



ONTARIO RISK AND INSURANCE
MANAGEMENT SOCIETY

THE PULSE

the heartbeat of **risk management**

Golf is a good walk spoiled.
-Mark Twain

PHOTO GALLERIES FEATURING:

2017 RIMS CONFERENCE
PD SESSION & ANNUAL
SPRING FLING RECEPTION
2017 ORIMS GOLF TOURNAMENT

"Summertime is always the best of what might be."

CHARLES BOWDEN

CONTENTS

President's Message Protecting Your IP Property Negotiating Technology Contracts



Building Construction
2017 ORIMS AGM Recap
2017-2018 ORIMS Board of Directors
RIMS Canada Conference: What you need to know

JULY 2017 EDITION

ONTARIO.RIMS.ORG



BE PART OF THE ORIMS SOCIAL COMMUNITY

@ONTARIO.RIMS.ORG

JULY 2017 EDITION

contents

president's message	01.
negotiating technology contracts - requirements	03.
RIMS canada conference: what you need to know	07.
protecting your (IP) property	08.
WannaCry ransomware attack: lessons learned	11.
building construction	12.
2017 PD session & annual spring fling reception	13.
2017-2018 ORIMS board of directors	14.
2017 ORIMS AGM recap	14.
2017 ORIMS Golf Tournament recap	15.
2017 RIMS Conference recap	16.
photo gallery: pd session & annual spring fling	17.
photo gallery: 2017 RIMS conference	18.
photo gallery: 2017 ORIMS golf tournament	19.

Celebrating Community

Highlighting the importance and benefits of joining a professional association

TINA GARDINER, ORIMS PRESIDENT

Happy summer everyone! We wait all year for the glory and warmth of longer summer daylight hours to arrive only to watch them hurl past with lightning speed! And before you know it will be Fall! With Fall 2017 arrives all of our friends and colleagues from our wonderful industry as ORIMS hosts the RIMS Canada Conference 2017 in downtown Toronto!

The theme of the Conference this year is "Community" and will highlight and build on the interrelationships we have with each other and amongst our industry partners. The plenary special guest speakers and the concurrent sessions will be diverse, educational and entertaining.

One of the highlights of the conference will be the kick off Community celebration on Sunday, Sept 24 from 630 pm to 12 pm at the Steam Whistle Brewery. This will be a comfortable evening of good food, good music and great friendships; everything community is all about! Our very special guest will be multiple Juno award winner Colin James! Sure to be a great night!

Be sure to register soon and don't miss out on this important conference. And remember the Invictus Games are being held in Toronto the same week as our conference. Therefore do not delay in booking your room!

In keeping with the conference theme of "Community" let's take a deeper look at the tie that binds us together in the greater community of insurance and the specific community of ORIMS. Why do we belong to ORIMS or any professional association for that matter?

History tells us that early professional organizations such as medieval guilds of stone masons, carpenters and the like were created as a safeguard of trade secrets and job security. They served to protect the guild members, leaders and define the quality of their work.

Studies indicate that the primary reason members join associations has not changed over the years, except to add the overarching theme of different types of communication with like-minded professionals. The list of reasons to join a professional association shown below comes from a blog post contributed by 4CDesignWorks graphic designer Jacqueline McClellan.

10 REASONS TO JOIN A PROFESSIONAL ASSOCIATION

- 1. Broaden your knowledge:** Professional organizations sometimes offer courses, seminars and/or lectures to keep themselves and their members up to date on the latest industry innovations, research and trends. Staying informed on your industry's trends will only help you in the long run and will put you one step ahead of the competition!
- 2. Take charge of your career:** Take advantage of career resources. Associations often have job listings online or in print available only to their members. This is a great way to find targeted job postings for your area of interest.
- 3. Build a better resume:** Many organizations have career resources available such as tips on effective resumes or cover letter writing. Listing your association membership on your resume is impressive to current or future employers as it shows that you are dedicated to staying connected in your profession.
- 4. Enhance your network:** We all know that networking is key for the movers and shakers of the community! Making connections is critical, and joining associations give countless opportunities to connect on a local and sometimes even global level. For most people, creating professional relationships is important, and joining a group allows you to have a sense of security and trust. From this, you are able to support and help one another in reaching your professional goals.
- 5. Be a Leader:** Professional associations give you an opportunity to develop your skills as a leader, and this is important not only for your personal growth, but for your growth in your firm.
- 6. Become a mentor:** Giving back can be the greatest reward and benefit. Participating in forums,

chat groups or discussion boards sponsored by an association is also a great way to grow your network. This allows you to use your peers as sounding boards and often make some great friends with the same interests as you.

7. **Make a new friend:** Once we graduate from school, we all know how hard it is to get out and meet new people and make a new friend! Use professional networking groups as an opportunity to escape the norm and meet new people that may give you a reason to come out of your shell a bit more and have fun.
8. **Give back to the community:** There are plenty of organizations that co-ordinate socially conscious initiatives to support community efforts. Whether it is a nearby animal shelter or a food drive for a local charity, there are sure to be plenty of op-

tions for you to choose for if you are looking to give back.

