Risk Management Steering Committee

MINUTES OF THE MEETING of October 25, 2010
3:30 – 5:00 p.m., ASB Boardroom 120

Attendees: Gayle Gorrill (Chair), Kristi Simpson, Andrew Coward, Kane Kilbey, Mark Roman, Andrew Cartwright, Katy Mateer, Rachael Scarth, Melanie Groves, Murray Griffith, Peter Zacour, Daphne Donaldson, Tom Smith, Ben McAllister, Sarah Blackstone, Maureen MacDonald, Rhonda Ljunggren (recorder)

Regrets: Bruce Kilpatrick, Peter Keller, Michael Miller, Richard Piskor, Jim Dunsdon

1. Approval of Agenda

   The meeting agenda was approved as circulated.

2. Chair’s Remarks

   Ms. Gorrill welcomed new EOC Coordinators Dean Sarah Blackstone and Dean Maureen MacDonald, and Acting AVP Research Rachael Scarth to the Risk Management Steering Committee. Regrets were noted from Mr. Piskor; Mr. Kilbey and Ms. Donaldson will be covering his information.

3. Adoption of minutes of the meeting held October 26, 2009

   The minutes of the meeting held April 26, 2010 were approved as circulated, with an amendment to the OHSE informational report.

4. Business Arising:

   4.1 Driver Education/Standardization Update – Mr. McAllister

   Mr. McAllister updated the committee on the background of the original task around driver education and standardization regarding cell phone usage in university vehicles, which was to: 1) create a reminder of the changing laws regarding mobile device usage while driving; and 2) develop a standardized process to regularly confirm that drivers of university vehicles are licensed to drive. Input was sought from a committee with representation from CSEC, Motor Pool, FMGT and the Biology department.
Three recommendations came from the committee:

1) As a condition of employment request that those whose employment includes a requirement to drive a university vehicle provide a driver abstract.

2) Each employee required to drive a university vehicle would attend CSEC annually to provide a copy of their valid driver’s license.

3) While attending CSEC annually also sign an acknowledgement which outlines driver responsibilities and includes a section regarding previous years’ driving history: accidents, driver infractions, suspensions, etc.

The committee has been engaged in dialogue with HR, which has suggested narrowing the scope of information collected and changes to the language of the agreement. HR also suggested considering expanding the scope to include employees who drive any vehicle on UVic business, with a phased-in approach.

Discussion from the RMSC followed, highlighting experiences from other institutions which mandated training for all employees in lieu of documentation. The committee questioned whether providing training reduces risk, and asked what risks are being mitigated, liabilities associated with people or property. The need for standard procedures on campus was emphasized. Currently, to sign out a vehicle from the motor pool requires that the person signing out the vehicle must present a valid driver's license, but they might not necessarily be the person driving the vehicle, whereas a commercial rental requires the driver to indicate primary and additional drivers.

The committee discussed expanding the original scope to include other areas where employees are tasked with driving students and children, such as Athletics, Child Care, Vikes Athletics, and Science Venture. The issue then becomes how to undertake this, how to enforce, and what standards to apply.

**Action**: Mr. McAllister will report back to the committee at the April 2011 meeting.

4.2 **OHSE Draft Policy**– Mr. Piskor – deferred to April 2011 meeting

4.3 **Risk Management Report to Audit Committee Summary** – Mr. Coward
Addressed under the Risk Management informational report.

5. **New Business**

5.1 **Risk Register Update** – Mr. Coward

The RMSC evaluates institutional medium risks and ensures a risk mitigation plan is in place.
The risk register was reviewed with the committee; risks both previously on the list and new risks raised for consideration were reviewed and rated with committee input.

Proposed very high and high strategic risks were reviewed. It was agreed that HST Implementation can be removed from the list this year.

The following new risks raised for consideration were reviewed and rated:

- **GRE: Unforeseen Financial Implications of remaining in or leaving the GRE** (4 - 2) – Lead: Kristi Simpson and Murray Griffith

- **UVSS Relationship Continuity** - Leads: Kristi Simpson and Jim Dunsdon (2 – 4)

- **Queenswood Rezoning** – Lead: Kristi Simpson (2 – 3)

- **TRIUMF** – Lead: Rachael Scarth (4 – 2)

- **Administrative Systems Capacity to Initiate and Absorb Change** – Lead: CIO and ASOC (3 – 3)

2010-11 proposed medium strategic risks were reviewed and leadership on each was assigned.

- **Students, faculty and staff may be injured or killed on or off campus due to negligence on the part of the University** – Richard Piskor/Peter Keller
- **Difficulty in recruiting and retaining staff** – Kane Kilbey
- **Epidemics/Pandemics** – Daphne Donaldson
- **Significant emergencies (fire/gas leaks/ floods, earthquakes)** – Daphne Donaldson
- **A privacy breach and the resulting costs** – Julia Eastman/Bill Trott
- **Succession Planning – difficulty mentoring people for Leadership and Governance roles within Faculties and Administration** – Kane Kilbey
- **Unsustainable capital and financial model (including infrastructure issues such as deferred maintenance and ever greenling)** – Kristi Simpson/Tom Smith
- **Violence or major conflict on campus (UVic not negligent)** – Daphne Donaldson/Peter Keller/Kane Kilbey
5.2 Security Communications Initiative – Mr. Zacour

Mr. Zacour gave an update to the committee on the security communications initiative which arose from Dean Keller’s remarks at the last meeting regarding information theft and security, following a series of break-ins last year. A committee was formed, consisting of Bill Trott, Ben McAllister, Eric van Wiltenberg, Melanie Groves and Mr. Zacour, to look at protection of property, both personal and UVic.

