

RIMS PROFESSIONAL DEVELOPMENT NEWS

New CRM-E Designation

The CRM-E designation is on track for introduction in Canada in 2011. The new CRM-E designation was created to demonstrate that a risk manager has training in ERM fundamentals as well as Risk Assessment, Risk Control and Risk Financing. RIMS has developed a new three day workshop called, "Enterprise-Wide Risk Management: Developing and Implementing". CRM holders who take the new course and pass the online exam that has been developed specifically for Canadians will be able to upgrade their CRM designation to the CRM-E.

Instructors have been recruited and are being trained to deliver the new work-

shop in Canada. Watch the RIMS in Canada website at www.rimscanada.ca for dates and locations for the new course.

CRM Designation Evaluation and Survey

Canadian members were recently asked to contribute input to an evaluation of the CRM designation by participating in an online survey. The RIMS Canada Council National Education Committee (NEC) is now considering input about the strengths and weaknesses of the CRM program and the recognition of the CRM designation. In the coming months, the committee will decide whether to recommend changes to the program or the designation.

RIMS E-Learning Options

In addition to the in-person Professional Development workshops listed below, there are a wide range of electronic options for professional development offered by RIMS. Check under the "Education" button on the RIMS website at www.RIMS.org for online courses, some of which offer RIMS Fellow credits, current and archived "hot topic" webinars, podcasts and coursecasts.

The three CRM courses are available online in English from the University of Toronto, and in French from Université du Québec – TELUQ. Links to these programs are available on the RIMS in Canada website at www.rimscanada.ca

under the "Education" button, and the link, "Canadian Universities Offering CRM Courses".

RIMS establishes Accreditation and Certification Task Force

The RIMS Board of Directors has asked that an Accreditation and Certification Task Force (ACT) be created to look into the subject and then make recommendations to the RIMS BOD. The Task Force will be made up of representatives from the RIMS Professional Development Advisory Council, RIMS Quality Committee, and RIMS Standards and Practices Committee. There are two Canadian representatives on the new Task Force.

RIMS PROFESSIONAL DEVELOPMENT CALENDAR



Developing a Risk Management Program for Your Organization

(This workshop follows the RIMS Canada Conference (September 26 - 29) in Edmonton.)

September 30 - October 1, 2010
Edmonton, AB

Enterprise Risk Management for the Advanced Practitioner

October 21 - 22, 2010
Vancouver, BC

Global Insurance Management

November 1 - 2, 2010
Toronto, ON

For further information or to register, visit www.RIMS.org/education



Lance Kayfish, risk manager for the City of Kelowna, was presented with the Richard W. Bland Memorial Award at RIMS 2010 in Boston. This award is given in memory of the Kansas City Chapter's own Richard "Dick" W. Bland in recognition of outstanding performance and effort by a RIMS member in the area of legislation and/or regulation related to risk and insurance. Congratulations Lance!

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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RIMS CANADA NEWSLETTER

SEPTEMBER 2010

Brought to you by the RIMS Canada Council

WELCOME TO EDMONTON AND THE 2010 RIMS CANADA CONFERENCE



As Chairs for the 2010 RIMS Canada Conference, along with our dedicated committee members, we extend a heartfelt welcome to Edmonton, the Festival City. We encourage you to explore the many highlights that Edmonton has to offer in addition to participating in a strong and exciting educational and social program. We are grateful for the dedication and hard work of our volunteer confer-

ence committees; these accomplished individuals were a joy to work with.

Journey through the Gateway to Excellence to experience the learning, networking, fine dining and social opportunities that have been created for you. We look forward to seeing you.

David Buzzeo & Gwen Tassone
Conference Co-Chairs

MESSAGE FROM THE RIMS CANADA COUNCIL CHAIR

On behalf of the RIMS Canada Council (RCC), I welcome you to the 2010 RIMS Canada Conference "Gateway to Excellence". Our hosts, the Northern Alberta chapter and the local organizing committee have left no stone unturned and clearly are hosting "The Risk Management Conference in Canada". No other risk management conference in Canada offers the quality of plenary speakers and diversity of concurrent education sessions. The size and scope of the exhibit hall is unmatched and the extent of networking opportunities across industry lines is endless. Make the most of the conference and while here plan to experience the true hospitality the City of Edmonton has to offer.