9. **Strength in Numbers:** We live in a day and age where establishing a presence in any given career field often demands working long hours in the office and bringing work home when the doors close. At the end of the day, you may have ideas for cultivating partnerships, yet not feel up to shouldering all the responsibility to organize them. In a community organization, you have access to an established support system of experienced people who are motivated to get things done. The battle is half-won!
10. **Stay Inspired and Stay Motivated:** Learn to love what you do! You may not even know that you love something, but it's important to be proactive about things you discover on the journey. Join a professional

organization and discover something new.

ORIMS as a Chapter of RIMS strives to fulfill the needs of its members and grow membership. Each of you serves as an ambassador for our organization. Please encourage others to join! Let us know what you need as a member and pass on leads for people we should recruit. We look forward to the RIMS Canada Conference 2017 and our upcoming Board planning session for 2017/18 and beyond as our organization flourishes and grows. Have a great summer one and all...and don't forget to register for the Conference!

Request for Article Submissions for the PULSE

We are looking for articles for future editions of our newsletter the PULSE. We are cordially inviting our Members and readers to submit articles on current risk and insurance topics of interest.

All contributions submitted to the newsletter are subject to approval and we reserve the right not to publish an article or to publish the article in a later edition.

Articles must be provided in WORD format. Minor editorial changes and/or spelling corrections may be made.

Please see additional PULSE article guidelines on the ORIMS website at:

http://ontario.rims.org/pulse/about_the_pulse

Should you have any questions, please do not hesitate to contact me by email.

Colleen Bryan,
Managing Editor, the PULSE
colleenbemail@gmail.com



Negotiating Technology Contracts – Requirements

STEPHEN F. PINSON, SCOTT & SCOTT LLP

One of the most overlooked sections in a technology-related contract is the insurance section. Whether that contract involves IT services, development, Software as a Service or Cloud Services, the insurance section is just as important as the other risk-allocating provisions contained in the contract. Yet, in most of the contracts in the industry, the original contract is silent on insurance and there is no insurance provision drafted. This leaves a business customer vulnerable to risks that are not covered by insurance. This discussion will help identify what provisions are actually needed in a contract to properly allocate the risks.

The following is a brief list of insurance provisions that parties should include in technology contracts for the different types of claims scenarios between contracting parties. This list describes how each provision works within the contract and what should be negotiated (this is not an exhaustive list). Parties should negotiate individual and aggregate limits for the types of risks involved.

1. COMMERCIAL GENERAL LIABILITY

This type of insurance, commonly known as GL, is the most basic form of business liability insurance. This type of insurance protects a business against

claims due to injuries, accidents, and negligence. It can protect a business from costs related to bodily injury, property damage, medical expenses, legal costs, judgments, and personal injury claims such as libel and slander. GL is a staple requirement for both the service provider and the business customer, but it will not protect against all risks or threats. To protect a service provider or business customer from more specific types of emerging threats, each party may need to purchase additional liability policies.

2. PROFESSIONAL LIABILITY INSURANCE, ERRORS AND OMISSIONS

This is also known as E&O insurance and will cover a service provider if it fails to perform according to the requirements in the contract. This coverage will help offset the costs associated with customer claims when the provider's mistake causes a customer loss. Customers may want to insist on E&O coverage to help bridge the gap between coverage offered by GL or other policies.

3. AUTOMOBILE LIABILITY

If a service provider will use an automobile in any phase of the work performed for the business, the business should require evidence of automobile insurance. In some cases, the service provider will

own no automobiles and therefore may not purchase automobile liability coverage; however, the business customer should require evidence of coverage for exposure related to non-owned and hired automobiles. This coverage protects the service provider and business customer in claims arising from the use of personal or rented vehicles by the service provider's employees or principals. If dealing with a sole proprietor, proof of personal auto coverage should be required.

4. WORKERS' COMPENSATION

If an employee experiences a job-related illness or injury, this policy can help pay for medical expenses and lost income. If a service provider plans to do work onsite at the business customer's location, the business customer should require evidence of worker's compensation insurance. In some states, worker's compensations can be waived by following certain statutory protocols. The agreement should contain a provision that ensures the business customer will have no liability for the service provider's employees or independent contractors, even if the service provider opted out of workers' compensation. Additionally, if a service provider has no employees, then Workers' Compensation is not generally required by the State. / continued

5. EMPLOYER'S LIABILITY INSURANCE

Employer's liability coverage, known as EPLI, is designed to cover claims like harassment, wrongful termination, and other claims that are not covered by workers compensation or by a GL insurance policy. The primary goal for requiring this type of insurance is that a business customer will want the service provider to have insurance coverage for any claims that are likely to be incurred. Lack of coverage may reduce the ability of the service provider to continuously provide services in the event of a claim by an employee. Having uncovered risks may make the service provider less able to continuously provide services in the event of a claim by an employee.

6. CYBER LIABILITY

Cyber liability includes numerous subsets of insurance coverage, and customers should carefully examine the particular coverage because it varies greatly among providers. Cyber Liability coverage should include both first-party liability coverage and third-party liability coverage.

