN OVERVIEW OF CANADA'S ANTI-SPAM LEGISLATION

■ Robert W. Pakrul and Bruno De Vita, Alexander Holburn Beaudin + Lang

On July 1, 2014, most of Canada's Anti-Spam Legislation ("CASL") will come into force. After that date, the organizations that you represent will either have to have the prior consent of intended recipients of commercial electronic messages, or ensure that the messages being sent, or the recipients of those messages, are exempt from the requirements to get consent. Some technology-related provisions of CASL are deferred until 2015, with private rights of action only becoming available starting in 2017. It is one of the most powerful and stringent anti-spam legislative schemes in the world and adherence must be taken very seriously. Organizations throughout Canada will have to start planning as soon as possible to ensure they are compliant with the legislation by July 1, 2014.

The legislation was passed in 2010 and was fully entitled "An Act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-Television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act and the Telecommunications Act". It is designed to deter the most dangerous forms of spam in Canada. However, CASL will affect all organizations due to the broad scope of the regulatory program it introduces.

What is Covered?

The legislation covers all commercial electronic messages ("CEM"). Essentially, that means all email, text messages and messages sent through social networking sites intended to encourage participation in a commercial activity. Commercial activity includes any transaction, act or conduct that is of a commercial character, whether or not the person who carries it out does so in the expectation of profit. The scope of CASL is far-reaching with significant implications for entities carrying on business in Canada and foreign entities that send CEMs into Canada. Malware, spyware, pretexting and the harvesting of electronic



address and personal information will also be regulated under CASL.

The General Prohibition

Under CASL, it is prohibited to send or cause or permit to be sent to an electronic address a CEM unless (a) the person to whom the message is sent has consented to receiving it, whether the consent is express or implied, and (b) the message complies with prescribed form and content requirements.

General Requirement – Content of Messages

CASL requires a CEM to be in a form that must: (a) set out prescribed information that identifies the person who sent the message and the person – if different – on whose behalf it is sent; (b) set out information enabling the recipient to readily contact one of the persons referred to in paragraph (a); and (c) set out an unsubscribe mechanism complying with CASL standards. Organizations will want to undertake a comprehensive review of the content of all their CEMs to ensure they comply with these provisions. Existing unsubscribe mechanisms may not meet the new standards set out in the CASL. In addition, there is a duty to ensure that the contact information about the sender remains valid for at least 60 days.

Exceptions

Although the legislation casts a broad net of prohibition, CASL provides some relief

by designating certain exceptions. First, the consent requirement does not apply to a CEM sent in a personal or family relationship or sent as an inquiry relating to the recipient's own commercial activity. In addition, the consent requirement does not apply to CEMs that solely:

- Provide requested product/service quotes
- Further or complete an ongoing commercial transaction previously agreed to
- Provide product warranty, recall, upgrade or similar information
- Deal with ongoing subscriptions, memberships or similar relationships, or
- Concern an existing employment relationship.

The Regulations under CASL also exclude CEMs from all provisions of CASL if:

- They are sent within an organization
- They are sent between organizations that already have a relationship, if the message concerns the activities of the organization to which the message was sent
- They are sent on platforms where identification and unsubscribe information is conspicuously published and readily available to users, and where duplication of an unsubscribe or identification message would be repetitious

- They are sent and received within limited access secure and confidential accounts (such as messages that a bank might send to an account holder)
- They are sent in response to a complaint, inquiry or request
- They are sent on behalf of registered charities or political parties for fundraising purposes.

CASL also prescribes rules permitting certain first-time contact by email to referral prospects, but only if the detailed CASL rules are followed.

Other Prohibitions

CASL also regulates the alteration of certain transmission data relating to a CEM, and prohibits the installation of computer programs such as cookies on recipient computers. Again, a prescribed form of consent would be needed, and certain exceptions are prescribed.

Consent

As noted above, with consent, CEMs can be sent. CASL sets out guidelines for obtaining consent, either express or implied. Consent can be oral, but a record of the consent needs to be retained. A person seeking consent must provide to the recipient certain information regarding the purpose for which consent is sought. Further, prescribed information identifying the person seeking consent must be disclosed to recipients. Therefore, consents previously obtained and relied on to populate exist-

ing email databases might not continue to be valid.