As we enter the autumn of RIMS 60th Anniversary and celebrate ORIMS 50th year we can be proud of the achievements of our risk management community. For over 60 years, we have been providing timely and



innovative information, education, and outstanding programs that challenge members to listen, learn and think. Gateway to Excellence 2010 is but another example of the outstanding achievements. The RIMS Canada Council supports these initiatives and strives to raise the profile of risk management throughout industry.

The RIMS Canada Council is a standing committee of RIMS that addresses the

Canadian activities and strategic initiatives of RIMS and risk management in Canada. Each Canadian chapter has a representative on the Council. Our mandate is achieved through our three subcommittees, the National Conference Committee, the Communications & External Affairs Committee and the National Education Committee. Our volunteers, through their dedication and hard work, achieve the goals and objectives of the Council.

Over the course of the past year, the RIMS Canada Council has re-evaluated our goals and underlying focus of our activities. Above I mentioned two of the strategic initiatives, hosting "the" Risk Management Conference in Canada and raising the profile in Canada for RIMS and RCC as the global authority in risk management. We hope to create a circular flow of volunteer inputs to generate educational, communication and programming excellence. These

ongoing activities and programs will encourage membership involvement and lead to a strong and engaged society. We believe an effective volunteer leadership strategy will enable us to achieve the goals of the RCC and local chapters.

I encourage each of you to learn more about the RCC and its subcommittees. Participate in your local chapter and at the national level. Using our circular flow model example, when members engage to exchange, to give and take, the multiplier effect takes place and we attain our goals.

The RIMS Canada Council and sub-committee members are available throughout the conference to discuss any aspects of our operations. Please visit RIMS and RCC at our Booth in the Exhibit Hall. Enjoy your conference.

Tino Brambilla

SUBCOMMITTEE UPDATES

NATIONAL EDUCATION COMMITTEE (NEC)

By Dave Jackson, NEC Chair

The 2010 RIMS Canada Conference in Edmonton is the highlight event for professional development opportunities of risk managers in Canada. Congratulations to the Organizing Committee who have developed an excellent program. This should be a great week.

As mentioned in the April 2010 RIMS Canada Newsletter the National Education Committee met in Winnipeg in March and identified a number of strategic goals and objectives to increase the profile of education in risk management. The areas of education delivery that the Committee identified include an assessment of the current educational programs (CRM, RF);

new potential text books and supplemental course materials; funding for chapter education programming; instructors/content; workshops/webinars; provision of materials in both official languages; and education program development at the undergraduate level. The Committee then identified a number of measurement criteria that will be used in the reporting of Committee activities.

In June the Committee held a conference call to report the status of the key performance indicators. Communication was sent out to all Chapters with a reminder that funding is available to subsidize RF workshops. To date there have been four chapters that have hosted an RF workshop.

We have researched the cost of webinar development and are preparing to present this information to chapters for consideration and participation. A survey of educational programs currently available in Canada for risk managers is near completion and will assist in the strategic direction that the committee will move in the future. Contact has been made with the McGannon Foundation and we are working closely with them on education promotion issues.

We are staying in touch with RIMS New York office through Vincent Seglor, Director of Professional Development on the status of the three-day RIMS workshop "Enterprise-wide Risk Management: Developing and Implementing" that is sched-

uled to arrive in Canada in 2011.

A CRM Instructors meeting has been organized during the conference to continue our relationship with these valuable resources and recognize their contribution to the promotion and development of risk management education.

The NEC is looking forward to the opportunity to promote, enhance, and profile many of the quality education opportunities that are available through RIMS and will be coming soon to risk managers across the country.

We hope you enjoy the RIMS Canada Conference 2010.

COMMUNICATION AND EXTERNAL AFFAIRS (CEA)

By Phil Corbeil, CEA Chair

Each year at the RCC planning meeting, goals are set out and it is the responsibility of the committees to manage their work plans in order that they align with these goals. In the past the goals were numerous and somewhat daunting for the committee given that volunteer work always has to come after the real jobs that we all have. Along those lines, we are losing a valued member of the CEA due to these work commitments. Elaine Henley of the Newfoundland and Labrador Chapter is having to step off the CEA this year as a result of assuming a new position with her company that no longer will afford her the time to commit to the CEA. We thank her for her hard work on the CEA over the past three years and will miss her.

