

Risk Management

Effective Date: February 19, 2013

Reaffirmed Date: June 16, 2015

Policy Statement:

The City of Pitt Meadows shall establish and maintain processes which are directed towards realizing potential opportunities while managing the impact of adverse effects upon corporate resources and citizens.

Purpose:

- To strive to minimize the financial impact of losses upon the City's resources;
- To eliminate or reduce as far as practicable the conditions and practices that cause accidental losses;
- When risk cannot be eliminated or reduced to workable levels, the City will purchase commercial insurance or engage other risk financing mechanisms that will provide indemnity for catastrophic losses and either insure or retain remaining risks.

Risk Management:

Recognizing that employees at all levels of the organization have an important role in risk management, the staff assigned the responsibility for corporate risk management will support operating departments and service partners by providing information, arranging education and training, and assisting in risk identification, analysis and mitigation.

Actions to facilitate risk identification and mitigation and reduce the impact of potential losses to the organization include:

- Reporting any potential risks or hazards encountered on City property or infrastructure immediately to the appropriate City department for remedial action;
- Communicating to the public the importance of reporting hazards to the City immediately;

- Training, educating and informing City staff and contractors on risk identification, safety practices, and occupational health and safety regulatory requirements;
- Reviewing indemnity and insurance provisions in leases and licenses to occupy and ensuring that insurance information provided to the City by parties to these agreements is adequate and current;
- Evaluating plans and contracts for construction or renovation of City infrastructure to ensure risk considerations such as indemnification and insurance requirements have been properly addressed.

Claims Management:

It is City Council policy that claims made against the City are not paid unless, in the opinion of staff, assigned adjustors, or legal counsel, there is a liability exposure. All claims will be investigated without passion or prejudice, utilizing the facts as they reveal themselves and standard legal practices and principles.

Claimants can expect to be treated courteously and respectfully and in a business-like manner, and staff and assigned adjustors can reasonably expect the same in return. The Claimant may not always get the answer they desire but will be provided an explanation in policy and/or law to support the decision and do their best to explain the rationale.

It is City Policy that should a claimant wish to appeal a claims decision, they must do so through the British Columbia court system. The Policy does not allow for appeal through the Mayor and/or Council.

Actions to manage claims and reduce the impact of potential loss include:

- Developing and monitoring risk financing strategies, including the negotiation and purchase of insurance, to ensure continued effectiveness;
- Determination of insurable asset and business interruption values;
- Reporting all claims and incidents that could lead to a claim to liability or property insurers for adjusting.