- First-party liability coverage applies to direct costs for responding to a claim incident, such as: (1) notifying clients that their information was compromised or exposed, (2) purchasing credit monitoring services for customers affected by the breach or hacking incident, (3) launching a public relations campaign to restore the reputation of the company affected by the breach, (4) compensating the business for income that it isn't able to earn while it deals with the fallout

of the data breach, and (5) paying a cyber-extortionist who holds data hostage or threatens an attack.

- Third-party liability insurance covers the people and service provider responsible for the systems that allowed a data breach to occur. It offers protection for the service provider and independent contractors who were responsible for the safe storage of the data.

Regardless of whether the coverage is first-party or third-party, the contracting parties should examine whether they require the following categories of coverage:

- **Network Security and Privacy Liability** – This coverage protects the service provider against losses for the failure to protect a custom-

er's personally identifiable information (SSN, credit card numbers, medical information, passwords, etc.) via theft, unauthorized access, viruses, or denial of service attack.

- **Media Communications Liability / Reputation or Brand Protection** – This coverage protects against allegations of defamation/libel/slander, invasion or violation of privacy, plagiarism/piracy, copyright/trademark infringement, and other wrongful media communication acts that can hurt a service provider or business customer that is associated with media communications in electronic, print, digital, or broadcast form. **/ continued**

BALANCING the ART & SCIENCE of managing RISK™

liucanada.com



Liberty
International
Underwriters®

© Liberty International Underwriters, a division of the Liberty Mutual Insurance Company

100245 CA 03/2017

- **Data Breach** Data breaches come in many shapes and sizes, but many kinds of cyber incidents, including: malware attacks, malfunctions, insider data breaches, data theft by employees, ransomware, or employee mistakes. Data Breach Insurance may cover these breaches as well as when a hacker targets your service provider or a business customer.
- **Data Loss / Interruption of Computer Operations** This type of insurance covers incidents where there is data loss or interruption of computer operations from an inadequate backup or an insured loss, e.g., a disaster that destroys the computer system or a virus. This type of coverage can also reimburse losses related to lost income that a service provider or business customer incurs ancillary to a data loss.
- **Regulatory Response** Regulatory response insurance protects against fines and defense costs arising from proceedings brought by any regulatory body against either the service provider or those individuals performing regulatory functions within the business customer's firm when an incident occurs.
- **Regulator Defense/Penalties** This insurance covers defense expenses and regulatory fines and penalties imposed by a regulatory agency in connection with a data breach.
- **Systems Damage** This insurance

covers computer systems that are damaged in retrieving, restoring or replacing any computer programs or other data media.

- **Threats or Extortion** This insurance covers incidents where threats or extortion from a hacking attack or virus on a computer system.

7. UMBRELLA LIABILITY INSURANCE

Umbrella coverage provides extra liability protection to help protect a service provider or business customer in the event that a loss exceeds the limits of the other policies. There are three basic reasons to maintain an umbrella policy: (1) professional liability insurance can be quickly exhausted by legal defense fees, (2) there are significant business assets to protect, and (3) there are risks of legal claims due to the nature of the products or services provided. This type of insurance is used in situations where "excess liability" kicks in after your commercial general liability coverage has been exhausted. Without this policy in place, a service provider or business customer would be responsible for the additional out of pocket amounts (which can reach into the millions of dollars). Unless that money has been stashed away for such an incident, a lawsuit would have major financial repercussions, without the extra protection of a business umbrella policy.

8. SELF-INSURED

Some service providers are so well established that they elect to provide

self-insurance against many of the risks identified above and to the extent they have third-party insurance, they do not make the third-party coverage available to the customers. In a situation where a service provider will not include insurance language because it is self-insured, the business customer should include language adjusting the limitations of liability sections and indemnification provisions to adequately provide protection in the event of a loss.

Parties to a technology contract should include a provision requiring the other party to provide evidence of the insurance contained in the contract.

Given the regulatory and privacy risks, it is increasingly important to seek advice from experienced counsel when negotiating a technology contract to make sure the risks are adequately assessed and each party's interests are protected.

The content of this article is intended to provide a general guide to the subject matter. Specialist advice should be sought about your specific circumstances.

*Mr Stephen Pinson, Scott & Scott LLP
1256 Main Street, Suite 200
Southlake, Texas 76092
www.scottandscottllp.com*

Announcement: New ORIMS Website coming soon!



Save the Date

RIMS
SEPTEMBER 24-27, 2017

Conference

RIMS Canada Conference September 24-27, 2017

What you need to know

REGISTRATION

www.rimscanadaconference.ca

WHY "COMMUNITY"?

This year's theme of "Community" reflects how our risk management industry is both interrelated and interdependent upon each other for our success, and how we can all benefit from the strength in our differences.

THE PROGRAM

The Local Organizing Committee has been hard at work putting together an educational lineup that is both economically focused and diverse in its approach, much like the city of Toronto, our nation's largest city and business capital.

The plenary sessions include a world renowned diversity expert, a catastrophic risk management expert and a top economic panel.

The concurrent sessions cover a wide-range of topics such as doing business in the global economy, ERM, career development strategies, risk finance, and cyber and technology risks.

THE KICK-OFF: COMMUNITY CELEBRATION – NOT TO BE MISSED!

On Sunday, September 24th, from 6:30 pm–12:00 am our goal is to have Canada's Risk Management Community together under one roof. The networking will be non-stop as will the entertainment.