This past year the RCC streamlined their goals which allowed for a more manageable and achievable work plan to be developed. This year the CEA will be working toward the four main themes:

- Effective volunteer leadership,
- A strong and engaged membership,
- "The" risk management conference in Canada
- A higher profile in Canada for RIMS and the RCC as the global authority in risk management.

The CEA meets twice a year in person and has several conference calls to discuss strategies to achieve the goals of the RCC. As is evident with the name of our committee, communication is a strong focus. The newsletter is one of the communication tools used by the RCC to engage the membership. However one way communication is not enough. We encourage you to connect with any member of the RCC or its subcommittees in person if you are attending this year's conference. All committee members will be easily identified with distinctive name tags. Take the time to meet with any of the volunteers to pass along your thoughts and comments on the RCC and its goals.

NATIONAL CONFERENCE COMMITTEE (NCC)

By Marley Drainville, NCC Chair

As we all gear up for the RIMS Canada Conference in Edmonton I thought you may like to hear a small teaser of what to expect in Edmonton and what the NCC has planned for the remainder of the year.

The NCC works diligently in conjunction with the RCC to meet and manage our strategic objectives which include: a Booth Allocation Policy which is in the works; Financial Reporting consistency which was enhanced by the appointment of BDO Dunwoody to manage all Conference Budgets and Financial Statements and the continuous updates to our Conference Agreements and Manuals, which assist and guide the Local Organizing Committees with specific guidelines as required for each Conference.

We are all extremely excited and looking forward to "The Edmonton Conference". The conference promises exceptional plenary speakers and an educational program which we are confident has value for all. The schedule for both is provided within the program which was sent to you via hard copy and is available on the RIMS in Canada website for your easy access at www.rimscanada.ca.

We appointed Experiential Conferences as our new National Event Planner this year and are extremely pleased to offer

you some new and exciting changes and experiences throughout your conference week including the following:

- You will see an upgrade to healthier and visually appetizing menus
- The exhibit hall is situated as such to enhance visibility and access for both the exhibitors and delegates
- The Sunday brunch is to be hosted by the Edmonton Conference Committee and will be held in the Exhibit Hall for the first time ever
- We are providing orientation for first time attendees
- Please sign up for the daily early morning run for those wanting to work their fitness schedule into the day
- The "Evening Formal" and subsequent "After Party" promises to be a major hit!

We look forward to seeing each of you in Edmonton. Come join the experience ...!!!

Thought you might like to know where we are going next...

- Ottawa, September 18-21, 2011
- Saskatoon, September 9-12, 2012
- Victoria, 2013
- Winnipeg, 2014

THE RISK MANAGER AND OCCUPATIONAL HEALTH AND SAFETY MANAGER

WHAT IS THE CONNECTION

By Darius A. Delon, CCIB, FCIP, CRM
Risk Manager, Tonko Realty Advisors Ltd.
A real estate advisor to major industrial and private investors.



Risk Manager (RM) and Occupational Health and Safety Manager (H&SM) responsibilities are similar in some aspects and as a result there is synergy in putting the two roles within the same department.

The typical H&SM responsibility is to manage the safety of the corporations' employees and contractors while on the corporations' sites. When you have an Occupational Health and Safety (OH&S) incident, or near miss, the H&SM will investigate the incident, report it to the proper authorities in the province, log it in the Management Information System (MIS), write a comprehensive incident report, which may go to the OH&S jurisdiction in the province, develop protocols to avoid any future incidents and train managers and staff on the new protocol. The H&SM can rely on the power of legislation to move new practice within the organization since the fines and criminal prosecution, associated with non-compliance with OH&S legislation, gets the attention of the C-suite.

The typical RM responsibility is not defined by legislation so the role often centers on insurance procurement, claims management, contract reviews and the anomalous "Risk". Risk includes, but is not limited to, the need to protect the corporation from claims brought forward by third parties (guests, trespassers, those not associated with the corporation) that are caused by the actions, or lack of action, of the corporation's employees, contractors or agents. Once you have a claim from a third party you investigate the incident, report it to the insurer, log it in the MIS, develop protocols to avoid any future incident and train managers and staff on the new protocol.

