Risk Management Steering Committee

MINUTES OF THE MEETING of April 27, 2011
3:30 – 5:00 p.m., ASB Boardroom 120

Attendees:  Kristi Simpson (Chair), Andrew Coward, Kane Kilbey, Ron Kozsan, Andrew Cartwright, Don Barnhardt, Rachael Scarth, Melanie Groves, Murray Griffith, Peter Zacour, Tom Smith, Ben McAllister, Maureen MacDonald, Peter Keller, Richard Piskor, Joel Lynn (for Jim Dunsdon), Rhonda Ljunggren (recorder)

Regrets:  Gayle Gorrill, Julia Eastman, Daphne Donaldson, Sarah Blackstone, Jim Dunsdon, Katy Mateer, Bruce Kilpatrick

1. Approval of Agenda

The meeting agenda was approved as circulated.

2. Chair’s Remarks

The meeting was chaired by Kristi Simpson, who proposed a change to the agenda template in conjunction with Mr. Coward. Informational reports will be positioned higher on the agenda but henceforth will be submitted as an agenda item at the time of the call for agenda items, not automatically placed on the agenda. Agenda items can then be brought forward when there is news to share with the committee.

3. Adoption of minutes of the meeting held October 25, 2010

The minutes of the meeting held October 25, 2010 were approved as circulated, with the addition of Mr. Smith to the list of meeting attendees.

4. Business Arising:

4.1 Driver Education/Standardization Update – Mr. McAllister

Mr. McAllister recapped his work for the committee regarding standardizing the process for driver education, including consultations with CSEC, Motor Pool, FMGT and Biology. He stated that HR would be requiring a driver’s abstract as part of the hiring process/package, as a condition of employment for those positions where driving is a core part of the job description.

Discussion from the committee included:

• types of infractions to be looked at on the abstract;
• judgments to be made and by whom;
• continuing obligation to validate the drivers’ abstract; and
• examples of TAs/grad students driving on field trips.

Details are still under development.

Mr. McAllister also looked at areas of the university where children are being driven (such as Science Venture, Summer U). In these programs children are rarely driven off-campus, and public transit or Wilson transport are used for field trips. Childcare Services has regulatory procedures in place for transporting children in their care.

4.2 OHSE Report – Smoking Health & Safety Policy – Mr. Piskor

A draft of the policy was distributed in the agenda package, and Mr. Piskor asked for additional feedback on the policy to be forwarded to him. He advised the committee that other universities across Canada and the U.S. have a similar policy structure in place.

4.3 Risk Management and Insurance Report 2010 – Mr. Coward

Addressed under 6.4.

4.4 General Counsel Report – Update regarding examples of standardized contracts – deferred to October 2011 meeting.

5. New Business

5.1 Medium Risk Register Review – Mr. Coward

The RMSC meets twice a year, and ranks medium risks at the fall meeting. The spring meeting is used to update risk summaries, and 13 risks (Risks 10 – 22) were reviewed at the April 2011 meeting. Mr. Coward invited input on the medium risks reviewed:

#10 – Students, faculty and staff may be injured or killed on or off campus due to negligence on the part of the university

#11 – Difficulty in recruiting and retaining staff

#13 – Loss of or change in funding for indirect costs

#14 - Significant emergency (i.e., fire/gas leaks/floods/earthquakes)

#15 – A privacy breach and the resulting costs

#16 – TRIUMF – High intensity electron accelerator project

#17 – Succession Planning – Difficulty in mentoring people for leadership and governance roles within faculties and administration

#18 – Administrative capacity to initiate and absorb system changes
#19 – Unsustainable capital and financial model (including infrastructure issues such as deferred maintenance)

#20 – Violence or major conflict on campus

#21 – Failure to rezone Queenswood to optimize functionality

#22 – Failure to meet payment card industry (PCI) security standards

6. Informational Reports

6.1 Campus Security Report – Mr. Zacour

Mr. Zacour noted that the computer security protection program was rolled out around the time of the holiday break. Residences now have a policy in place whereby students must vacate within 24 hours of their final exams, with good results reported. He commended the 70 community leader students for an excellent job. Fire alarm pulls are down, with some resulting from silver fish, KIP construction and equipment. Damage reports are also down somewhat and the total dollar amount of damage is significantly lower than last year.