The conference kicks off with the Community Celebration at Steam Whistle Brewery. Get ready! Our Celebration will be held in the historic Round House – once the very center of our Community. The evening will be all about comfortable jeans, great local cuisine and toasting friends old and new. Our very special guest will be multiple Juno Award Winner Colin James.



Colin James

From the prairies of Saskatchewan to the stages of the world, sharing his talent with some of the greatest and most influential musicians of all time, Colin James has quietly and steadily established himself as one of Canada's greatest musicians. Colin plays in the blues, rock, and neo-swing genres and has worn many hats during his long and storied career. When Colin first hit the scene a quarter century ago, he became an instant rock guitar hero, mentored by the legendary Stevie Ray Vaughan. Since then, this iconic Canadian has topped the charts as a pop vocalist, recorded an acclaimed blues album and led the swing revival with his Little Big Band, which he both fronted

and produced. He has performed for the Queen, sold multi-platinum many times over and continues to sell out shows coast to coast.



Shugga

Shugga is one of Toronto's best known and most in demand Cover Bands for corporate and social events. With residences at two of Toronto's finest live music venues, Joe Mamas and Bar Italia, Shugga has a packed house every Friday and Saturday night for the last 10 years. Shugga is a tightly knit unit of Canada's top musicians and singers including members of Nelly Furtado's band, Thornley, Serena Ryder, Bedouin Soundclash, Johnny Reid, Esthero, Jully Black and vocalists such as Divine Brown, Alana Bridgewater (We Will Rock You), Janelle Monique, Selena Evangeline, and dynamic front man/lead singer Mike Ferfolia. With a massive repertoire, Shugga can entertain a very eclectic crowd.

Conference Co-Chairs/Inquiries:

April Savchuk

april.savchuk@yamana.com

Karin McDonald

Karin.mcdonald@hydroone.com

SEE YOU IN SEPTEMBER!

Protecting Your (IP) Property

Trademarks, patents, copyright and trade secrets should be taken seriously by any business

NICOLE SWABY CORPORATE AFFAIRS COUNSEL, FM GLOBAL

One of the most important assets of any business is its intellectual property (IP). The different types of intellectual property are often misunderstood or confused, but it is essential for an intellectual property owner to be able to identify these assets and protect them accordingly.

There are four types of IP—trademarks, copyright, patents, trade secrets—and each offers a unique type of protection.

TRADEMARKS

Trademarks include items used in commerce such as names, logos and slogans that help to distinguish the goods and services of a business from those of other businesses offering the same or similar types of goods and services. Trademarks may be federally registered or established through common law use. They help consumers recognize the source of items offered in the marketplace and make informed decisions on their purchases—and should be protected accordingly.

The owner of a trademark should actively monitor the marketplace to stop use of confusingly similar trademarks by third parties that offer similar goods or services, and to prevent third parties from using the owner's trademarks in an unauthorized manner.

Examples of unauthorized use include a counterfeiter who makes copies of genuine items and puts the logo of the genuine manufacturer on the copy, and a third party that uses a company's trademark to claim a relationship or endorsement where none exists.

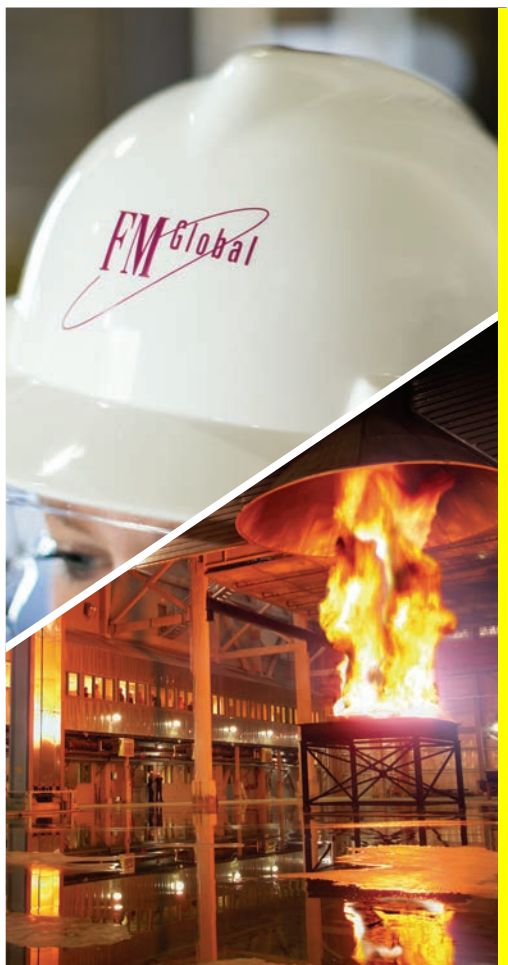
/ continued

When you're resilient, you're in business.

That's why more than one of every three Fortune 1000 companies turn to FM Global for their commercial property insurance and risk management needs.

Established nearly two centuries ago, FM Global is a mutual insurance company whose capital, scientific research capabilities and engineering expertise are solely dedicated to property risk management and the resilience of its client-owners.