The difference between the two roles, from a hazard control perspective, is that the H&SM is responsible for employee and on-site contractor safety while the RM is responsible for third party safety. The very same safety protocol put in place by an H&SM is often the same protocol that is needed for third party safety. There is an

obvious overlap in these roles with OH&S management benefiting from a well defined and tested set of protocols intended to protect the corporations' employees.

The simple solution is to combine these two departments into one – Enterprise Risk Management (ERM) unit. There is synergy in combining the units, especially within a large organization. OH&S officer training includes incident investigation which will help in determining the root cause of the incident or claim and OH&S guidebooks have already identified unsafe conditions and developed credible safe work practices. OH&S legislation is a good hammer to wield when you need to get the job done but meet resistance from other management or staff. Risk Manager training includes Risk Assessment, Risk Control and Risk Finance which ties in the macro operations risk with the micro employee safety risk of the H&SM. Good risk control, including OH&S controls, works well to reduce insurance premium (the RM should also be

managing the WCB claims process).

Many larger organizations have both an RM and H&SM yet they usually report to two different departments. Often, the H&SM reports to someone within human resources or operations while the RM often reports to finance, operations or procurement – none of which is ideal. Ideally, the combined unit would report directly to the Risk Management Committee and administratively to the CEO, CFO or an EVP. The dual reporting role is needed since critical information may be filtered if the role reports to a middle level management position or the focus of the RM role becomes one of cost containment if reporting to finance or becomes an insurance procurement function within the procurement department.

Who should run the department – the Risk Manager, or another way to put it, the Chief Risk Officer. There needs to be an individual, at the C-Suite level, that is held accountable for the management of the

unending new legislation that is brought forward from OH&S, workers compensation, environmental, privacy and other governmental departments. Without a CRO to filter through the unending amount of data, the corporation is at risk of implementing non-priority projects while at the same time ignoring high priority emerging risks that could cripple the corporation if not addressed with sufficient resources in a timely manner.

Risk equals reward when it comes to business. The RM job is to allow, and encourage, certain risks so that the organization can complete its main function – while developing systems for avoiding unnecessary risk, mitigating the outcome for necessary risks and transferring surplus risks. An RM, or Chief Risk Officer, that is responsible for insurance procurement, claims management (including WCB), OH&S and "Risk" is well positioned to effectively manage operational risk and keep one of its biggest assets (employees) safe.



CONGRATULATIONS TO OUR SUPERSTARS!

Three Canadian chapters qualified for the 2009 RIMS Membership Growth Award earning the Super-Star Award for 9% or higher, membership growth. Craig Rowe, third

from left, and Nowell Seaman, fourth from left, received the awards for the Newfoundland and Labrador and Saskatchewan chapters at RIMS 2010 in Boston.

- Newfoundland & Labrador (46.7%)
- Saskatchewan (14.9%)
- Maritime (11.1%)

CONTAINING THE COST OF CLASS ACTION LITIGATION

By Bruno De Vita

With a growing number of product recalls, contaminated product outbreaks, and other market disasters in recent years, the risk of class action lawsuits against corporations continues unabated. For the corporation, a class action lawsuit can mean financial devastation for the company, and stagnation to growth and development. Knowing your options and implementing effective strategies to deal with a class action lawsuit can help minimize your risk today and in the future.



What is a Class Action and How is it Initiated?

Class action litigation allows a group of individual claimants to bring one lawsuit against a corporate defendant. The class action procedure allows for the aggregation of these smaller claims so that they can be determined efficiently in circumstances where there is a fairer balance between the combined resources of the class members and those of the corporate defendant.

The key event in a proposed class action is the certification proceeding. To obtain certification as a class action, the party applying for certification must satisfy the following five criteria: (1) the pleadings must disclose a cause of action; (2) there must be an identifiable class of two or more people; (3) the claims of the class members must raise common issues; (4) the class action must be the preferable procedure for the resolution of these common issues; and (5) there must be a representative plaintiff who would fairly and adequately represent the class.

