



ADMINISTRATION POLICY:

Risk Management and Claims

Policy Number: GN-037 (A)
ALT Report: TBD
Approved By: City Manager
Effective Date: 2012 06 01
Next Revision Due: 2015 06 01
Department / BU: Law Department / Risk Management and Claims

BACKGROUND

The Risk Management & Claims Division ("RMC") of The Corporation of The City of Calgary ("The City"), under the authority of the Chief Risk and Insurance Officer, is tasked with the administration of the Civic Insurance Program ("CIP").

The Civic Insurance Program was first instituted in the 1970s as a mechanism to pool the risks of all business units within the corporation, as well as the related Boards and Authorities. By pooling risks, CIP acts as a mini insurance company for The City. This achieves reduced overall costs of risk to the business units.

CIP is comprised of (a) a self-funded component and (b) insurance purchased from external providers. This Program is managed to minimize the City's costs from its liability exposures and own losses, arising from all City's operations.

PURPOSE

The purpose of this administration policy is to define the obligations of City business units and employees in ensuring that CIP can be managed effectively, as well as provide the parameters in which the Program operates.

DEFINITIONS

None

POLICY

1.0. Scope/Exceptions

1.1. Scope

This Administration policy applies to all City business units and employees.

1.2. Exceptions

This Administration policy does not apply to... <insert text here>

2.0. Consequences of Non-Compliance

2.1. Failure to adhere to this policy may result in:

- a. Disciplinary action against any employee found to be in violation of this policy.

3.0 Policies Related to Communicating and Managing Risks

- 3.1** All employees must report to RMC dangerous situations that may cause either property damage or bodily injury to civic business units or to citizens.

- 3.2** City employees are obligated to report to RMC all damage sustained to City property, as well as injuries or property damage to private individuals or organizations from which a claim will or can potentially arise, in a timely and accurate fashion.

- 3.2.1 Employees are not required to, and will not, make statements to anyone except authorized City personnel or a police officer.

- 3.2.2 Employees will not discuss any incident they may have been involved in or witnessed with anyone other than personnel from RMC or their area safety officer.

- 3.2.3 Employees will not make any statement to the media. All statements should either come from the Law department or General Manager.

- 3.3** Business units must notify RMC of any change in operational activities, which may increase risks to the City.

- 3.3.1 Any special events undertaken should be discussed with RMC to review the associated risks and insurance requirements.

- 3.3.2 All property changes, construction, acquisition, transfer or disposal should be reported to RMC.
- 3.3.3 Any lease, contract or agreement containing insurance provisions must be forwarded to RMC for review, unless a standard insurance and indemnity clause are used.
- 3.4 All business units will be responsible to insist on strict observance of all safety practices, as per the Code of Conduct (Administration Policy HR-LR-005) and Occupational Health and Safety (Administration Policy HS-ESM-001).

4.0 Claims Reserves Policies

- 4.1 A reserve will be set aside and controlled by Finance, which will be used to offset any large claim against The City or suffered by The City or any claims in excess of the limit of the purchased Commercial General Liability policy.
- 4.2 The reserves shall earmark a specific dollar amount for liabilities arising from automobile accidents involving City vehicles, to comply with conditions set out by the Superintendent of Insurance.

5.0 Policies Related to the Funding of the CIP

- 5.1 The CIP will be funded under the current year's budget.
- 5.2 Business units will be charged a premium as members of the Civic Insurance Program. This premium will be calculated based on the Program's administrative costs, purchased insurance costs, claims paid out by the Program, and the business unit's risk profile.

SUPPORTING REFERENCES AND RESOURCES

Please note that some of the items listed below may not be publicly available.

References to related corporate-wide procedures, forms and resources

- [Risk Management and Claims](#) intranet website
- [Corporate Issues Management](#) intranet website
- [Integrated Risk Management](#) intranet website

References to related [Council policies](#), bylaws and [administration policies](#)

- Code of Conduct (Administration Policy HR-LR-005)
- Occupational Health and Safety Policy (Administration Policy HS-ESM-001)

REVISION HISTORY

Review Date	Description
2012 / 06 / 01	Revised Policy
1990 / 05 / 14	Chapter 13: Claims (in the hard-copy-based editions of the Administration Manual)
1984 / 11 / 07	Chapter 12: Insurance (in the hard-copy-based editions of the Administration Manual)