Organizations will have to ensure on an ongoing basis that the purposes for which consent was originally obtained continue to apply to the substance of all the CEMs subsequently sent. This may limit the ability to use database lists in the future for a secondary use, and when subsequently modifying CEMs a check-back may be required to the scope of the initial consent obtained. CASL also contains some fairly complex rules if the intent is to have consent be available to future unknown third parties who may conduct co-marketing or similar arrangements.

Consent will be implied in certain circumstances for:

- (a) "existing business relationships", as defined;
- (b) "existing non-business relationships", as defined;
- (c) certain circumstances where the email address of the recipient was made publicly available or voluntarily provided.

Commercial organizations will need to focus on the definition of "existing business relationship" set out in CASL. That definition relies on relationships that are "current", defined as being within the past two years (or an inquiry or application made in the last six months). As a result, "stale" entries on customer mailing lists may need to be purged unless another exemption or consent provision can be relied on. The definition of "existing non-business relationship" deals with memberships, volunteers, and donations. It establishes a similar two-year purge rule.

Transition Period

For existing relationships involving CEMs, CASL will provide for a three-year transition period under which consent can continue to be implied, unless expressly revoked.

Why Should I Care? – Penalties

Those who violate CASL can be liable to onerous administrative monetary penalties of up to \$10 million per organization

and to \$1 million per individual. Directors and officers of organizations will want to inform themselves of the potential risks of personal exposure. Commencing in 2017, private rights of action and potential class actions will be possible.

Start Planning Now

It is important to understand the CASL rules and verify that email practices are harmonized with those rules. Many organizations in Canada are now considering whether to use the CASL transition period for a campaign of seeking express opt-in consent from existing entries on distribution lists in order to confidently maintain them on email distribution lists into the future. The act of requesting consent is itself potentially a "spam" event, so the exemptions and the transition period take on added importance.

Organizations that purchase email lists may not be able to ensure that the vendor has been in compliance. This will be a new area of risk analysis to be considered on a case by case basis. It may be necessary to

start including CASL compliance as a representation and warranty of the vendor in certain transactions that involve the purchase and assumption of client and email distribution lists.

If you have not already reviewed the requirements of this new legislation, you should do so immediately and ensure that necessary steps are taken so that your organization is CASL compliant.

Bruno DeVita is a partner with the Vancouver law firm of Alexander Holburn Beaudin & Lang LLP (www.ahbl.ca). He is recognized in both Lexpert and Best Lawyers in Canada as leading practitioner in the area of Insurance Law.

Bob Pakrul is a partner of the Vancouver firm Alexander Holburn Beaudin & Lang and is a member of the firm's Business Law and information and Privacy Groups.

Alexander Holburn Beaudin & Lang LLP is a member of the Arc Group of Canada, a network of Independent insurance law firms across Canada (www.thearcgroup.ca)

CHAPTER SPOTLIGHT

By Stéphane Cossette

To better understand who we are, it's often useful to learn where we come from. The RIMS Canada Newsletter plans to showcase the history and current status of the ten Canadian RIMS chapters starting with this issue. As a starting point, we chose Canada's oldest RIMS chapter, the Quebec Chapter, incorporated as the Quebec Risk and Insurance Management Association (QRIMA).