Once an action is certified as a class action, the defendant often faces significant risk and substantial legal and business costs. Although one of the criteria for certification is that the pleadings disclose a cause of action, this threshold is low, and so cases that are certified may not necessarily be meritorious. Successful certification often results in extreme settlement pressure on defendants, even in circumstances where there may be a strong defence. Given the cost and risk associated with large class action claims, significant settlements can result even where the plaintiff's chance of success is relatively small. Corporate defendants often see a substantial settlement as being preferable to dealing with continued risk and mounting legal expenses.

Strategies to Deal with Class Action Lawsuits

When faced with an action brought pursuant to class proceedings legislation, the initial instinct is to fight to the death to avoid certification. Normally, this is the correct strategy. However, there are alternative strategies that can and should be considered. Two such alternatives are the application to strike and the summary trial.

At any stage in a proceeding, a defendant may bring an application to court to strike the claim on the basis that it discloses no reasonable cause of action. As noted above, this issue is also the first criterion for certification. However, in a certification motion, this is only one of many criteria for consideration by the court. Therefore, by necessity the certification hearing is considerably more costly and time consuming. The motion to strike, on the other hand, deals with a single issue of whether the pleadings disclose a reasonable cause of action. If successful, the action is dismissed and the certification hearing is not required. If the defendant is not successful, the certification application can proceed with one less issue to be determined. Thus, the purposes of efficiency and cost saving are fulfilled in those cases where there is a real question whether a legitimate cause of

action has been pleaded. When bringing a pre-trial motion, a defendant will normally be faced with the argument that certification motions should generally be heard before any examination of the merits of the action. However, the courts have held that there are exceptions to this general rule where a preliminary motion can "serve the goal of litigation efficiency or eliminate expenditures of resources in time if heard pre-certification".

In certain jurisdictions, the Rules of Court provide for summary trials where a party may seek judgment or dismissal based on affidavit evidence only. The summary trial procedure has been invoked successfully in a number of intended class actions in British Columbia resulting in cases being dismissed prior to certification. In those cases, the courts have decided to resolve issues prior to certification on the basis that it served the purpose of judicial economy. The summary trial procedure has been endorsed by the British Columbia Court of Appeal and has been described as a way to reduce the overall expense and complexity of a proceeding by narrowing and defining issues and potential class members before the more expensive and time-consuming procedures associated with a class proceeding are required.

Generally speaking, as a primary strategy corporate defendants must attempt to avoid class action proceedings through vigorous opposition to certification. However, in cases that warrant it, a pre-trial motion which dispenses with the intended class action based on the merits of the claim should also be considered. Success in either of these endeavours will result in significant cost savings to all litigants.

Bruno De Vita is a partner with the Vancouver law firm of Alexander Holburn Beaudin & Lang LLP. He is recognized in Lexpert and The Best Lawyers in Canada as a leading lawyer in the field of Insurance Law.



ORIMS CELEBRATES 50 YEARS A GALA EVENING, INDEED!!

On May 27, 2010, ORIMS celebrated its 50th Anniversary with a Jubilee Gala at Toronto's Liberty Grand on the grounds of the Canadian National Exhibition (CNE).

Chapter members and guests were treated to a beautiful black tie affair, complete with a big band and, in keeping with the CNE locale, an ORIMS exhibition and midway.

Joining the almost 400 attendees were members of the Quebec Chapter, RIMS Canada Council Chair, Tino Brambilla and RIMS President, Terry Fleming, who presented 2009-2010 ORIMS President Steve Pottle, with a commemorative plaque acknowledging the 50-year milestone.

During the dinner portion of the evening, a video presentation, featuring many of the chapter's Past Presidents, highlighted ORIMS history and the evolution of risk management during the past 50 years.

As part of the evening's celebrations, ORIMS announced the formation of an

annual bursary for a college or university student in the risk management field who has excelled academically or shown leadership in their time as a student. Named the Founders Bursary, to honour those that founded the chapter, the first recipient was



introduced and presented with a cheque for \$1,000!

The success of this spectacular evening was in great part to the volunteers who helped over the many months leading up to and

during the big event.