Learn more at fmglobal.com



“Intellectual property is an often misunderstood concept. But it is essential for an organization to understand its IP portfolio and identify the best strategies to protect it.”

NICOLE SWABY, CORPORATE AFFAIRS COUNSEL, FM GLOBAL

Similar marks for similar goods and services and unauthorized use of trademarks by third parties can lead to consumer confusion and the possibility that one party is unfairly profiting from the reputation and goodwill of another.

There can be consequences for the owner of a (federally) registered trademark if they fail to protect it properly, including trademark cancellation. A registration is subject to cancellation if the owner of the registration is not using the mark, or if improper or unauthorized use reaches a level where the mark no longer distinctively identifies the source of the goods and services—and instead begins to refer to a type or category of product. When this happens, the trademark is said to have become generic. Terms that began as trademarks and then became generic include thermos, escalator, laundromat and linoleum.

COPYRIGHT

Copyright is the type of IP that protects “original works of authorship,” such as images, and written and audiovisual works. It may be surprising to learn just how many items created in a day-to-day office environment are subject to copyright protection (presentations, reports, articles, emails). Copyright protection arises automatically when the work in question is created in a fixed form and does not require additional formalities, although obtaining a federal copyright registration does grant additional protection, such as the ability to bring an infringement lawsuit.

Absent any agreement transferring the copyright, the copyright holder is typically the author/creator of the work, or an employer in the case of a work created by an employee. The copyright holder has the exclusive right to do a multitude of things with the work, such as print, publish, distribute or reproduce it. A copyright holder does not lose the rights they hold in their work if it is infringed upon, but failing to protect the work can reduce the value of the work in the marketplace.

While copyright gives the holder the ability to enforce its copyright accordingly and protects the form of expression in a work of authorship, it does not protect ideas or inventions.

PATENTS

Patents are another type of IP, and they protect inventions. An invention, such as a machine, article of manufacture, process, composition of matter or ornamental design, is patentable if it meets three requirements: that it is novel, useful and nonobvious. A patent will give the inventor the authority, for a limited time, to prevent anyone else from taking certain actions related to the invention, including making, selling or using it. A patent can be useful to a company that has an invention it wants to protect and make publicly available. Companies often invest significant resources, both time and money, into their inventions, and patents are a good way to protect that investment and reward the inventor’s innovation. If an organization has a patentable invention but does not protect it properly, it is at risk of having

others, including competitors, profit from its efforts by putting their own version of the inventor’s products out in the marketplace.

TRADE SECRETS

If an organization has proprietary information it wants to protect and not make public, that information or invention may be protected as a trade secret. Generally speaking, trade secrets are comprised of information not known to the public that give a business a competitive advantage, such as client lists, manufacturing processes and formulas, and business methods and techniques. Reasonable efforts must be taken to keep the information secret. These efforts can include implementing security measures to protect the information, disclosing the information only to parties who have a need to know, and having parties who need to know sign a nondisclosure agreement. Because the protection of trade secrets lies in the status as secret, the protection is lost if the information becomes publicly available or is independently developed by a third party. However, the law may provide a remedy to the owner of trade secrets that are misappropriated, for example through theft or espionage, or other improper means.

Because the various types of intellectual property offer certain protection for certain types of assets, it is essential for an organization to understand its intellectual property portfolio. This understanding is the first step in helping an organization identify what its IP assets are and what strategies are best to protect them.

Lessons Learned from WannaCry Ransomware Attack

JULIEN DUCLOY, MARSH RISK CONSULTING

The recent WannaCry ransomware attack disrupted the UK's health services, halted a French carmaker's production, interfered with a US logistics company's network, and shut down corporate offices in Asia, all in a matter of hours. The attackers sought an almost laughably small ransom from victims — as little as \$300 per infected computer — but the ultimate disruption to the global economy will be much greater.

One clear lesson as we look to prevent the next cyber pandemic is that technological infrastructure may be more fragile than previously thought.

That means firms must focus on the growing risk of cyber business interruption.

Greater connectivity and complexity among IT networks increases the risk that disruptions will cascade. Such effects may be felt even when your firm escapes the attack but your suppliers and providers fall victim. In fact, unplanned IT and telecom outages are the leading cause of supply chain disruptions, and can lead to significant loss of revenue and extra expenses.

Beyond addressing technical issues, businesses should consider these three lessons from the WannaCry attacks:

1. Build resilience through cyber response exercises. WannaCry was a novel piece of malware whose speed and impact was hard to anticipate. Firms should build flexibility, speed, and adaptability into their event-response capabilities. Test and re-test your cyber response plan across your organization, and identify specialized resources and expertise as you do so. Assess new event scenarios — like complex ransomware threats — so you can quickly adapt to fast-moving events.

2. Update your risk modeling. Re-think the potential scenarios that could affect your operations, then work with business leaders to consider the potential operational and financial impacts. That can help you evaluate second-order consequences — such as supply chain disruptions and associated financial costs — and determine which risks demand the most focus.

3. Review and update your cyber insurance program. Networks will continue to become more connected and businesses more dependent on data-sharing. Every business that relies on technology — and most do — should take a fresh look at their cyber insurance program. You should update policies as needed to provide coverage for business interruption and cyber extortion, and re-evaluate program limits in the face of catastrophic scenarios.