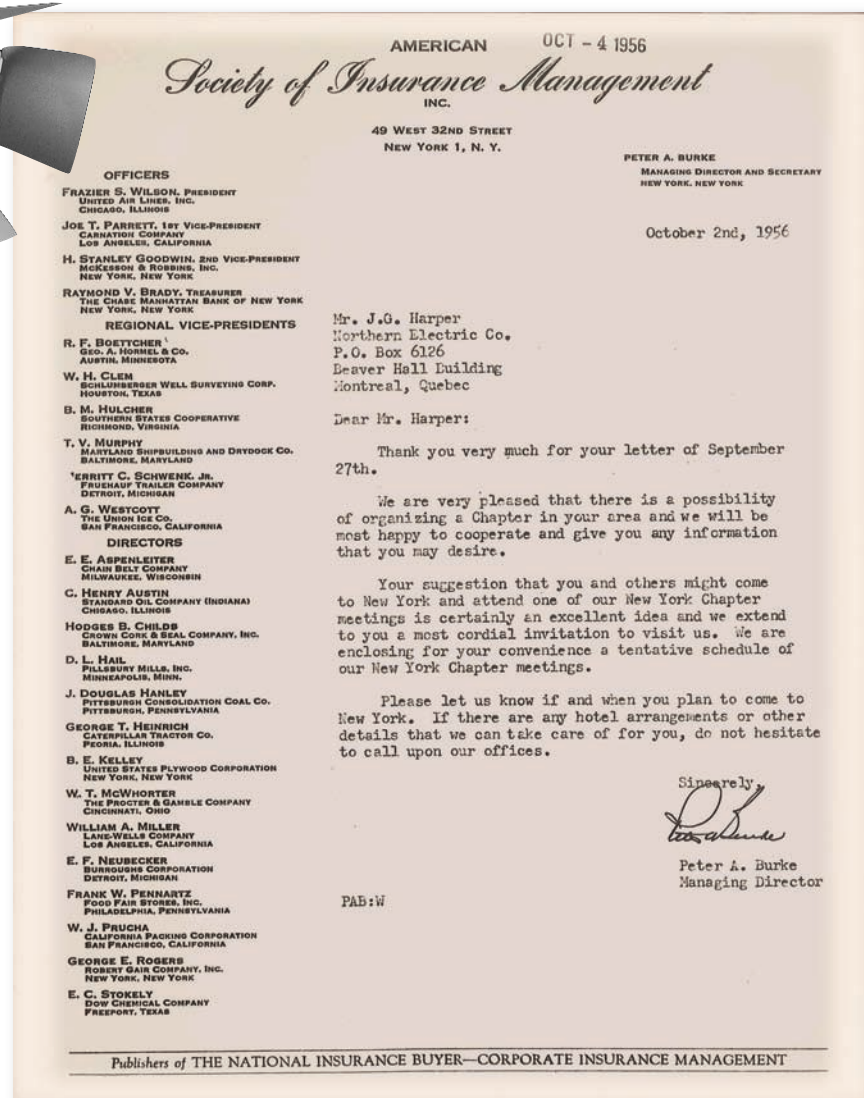
The Montreal Insurance Buyers Association (MIBA) started in 1950 when Montreal was Canada's main domicile for Canada's largest companies. It wasn't until 1956, though, that Mr. J.G. Harper, of the Northern Electric Company, contacted the Society of Insurance Management Inc., now known as RIMS, to establish a chapter in Montreal, the first outside of the USA. The chapter was officially founded in 1957.

By the 1960s, the membership had grown to over fifty. At that time, the members were executives in charge of insurance, since the title "Risk Manager" did not exist yet.

The focus was education to keep up with the fast paced evolution of the industry. Members of MIBA and their counterparts from other RIMS Chapters soon discovered that the jobs they were doing went well beyond insurance management, and they broadened the scope of their interest to risk management topics, including the inadequacy of Montreal's sewer system and the escalating cost of litigation.

With the relocation of most head offices moving west over the years, the Quebec Chapter can no longer claim to be the largest chapter in Canada. However, the commitment of its founders and the tradition of senior risk managers encouraging their employees to participate and volunteer made it possible to keep the chapter alive and well. Today, some of QRIMA's members have introduced up to four generations of risk managers to the chapter and continue to use this engagement to increase the knowledge and management skills of their staff.

In recent years, QRIMA has launched a wide-ranging newsletter, and created the



Excelentia Award to honour individuals. In 2008 a subcommittee was created to organize local events and encourage membership in the Quebec City region, which will be the site of the RIMS Canada Conference hosted by the chapter in 2015.

Today, with over 40 organizational members, 89 professional members and many associate members and friends, QRIMA is

proud to host over a dozen educational activities and half a dozen social ones each year. Attendance is frequently over 100, including regular guests from elsewhere in Canada, the U.S. and even Europe.

QRIMA is optimistic about its future and hopes the next generation of volunteers will pick up the torch and carry the legacy even further.

CANADIANS AT 2014 RIMS

A contingent of more than 150 Canadian delegates joined over 9,000 risk managers from around the world at the 2014 RIMS Annual Conference in Denver at the end of April.

Highlights included three days of presentations by leading experts sharing their expertise on trends and business strategies in claims management, enterprise risk management, insurance, strategic risk management and much more. Over 163 sessions provided a menu of top notch educational experiences for risk managers.

Awards were given to Canadian chapters who increased their membership substantially in 2013: membership superstars were awarded to the Canadian Capital chapter (13% growth), Maritime chapter (17% growth) and Saskatchewan chapter (9% growth). Congratulations to these chapters!

Canada Night is always a major highlight at the RIMS Annual Conference. At such a large conference, it is an opportunity to gather in one place and meet up with colleagues from across



Canada. Thanks once again to SCM Insurance Services and Canadian Litigation Counsel for hosting such a crowd pleasing get together, complete with a guest “mountie” and a serenade from “John Denver.” The RIMS Canada Council appreciates your hospitality in putting together such a great annual event.