The Ontario Chapter gratefully acknowledges its Past Presidents and the very special guests from RIMS, the RIMS Canada Council, and its fellow Canadian RIMS Chapters and other special guests for sharing in the 50th celebration!



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Photos courtesy of Canadian Underwriter.

EDMONTON, ALBERTA DID YOU KNOW?

FESTIVALS

Edmonton has more than 30 established festivals each year devoted to music, performances, visual arts, family fun, sports and culture.

Largest in North America, and second only in size to the Edinburgh Festival Fringe, Edmonton's International Fringe Theatre Festival attracts 500,000 visitors each summer and some 1,000 performances. The Edmonton Fringe attracts performers from across Canada, the United States, Africa, Austria, Australia, Bulgaria, Great Britain, France, Germany, Israel, Japan, New Zealand, Poland, Ukraine, Russia, Sweden, Taiwan, and Central and South America.

ARTS & CULTURE

Edmonton was named as a Canadian Cultural Capital for 2007.

The first of its kind in Canada, the Gallery Walk was formed in 1981 to promote both art and artists of merit, with a special focus on Canadian artists and their work. Edmonton is home to over 60 art galleries.

Edmonton is home to 20 theatre companies and dozens of acting co-ops. Eight theatre companies can be found in the historic Old Strathcona district.

The first Moslem mosque in North America was the Al Rashid Mosque, now located at Fort Edmonton Park.

URBAN FLAIR

There are over 3,500 eating establishments in the Edmonton region to choose from.

Downtown Dining Week, held in March, promotes the downtown area's best restaurants.

Motor sport is revving its engines with the recent addition of Edmonton to the Indy Racing League circuit in 2008. In its inaugural year in 2005, the Grand Prix of Edmonton set the record for a Champ Car event in Canada with attendance of 200,052 spectators.

It's Canada's biggest money rodeo and the season-ending championship competition of Canadian professional rodeo – the Canadian Finals Rodeo. Held annually in mid-November at Rexall Place, it's the largest annual indoor sporting event in Western Canada.

ATTRACTIONS

Fort Edmonton Park is Canada's largest living history park, tracing the growth and development of Edmonton through four historical periods represented by The Fort, 1885 Street, 1905 Street and 1920 Street.

The world's largest car park is located at West Edmonton Mall. It can hold 20,000 vehicles. West Edmonton Mall also holds records for the world's largest indoor amusement park (26 rides and attractions), the world's largest indoor triple loop rollercoaster (1,285 metres of track), the world's largest indoor lake (complete with a replica of Christopher Columbus's Santa Maria), the world's largest indoor wave pool (12.3 million litres of water), and the world's largest indoor permanent bungee tower (30 metres up and 30 metres down).

The average yearly visitation to West Edmonton Mall is approximately 28.2 million, more than eight times the population of the province of Alberta, making WEM Alberta's number one tourist attraction.

West Edmonton Mall's Fantasyland Hotel features 12 different theme rooms for guests to stay in including: African Safari, Arabian, Canadian Rail, Hollywood, Igloo, Polynesian, Roman, Truck, Victorian Coach, Sports, Waterpark and Western.

STEPPING OUTDOORS

Edmonton has the longest stretch of urban parkland in North America, which is 22 times larger than New York's Central Park and 8 times larger than Vancouver's Stanley Park.

The Victoria Golf Course is the oldest municipal golf course in Canada (1907). There are more than 70 golf courses within the Edmonton Alberta Capital Region.

The Canadian Birkebeiner – held in Strathcona County east of Edmonton – is Canada's premiere Cross Country Ski Festival and the largest Classical Cross Country Ski Festival in North America.



CANADIAN RIMS CHAPTERS – WORKING HARD FOR THEIR MEMBERS

It's been a busy summer for the ten Canadian RIMS Chapters. Across the nation, your chapters have been offering their memberships quality educational programming and networking opportunities.

Here's an overview of what's been happening and what you can look forward to in 2010-2011:

British Columbia (BCRIMA):

BC Chapter is preparing for another banner year of presentations and networking events.