Ransomware and other evolving threats will increase in sophistication, targeting the less protected organizations.

/ continued



LLOYD'S

Built for the future

Bringing together the world's insurance experts, Lloyd's is known for safeguarding against complex risk like no-one else. When you're forging new paths and facing the unfamiliar, the Lloyd's market will provide the specialist protection you need.

Enabling progress. [Lloyds.com/Canada](https://lloyds.com/Canada)

CONT. FROM PREVIOUS / LESSONS LEARNED FROM WANNACRY RANSOMWARE ATTACK

Firms need an appropriate cyber risk management strategy — based on a cyber risk assessment and including optimized cyber security and cyber insurance programs. This will ensure a quick, effective response, with a minimized impact and a timely return to normal operations.

Julien Ducloy is National Leader for Enterprise Risk Management and Cyber Risk Consulting with Marsh Risk Consulting. Marsh is a global leader in insurance broking and risk management, offering risk management, risk consulting, insurance broking, alternative risk financing, and insurance program management services to businesses, government entities, organizations, and individuals around the world.



Building Construction:

Are frame buildings turning a corner?

CHERYL POLICELLI AND RUSSELL DICKERSON, RSA

From an underwriter's perspective, the thought of wooden frame construction is usually followed by the thought of fire. Whilst having a long history in the construction of residential properties, wood frame has not been significantly used due to fire code and engineering challenges - but with new innovations, we need to change the way we think.

Mid-rise commercial buildings built of wood frame have not been built in Ontario in almost a hundred years. In the 1920's, the Ontario fire code banned

frame commercial buildings over four stories tall. A resurgence started in using wood frame structures in the 1990's in Portland, Oregon when engineers designed structures greater than four stories high, as a result of higher demand for "green" buildings. More recently tall wooden frame structures have been constructed or are planned in other provinces, the US, Australia, Sweden and the United Kingdom. A 52.8m wood frame structure in Oslo will soon be eclipsed by a 53m, 18 storey student

residence at UBC, British Columbia - making it the tallest building with an entirely wooden structural frame.

That record may not last long, in Vienna, Austria, construction began on an 84-metre wooden tower due for completion in 2018, and architects are considering even taller blocks, such as a 300-metre "toothpick" in London. In light of these advances, the 2014 Ontario bylaw was amended to allow frame commercial buildings to reach up to six storeys.

So what has changed? New advanced laminated wood products. Previously, to get large timber structural elements, big trees were felled for big pieces of wood. Now, smaller pieces of wood from smaller trees are glued together to form beams of virtually any size - simply gluing more sections together to obtain the required dimensions and load bearing qualities. These factory made products are known as Cross Laminated Timber (CLT).

With the "Great Fire of London" in 1666 a large proportion of the city was destroyed due to wooden buildings, this became the stimulus for the creation of the insurance industry. Wood frame buildings had, and have retained, the reputation of being susceptible to severe damage in a fire situation. This in turn became a barrier to innovation. So why are CLT beams different?

/ continued

**McCague
Borlack** LLP
Barristers & Solicitors

LITIGATION LAW FIRM

With a strong focus on insurance defence & insurance coverage litigation, we now have four strategic locations to serve our clients.

TORONTO OTTAWA KITCHENER ^{NEW} BARRIE

mccagueborlack.com
416.860.0001



A member of **CANADIAN LITIGATION COUNSEL**, a nationwide affiliation of independent law firms. Through CLC's association with The Harmonie Group, we provide global legal excellence.

In fire tests, CLT beams have performed well compared to structure steel in the same fire conditions. This is due to the layer of char that appears on the surface of the beam and hence provides a level of protection, failure therefore happens at a slower rate compared to exposed steel.

FP Innovations, one of the world's largest not-for-profit forest research centers, have completed many tests on CLT beams. They noted that CLT panels have a level of fire performance comparable to non-combustible building elements like concrete, and found that in many cases CLT exceeded the Ontario building code requirement for structural element fire resistive ratings. As with structure steel, the integrity of

a highrise building's structure must be maintained in a fire event, therefore many codes, require fire protection to be provided. For steel this may take the form of intumescent coating or similar, for CLT this can be layers of gypsum board. This is a relatively new product, and, as with all new innovations, more research needs to be completed in order to get a better picture on the overall fire performance of this new construction material.

What does the future hold? The trend of the new millennium that continues is one of high-rise reinforced concrete buildings filling up the skylines. It makes one think if this will be replaced with lower cost, environmentally friendly, and trendy CLT frame buildings.

The possibility for Apple Computers to turn their office building into the shape of a 6 or 18 storey apple is becoming more of a reality, and that's pretty cool. The future is moving "outside of the box", or outside of the rectangular building shape for that matter, into a realm of certainty where the imagination takes over to build the previously unthinkable.