At Canada Night, RIMS Canada Council Chair Roman Parzei made two presentations on behalf of the RCC. The first presentation was a cheque for \$10,000 to William H. McGannon Foundation Chair Joe Restoule, who thanked the RCC for its continued support and spoke passionately about some of the Foundation’s recent accomplish-

ments in helping risk management and insurance students. The second presentation was to thank Steve Pottle for his ten years of service on the RCC Communications and External Affairs Committee. Roman highlighted some of Steve’s contributions and presented him with a gift on behalf of the RCC.



TWO CANADIAN LEADERS JOIN RIMS BOARD OF DIRECTORS

There are two new Canadian faces on the RIMS Board of Directors this year. RIMS’ 15 member Board of Directors directs the operations of the Society.

Steve Pottle, Director Risk Management Services at York University in Toronto, has served both at the chapter level as President of RIMS Ontario chapter and on the RCC Communications and External Affairs Committee, most recently as Chair from 2010 – 2013. Steve holds the

Canadian Risk Management (CRM) and the Canadian Insurance Professional (CIP) designations.

Janet Stein is the Director of Risk Management & Insurance for the University of Calgary. She has served on the RIMS Conference Program Committee, including chairing the committee for RIMS 2011 Annual Conference, has served on the RCC National Conference Committee from 2013 to present, and has been a Board member of the Canadian

Continued on page 9...



Steve Pottle



Janet Stein



Nowell Seaman

CONFERENCE IN DENVER

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Universities Reciprocal Insurance Exchange (CURIE). Janet was the recipient of Canada's highest risk management honour, the Donald M. Stuart Award, in 2013. She currently also serves as Chair of the RIMS Canada Conference Program Advisory Group.

Steve and Janet join Nowell Seaman, CRM, CIP, Director, Global Risk Management at Potash Corp. of Saskatchewan, who joined the RIMS Board of Directors in 2007 and currently serves on the RIMS Executive Committee as Corporate Secretary.



Photos: Courtesy of Canadian Underwriter and RIMS



YOU KNOW YOU'RE A RISK MANAGER WHEN....

■ By Allison Palis, LCC, Ontario School Boards' Insurance Exchange
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UPCOMING RIMS PROFESSIONAL DEVELOPMENT WORKSHOPS IN CANADA

Cyber Risk and Data Security Management
Winnipeg, MB
September 18-19

Enterprise Risk Management
Toronto, ON
November 5-7

Plus:

Building a Stronger Chapter
Toronto, ON
June 12-13

While watching TV you point out various hazards:
“Hey, they should put cones around that sinkhole!”

You notice with alarm that your budget for conferences is greater than your budget for insurance.

You are asked for opinions on insurance subjects about which you have thought little, but for which you have a ready answer.

You hear about ISO 9000 and think Insurance Services Office is about to inundate you with a bunch of new forms.

You prepare detailed requirements for contractors to follow which the company ignores when they hire one.

You nod sagely when you hear the terms “regression analysis” and “standard deviation,” but haven’t the foggiest idea what they mean.

You are unusually pleased when someone calls with a question about what’s

in your risk management report, indicating he has actually read it.

You are told your company is planning an event and they want you to advise about all possible problems within 2 days.

Answering queries at a cocktail party about what you do, you get blank stares and people move quietly away.

You can’t help but warn complete strangers to watch their step or tie up their shoe laces or wear winter boots.

You refuse to sign all and any waivers “just because”.

You actually listen to the flight attendant’s safety demo before take-off.

You read the safety instructions before operating your new turkey fryer.

Allison Palis, Loss Control Coordinator,
Ontario School Boards’ Insurance Exchange

Editorial Policy

The RIMS Canada Newsletter is a publication of the RIMS Canada Council and is published periodically throughout the calendar year. The opinions expressed are those of the writers and volunteer members of the RIMS Canada Newsletter Editorial Committee. Articles submitted to the RIMS Canada Newsletter for publication are subject to the approval of the RIMS Canada Newsletter Editorial Committee. Approval of such articles is based on newsworthiness, and perceived benefit to the readership. All decisions of the RIMS Canada Newsletter Editorial Committee are final and not subject to appeal. Individuals submitting articles to the RIMS Canada Newsletter hereby acknowledge their acceptance of the RIMS Canada Newsletter Editorial Policy.

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