Vancouver and BCRIMA RIMS members are thrilled to host the RIMS 2011 Annual Conference in "Beautiful British Columbia" from May 1 – 5, 2011. RIMS members will experience the brand new world class Vancouver Convention Centre located in the downtown core and overlooking the harbour, mountains and Stanley Park.

Our PERK program and topics at our luncheon meetings this year range from Employment Practices – how to's; ERM 101; Risk Manager's Roundtable and Construction Flash. Our Program Committee is also working on an Education Day for the spring session. We have joint sessions with the "Fellows" on a range of topics including "Inter-Generational Risk".

Planning for the RIMS Canada Conference in Victoria BC in 2013 is being led by our Glen Fredrick and Dan Heaman. The Fairmont Empress, the Marriott Victoria Harbour and The Grand Pacific Hotel are the three key host hotels.

Northern Alberta (NARIMS):

The NARIMS Chapter has had a busy year, especially with playing host to the 2010 RIMS Canada Conference. Many board members have played double duty by taking on conference leadership positions. Their dedication and time has been invaluable in keeping the Chapter active while still meeting critical conference deadlines.

Our Program Committee has a very diverse and interesting educational program in the works. Monthly sessions will cover

various facets related to security, claims, corporate governance issues, and other hot topics of interest to risk managers.

In addition to great educational content, part of NARIMS annual programming includes a golf tournament, an educational field trip and a Christmas celebration. This year's holiday party will again support a local charity and will be planned in conjunction with the Insurance Institute of Northern Alberta.

The recently elected board includes several new volunteers, and everyone is excited to explore new opportunities in the coming year.

Southern Alberta (SARIMS):

The 2010-2011 SARIMS Board is busy planning our 7 breakfast sessions with some exciting speakers. Our first speaker of the season will be David Huff from GRS Global Risk, who will be presenting on the BP Oil leak. Breakfast sessions will be the first Thursday of October, November, January, February, March and April and the second Thursday of May.

Early December will feature our annual Christmas Party, which is always a great success.

The 17th Annual SARIMS Golf Tournament was held on September 2nd with the proceeds going to the McGannon Foundation and Aventa Addiction Treatment Centre for Women. For full event details and chapter information, please check <http://southernalberta.rims.org/>

Saskatchewan (SKRIMS):

For 2010-2011, SKRIMS will continue to focus on our key objective of providing quality educational opportunities. In a May 2010 survey, our members said they want to maintain a balance between traditional insurance topics and ERM, and to explore new ways of delivering services, such as webinars. Past PERK seminars and RIMS Fellow workshops have been well received, and will likely be included in the upcoming year.

During 2010, we will also (i) pursue joint learning opportunities with other professional organizations who have risk on their

radar; (ii) discuss how to effectively recognize Chapter volunteers; and (iii) review our Chapter Constitution. Preparations for the 2012 Conference are continuing.

Manitoba (MaRIMS)

The Manitoba Chapter has a vibrant CRM education program offered through the Continuing Education Faculty of the University of Manitoba, which is well attended each term.

Also, the Chapter and its members are strong proponents of the RIMS Fellow (RF) programs and have successfully held one every year for the last several years.

MaRIMS will be celebrating its' 30th anniversary in 2011 and looks forward to hosting the RIMS Canada Conference in the Fall of 2014!

Ontario (ORIMS):

The Ontario Chapter of RIMS' Annual General Meeting was a bit later than usual this year, so that our efforts could be solely concentrated on toasting the Chapter at its 50th Anniversary Gala held on May 23. The event was a huge success and celebrated 50 years of growth, milestones and memories.

The Board's Blue Sky meeting was held in mid July and plans are underway to work towards maximizing our ORIMS value proposition. We have plans underway for providing valuable services and programs to our membership including a Professional Development Day, additional communication vehicles of high quality and a concentrated effort on increasing membership.

We also look forward to the continued celebration of the Chapter's 50th year with activities and communications continuing throughout the year.

Québec (QRIMA):

The Québec Chapter is well positioned for the year ahead.

Recognizing that returning Board Members provide continuity, our new members will ensure we question current practices and encourage new approaches. QRIMA's Program will feature RIMS President, Terry Fleming, and Ron

Holton, Vice-President (RM) for the 2010 Vancouver Olympic Games.