A security communications initiative has been undertaken following the work of this committee, with a three-pronged approach: 1) limit information stored on personal devices and safeguard information; 2) secure devices and equipment; and 3) report theft and losses. This communications initiative is focused on faculty and staff, not students.

Campus Security will be undertaking a campaign to visit every office in every building on campus handing out bookmarks/magnets/window “clings” to bring awareness of a higher security presence on campus. There will be informational stickers for every telephone and piece of hardware, and stickers on light switches to remind occupants to turn off when leaving. There will be an increased security presence in campus buildings 7 days a week as part of the campaign, and information will be communicated to Deans and faculty.

The lesson learned from last year’s break-ins and thefts is that the informational aspect is more costly than the theft of equipment.

6. Reports

6.1 Due Diligence Reports

a) FMGT – Mr. Smith

There were no questions or comments from the committee.

7. Informational Reports

7.1 Campus Security Report – Mr. Zacour

Mr. Zacour informed the committee that this term has seen positive changes in the residences, thanks to a big push by the residence crew, and the committee work of Katherine McLeod, Joel Lynn and Jim Dunsdon.

Fire pulls are down drastically; 11 last year at this time compared to 2 this year. Incidences of property damage are similar to last year’s numbers (20) at this time, but the value is down significantly. Liquor/intoxication tickets at $230 each have generated around $60K.

Mr. Zacour closed by emphasizing that overall things are really on the upswing with a lot of good work being accomplished, and a prevailing positive attitude.
7.2 **Occupational Health, Safety and Environment Report – Mr. Kilbey for Mr. Piskor**

Mr. Kilbey reported that there has been a rate reduction from $0.30 to $0.29 per $100 contribution, and that it would be helpful to bring current/past claims experience back to the committee for a better understanding of UVic’s situation.

Work is continuing on a safety policy, which was put on hold during bargaining. The new Canadian Safety Standards are being introduced. Safety has been added as a section to job descriptions.

The smoking policy is under review; on paper, there is latitude to increase smoke-free areas on campus. UVic is considering becoming a smoke-free campus with designated smoking areas. Smoking Cessation Week 2012 would be the target for implementation, with simple smoking structures/areas, possibly linked to parking areas, being located strategically outside the Ring. Several U.S. and Canadian campuses and health authorities have already implemented a similar policy.

**Action:** This item will be updated at the next meeting.

In terms of H1N1 this year, it appears to be a quiet flu season, with nothing of note from either the southern or northern hemispheres.

7.3 **Emergency Planner Report – Ms. Donaldson**

Ms. Donaldson reported that full scale tests of the EOC take place twice a year. There have been gradual increases to mobile phones registering for emergency alerts, now up to 32% of students and 15% of staff. There will be a test of the emergency alert system in early November.

Ms. Donaldson informed the committee that the September 4th earthquake in Christchurch, NZ, has been being followed as both the city of Christchurch and the University of Canterbury are of a similar size and age as Victoria and UVic. The earthquake was of a greater magnitude than the recent Haiti quake but had a much lower impact due to timing, infrastructure and seismic standards in place. The university library received the most damage to structures on campus, with approximately one million books on the floor; not all stacks were braced. A group from Victoria has visited Christchurch; Ms. Donaldson and Mr. Smith will be connecting with them to learn from their experiences.

Ms. Donaldson also reported on the upcoming initiative, “Great BC Shake Out,” which will take the form of an earthquake drill on January 26th/2011. Ms. Donaldson advised that her department is looking at possibilities for UVic involvement in the drill.

7.4 **Risk Management Report – Mr. Coward**

Mr. Coward updated the committee on the 2009 Risk Management and Insurance Report. The 2010 report will be reviewed at the next meeting.
Action: At the April 2011 RMSC meeting Mr. Coward will review the Risk Management and Insurance Report 2010.

Mr. McAllister reviewed the more serious claims for the membership:

1) Water leak in Cornett building: Lessons learned include the importance of backing up information, and the need to keep electronic equipment off the floor. As well, Mr. McAllister stressed the importance of leaving the restoration of wet electronic equipment for the restoration company, and to resist the urge to immediately test it by attempting to turn on.

2) 106 Bed South Tower leak: Water leaked through 6 stories of the building, resulting in 5 feet of water in an elevator pit. Restoration is underway. This incident occurred the night before completion sign off.

3) Potential Neptune claim: This is an infrastructure claim due to equipment failure.

4) Faculty member facing lawsuit for defamation after providing comment on a group in town. UVic defends faculty in its employ acting in good faith.

Discussion from the committee included ways to get the message across to faculty to back up computer information and protect against information loss. It was suggested that providing faculty members with examples of catastrophic information loss and prevention strategies would be helpful.

7.5 Internal Audit Report - Mr. Cartwright

Deferred to next meeting.

7.6 General Counsel Report – Mr. Barnhardt

Mr. Barnhardt reported that the contracts database has been through testing and will be rolled out very soon. Contracts will be standardized in order to reduce risk.

Action: Mr. Barnhardt will bring examples of standardized contracts to the next meeting.

There being no further discussion, the meeting was adjourned at 5:10 p.m.

Next meeting: April 27th 2011, ASB Boardroom 120, 3:00 – 4:30 p.m.