Recap: 2017 PD Session & Annual Spring Fling Reception

ORIMS 2017 Professional Development Session was held on Wednesday May 31st, 2017 at the law offices McCague Borlack in Toronto. This year's theme was "What is happening in the world of technology?" and experts elaborated on the latest from the technology world and how it will affect risk management and insurance. **(See PHOTO GALLERY on P14).**

We were honoured to have as our keynote speaker Mr. Gregory Eskins who is the National Cyber Practice Leader at Marsh Canada Limited. Mr. Eskins delivered a stimulating presentation titled "From Exposure to Impact: Quantifying and Addressing Cyber Risks" that focused on the latest cyber risks facing

businesses today and provided insight into how to quantify and deal with the exposures while tackling new and emerging issues.

The keynote address was followed by a Technology legal update by members of the firm McCague Borlack. The panel speakers and topics were: **Technology and Insurance Challenges - Uber, Drones and More** (speaker: Anthony Gatensby); **Emerging Issues in Privacy** (speaker: Bogdan Miscevic); **Defamation in the Internet Age - The law and Social Media** (speaker: Michael Kennedy); **Peer-to-Peer Insurance: the Oldest New Idea** (speaker: Matt Dugas).

We would like to thank all the speakers for their excellent presentations and for supporting ORIMS. A special thanks to **McCague Borlack** for their generosity in donating the space for the professional development session and for providing their panel of speakers. Our sincere appreciation to **Marsh Canada Limited** for our keynote speaker.

Following the Professional Development Session, ORIMS held its Annual Spring Fling Network Reception at Speakeasy 21. This year's networking event was well attended. Thanks to everyone who came out to have some fun! A special thanks to Speakeasy 21 and their staff for hosting and for excellent service.



Announcing the 2017-2018 ORIMS Board of Directors

We are excited to announce the 2017-2018 ORIMS Board of Directors.

Please join us in congratulating the following volunteers on the acceptance of their roles:

PRESIDENT

Tina Gardiner

ACTING VICE-PRESIDENT & SOCIAL MEDIA

James Eka

TREASURER
Mark Cosgrove

SECRETARY
Tanya Diedrick

PUBLIC RELATIONS
& EDUCATION
Cindy Chan

SOCIAL PROGRAMS
Gloria Dang

COMMUNICATIONS
Colleen Bryan

PROFESSIONAL DEVELOPMENT
Michelle Drew

MEMBERSHIP
Roman Parzei

PAST PRESIDENT
Julian Valeri

SPECIAL ADVISOR TO THE BOARD
Valerie Fox

ORIMS 2017 AGM Recap

ORIMS 57th Annual General Meeting (AGM) took place on May 31st, 2017 at 10:30 a.m. at the law offices of McCague Borlack. The meeting was called to order by the outgoing and incoming President Tina Gardiner and a quorum of Members was confirmed.

The meeting commenced with the approval by the Members of the Minutes of the 2016 AGM. Next, the reports of all the directors were approved followed by the election of the auditors for the 2017-2018 term.

The Members ratified the actions of the Board for past term and approved the election of the 2017-2018 Board of Directors. Following the AGM, ORIMS held its annual Professional Development Day.



Special thank you to our outgoing ORIMS Board of Directors for your hardwork and dedication.

Seeking Volunteer Committee Members

ORIMS is a volunteer-based organization and we are always looking for assistance from our members. Please contact any Board member if you are interested in volunteering with ORIMS events, programming or committees.



ORIMS Annual Golf Tournament Raises \$2,280 in support of the Juvenile Diabetes Research Foundation

On Tuesday June 20, 2017 at Deer Creek Golf and Banquet Facility, ORIMS held its Annual Golf Tournament in which 288 golfers were in attendance. Generally the rain, thunderstorms, and lightening held off for most holes with the skies opening up on the 16th hole.

This year we started at 10am, which allowed for a timely round of golf followed by dinner, with the festivities completed by 6:00 pm. Overall, it was a fun day with most people enjoying the comradery and the activities of the day.

A special thanks to Stephen Kelly for his outstanding job and continued success in organizing this event.

With the help of our members, we raised \$2,280 in support of the Juvenile Diabetes Research Foundation.

Much appreciation to all the various prize table donors and to the following sponsors who made this event possible:

GLOBAL SPONSORS

Platinum Sponsor: AIG

Gold Sponsors: Liberty International Underwriters and Lloyds

Silver Sponsors: Chubb, Crawford, On Side Restoration, Sedgwick Vericclaim

Bronze Sponsors: McCague Borlack, SCM

GOLF TOURNAMENT SPONSORS

Cunningham Lindsey, Marsh, Aon Willis, Pourvous Translation Service, Sedgwick CMS, Winmar, Pinchin

2017 Top Winning Teams

MOLSON

Low Gross Team: Domenic Sturino, Lou DiLorenzo, Chris Lun, Rahul Pal

JOHN LABATT

Low Net Team: Justin Campisi, Mark Cosgrove, Andrew Leiper, Zachery McWhirter



Other Winners

LONGEST DRIVE

MEN

HOLE 6 EMERALD (AON) Steven Lucas

HOLE 1 RUBY (WILLIS) Gregory Eskins

HOLE 5 DIAMOND (MARSH) Mark Baines

LADIES

HOLE 1 EMERALD (WILLIS) Ann Thorlaius

HOLE 4 EMERALD (MARSH) Beth Woledge

HOLE 2 EMERALD (AON) Alicia Riley

CLOSEST TO THE PIN

MEN

HOLE 4 SAPPHIRE (AON) Jeff Rutherford

HOLE 9 RUBY (WILLIS) John Hastings

HOLE 7 DIAMOND (MARSH) Clark Thomas

LADIES

HOLE 8 SAPPHIRE (AON) Amanda Sorsak

HOLE 3 DIAMOND (MARSH) Angie Wierzbiki

HOLE 4 RUBY (WILLIS) Wendy Scott

Photo Gallery

See more photo highlights from the 2017 ORIMS Golf Tournament on Page 19.