A Quiz Night is also planned as an interactive team-building event that will see teams represented by risk managers, underwriters and brokers competing against each other in the spirit of fundraising.

Education is a high priority as the Québec Chapter continues to promote higher qualification standards for the CRM Designation. Our Sponsorship Program is in its 9th year, and the generosity of our industry partners ensures we can continue to financially support our Chapter's ongoing objectives.

Maritime Chapter:

On July 16-17, we held our Business Meeting at the Stanley Bridge Resort in Prince Edward Island, both members and associate members participated with 42 members attending.

The business meeting took place on July 16 with Colin Mitchell, Integro Insurance Brokers providing an informative talk on Risk Tolerance and the total cost of Risk while Glen Frederick presented an impressive overview of Risk Management at the Olympics in BC.

The social which followed was a traditional Maritime Lobster Boil hosted by Gary and Pat Ellis and was truly enjoyed by all.

October 29, 2010 will see us meeting in Moncton, with a tour of the Irving Diaper Plant to conclude the event.

Our annual Christmas Meeting and Social will take place on December 9, 2010 at the World Trade and Convention Centre in Halifax. Karen MacWilliam will present a talk on "The Ins and Outs of a Risk Management Audit", to be followed by a cocktail reception.

Lastly, the Maritime Chapter's Annual General Meeting is to be held in Halifax on April 15, 2011.

Newfoundland and Labrador (NALRIMS):

After organizing the RIMS Canada Conference in 2009, the chapter reverted to a more normal routine in 2010/2011. We added 3 new deputy organizations to our

membership as a result of the conference exposure which increased our member organizations by 30% (we are a small chapter).

Our chapter typically plans three to four major events during the year for deputy members and associates.

First up is our AGM, which incorporates a guest speaker from a local business or institution who will relate to a risk management topic in connection with their operations. This past year we heard from Nalcor Energy and the issues surrounding mega construction projects such as that which would be required to develop the Lower Churchill Hydroelectric site.

Second would be our annual "Professional Day". This full day event provides 4 to 5 sessions on a variety of risk related topics. Guest speakers this year included local "crisis and reputation" consultant Cathy Dornan (Bristol Communications); Gary McDonnell (Aon) on ERM development; Tom

RCC EMBARKS ON VOLUNTEER RECRUITMENT AND TRAINING PROJECT

The success of every volunteer driven organization depends on the commitment and work of its volunteers, and RIMS is no exception. Every year, we celebrate the work of well over one hundred volunteers across Canada whose time and effort make RIMS activities happen: chapter events, the annual RIMS Canada Conference, and the RCC projects described in the articles in this newsletter.

In its 2010-2012 Strategic Plan, the RCC put renewed emphasis on recruiting and training volunteers. One of the four "big rocks" of the current strategic plan is **Effective Volunteer Leadership**. This includes the following two-year goals:

- Development of volunteer pool to meet the goals of the RCC and its subcommittees and Canadian RIMS chapters
- An ordered "pipeline" of candidates
- Formal Succession Plan for the RCC
- Succession plans in place
- Chapter Representation Model
- Chapter Representation Model codified in RCC operating manual
- Appropriate retention, diversity and healthy turnover for the RCC
- Metrics developed re: retention/turnover, mix of sectors represented and committee demographics.

The performance indicators for these goals are:

- RCC and Chapters each have a database of members interested in serving in leadership roles



At the RIMS Canada Night at RIMS 2010 in Boston, Tino Brambilla, RIMS Canada Council Chair, presented a cheque for \$10,000 to Joe Restoule, President of the McGannon Foundation, on behalf of the RIMS Canada Council and the Newfoundland and Labrador Chapter.

Cooper (MUN) on developing next generation of risk managers; Michel Rodrigue (Cirque de Soleil) on dynamic risk management; and lawyer Gerry Fleming (Stewart McKelvey) on legal liability issues.

Our third event of the year was something

new and involved a site visit to a chapter member's organization to experience firsthand the risk management practices within that organization. Our field trip this year was to an oil transshipment and storage facility associated with Newfoundland's off-

shore oil industry.

And finally, there is our annual Christmas Social. This is an opportunity to socialize and connect with friends and colleagues after the conclusion of another busy year.