6.2 Occupational Health, Safety and Environment Report – Mr. Piskor

Mr. Piskor highlighted three items in his report on OHSE:

1) WorkSafe BC Claims: UVic’s claims experience (relative cost to payroll) is significantly worse than other BC universities, ranging from 2 to 3.6 times worse. 80% of the claims are in three areas – FMGT, Housing and Food. Mr. Piskor has met with all three departments and audits are underway in Food and Housing, with reports expected within the next month. He reported excellent support, with commitment to reducing injuries and integration of safety management as part of individual performance plans and departmental service planning.

2) Banner automated system for new employee safety orientation has resulted in compliance at around 80%. Departments are reminded to develop their own departmental orientations to complement the general safety orientation.

3) Research Safety: Compliance inspection from CNSC earlier this year turned up no significant issues. An information session from Transport Canada has demonstrated the need for policy development/process for the use of vessels, especially in research, and in particular for the many small vessels UVic operates. OHSE is working with a number of regulations requiring special certifications (diving, marine, lab, fieldwork, etc.). Lab audits are underway and going well. Medical surveillance programs are in place for some research areas such as the Level 3 lab.

6.3 Emergency Planner Report – Mr. Piskor (for Ms. Donaldson)

The Great BC Shakeout drill in January was very successful, and there are plans to make this an annual event. Emergency planning week is coming up May 1 – 7, with plans for training with regard to earthquake response, with a focus on social media. Integrated Emergency Exercise is
planned for November and will involve local fire departments, as well as UVic Site Response Teams, EOC and Executive Policy Group.

Chris Hawker of the University of Canterbury (NZ) will be visiting May 30 – June 3; he will have two sessions at ConnectU as well as meetings with FMGT, Communications, Counseling, Library, Executive and EOC.

6.4 Risk Management Report – Mr. Coward

Mr. Coward presented a highlight of the risk management report that went to the Board of Governors Audit Committee in January. The report provides an overview and update on UVic’s risk management and insurance program, which provides support, resources and advice for faculty, staff and students in order to manage the risks created by UVic’s programs and activities, and to prevent and reduce losses.

Primary components of the risk management program include:

- Negotiating/purchasing insurance coverages as well as analysis of other approaches to risk mitigation;
- Handling claims adjustment, analysis and administration;
- Serving as a campus resource by providing advice to departments and student organizations;
- Overseeing/supporting campus business continuity planning;
- Promoting awareness of loss prevention/reduction and safety considerations; and
- Managing the annual development of the university risk register.

Highlights for 2010/11 include the development and implementation of a more formal process to track insurance claim activities. This system categorizes information tracked in each claim in the following categories: inbound/outbound correspondence, meetings, involved parties, document management, outstanding actions and payment history.

The report highlighted two major claims for 2010/11, in excess of $50K:

1) NEPTUNE property claim – node implosion with potential for very high claim amount; and
2) South Tower (Sept 15th/10) water leak from plumbing line failure (estimated cost of remediation is $275K with deductible of $20K).

6.5 Internal Audit Report – Mr. Cartwright

Mr. Cartwright reported that over the summer he worked with the executive to clarify the relationship between external audit and the rest of the university. The focus is on business processes, and policies and procedures. Controls are in place, and there is good compliance with contracts and reliability of reporting. The prosecution of a former computer store employee for theft was mentioned, in relation to the key element of supervision/oversight missing. P-card transactions now need to be authenticated by a supervisor in order to prevent illegitimate expenditures and inappropriate claims.

6.6 General Counsel Report – Mr. Barnhardt
Mr. Barnhardt reported good progress regarding releases/waivers of liabilities received, as well as standardization of room rental agreements. Examples of standardized contracts was deferred to the October 2011 meeting.

7. **Due Diligence Reports** – all were received without discussion/questions from the committee.

   7.1 Finance – Mr. Griffith
   
   7.2 Student Affairs – Mr. Lynn (for Mr. Dunsdon)
   
   7.3 Occupational Health, Safety & Environment – Mr. Piskor

There being no further discussion, the meeting was adjourned at 4:55 p.m.

Next meeting: October 26th 2011, ASB Boardroom 120, 3:30 – 5:00 pm