RIMS 2017 Recap

Highlights from the 22nd Annual Conference held in Philadelphia on April 22-April 26, 2017

RIMS hosted the world in Philadelphia this spring at the 22nd RIMS Annual Conference and a good time was had by all that attended. From the Spencer Golf tournament to the Conference Finale Closing Keynote address by Michael J Fox, this conference was professional, educational and full of networking opportunities. 10,000 risk professionals were in attendance along with 409 solution providers in the Marketplace. The opening musical montage, set to the Beatles song Revolution, set the pace for a busy and fun filled week!

Mr. Fox was not the only Canadian connection that we can be proud of ... our own Nowell Seaman, Director of Potash Corporation of Saskatchewan is the RIMS President and he was front and centre at all the events addressing the crowds on many occasions including the plenaries, the House of Delegates meeting and the opening and closing ceremonies.

In addition to the closing plenary guest speaker there were two other professional plenary speakers; Derrek Kayongo, Founder of the Global Soap project and Executive coach, Allison Massari. Both of them took us along on their personal journey of self-preservation, service and hope. Two very different paths but equally inspiring.

Each day there were concurrent educational sessions that offered something for everyone from “Essential Steps of Claims Handling” to “Strategic Risk Management” and everything in between..... 168 sessions to be exact. In addition to these sessions, the RIMS HUB area in the Marketplace hosted Thought Leader Theater; 25 minute presentations on a variety of topics. These were well done and very informative.

The sights and sounds of historic Philadelphia were woven into everything the conference had to offer ... Such a truly beautiful city and an excellent conference.

The Marketplace was a great spot to see what was new with all our industry related vendors. The booths were fun, interactive and staffed with professionals eager to tell you what solutions they had to offer. This was a main area for delegates to meet, catch up and come away with new information.

There were celebrations of awesome accomplishments with the RIMS Risk Manager of the Year, RIMS Risk Management Hall of Fame, the Goodell Award, the Ambassador Award, Rising Star Award and the Outstanding Chapter Awards...lots to celebrate! The student business case completion was highly competitive and it was encouraging to watch the students be so engaged and enthusiastic in the topic of risk.

The Canada Night hosted by SCM and CLC was well attended and held in a beautiful venue.....the Masonic Temple. Thanks to our hosts for a red and white night of comradery and friendship.

The sights and sounds of historic Philadelphia were woven into everything the conference had to offer. Many events gave delegates a chance to take a tour of places like the National Constitution Centre, the Liberty Bell museum, Reading Terminal Market, Philadelphia Museum of Art, the Ben Franklin Centre and so many others. Such a truly beautiful city and an excellent conference. A big thanks to all the sponsors of the conference! Kudos to the RIMS staff and volunteers involved for a job well done.

Photo Gallery

See more photo highlights from RIMS 2017 on Page 18.

PD SESSION & ANNUAL SPRING FLING GALLERY



2017 RIMS CONFERENCE GALLERY



2017 ORIMS GOLF TOURNAMENT GALLERY





2017 ORIMS BOARD OF DIRECTORS

TINA GARDINER PRESIDENT

JAMES EKA ACTING VICE-PRESIDENT & SOCIAL MEDIA

MARK COSGROVE TREASURER

TANYA DIEDRICK SECRETARY

MICHELLE DREW PROFESSIONAL DEVELOPMENT

CINDY CHAN PUBLIC RELATIONS & EDUCATION

COLLEEN BRYAN COMMUNICATIONS

GLORIA DANG SOCIAL PROGRAMS

ROMAN PARZEI MEMBERSHIP

JULIAN VALERI PAST PRESIDENT

VALERIE FOX SPECIAL ADVISOR TO THE BOARD

EDITORIAL POLICY

The **PULSE** is a publication of the Ontario Risk and Insurance Management Society and is published periodically throughout the calendar year.

The opinions expressed are those of the writers and the volunteer members of the **PULSE** Editorial Committee.

Articles submitted to the **PULSE** for publication are subject to the approval of the **PULSE** Editorial Committee.

Approval of such articles is based upon newsworthiness and perceived benefit to the readership. All decisions of the **PULSE** are not subject to appeal. Individuals submitting articles to the **PULSE** hereby acknowledge their acceptance of the **PULSE** Editorial Policy.

EDITORIAL COMMITTEE

Managing Editor/Director

Colleen Bryan

colleenbemail@gmail.com

Article Coordinator

Paul Provis

paulprovis@gmail.com

Article Coordinator

Cheryl Policelli

cheryl_luckhurst@hotmail.com



ORIMS is a volunteer based organization and we are always looking for assistance from our members. Please contact any Board member if you are interested in volunteering with ORIMS events, programming or committees.