

# Risk Management & Business Continuity Main Involvement Points

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**Manager Corporate Risk and Recovery**

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# Corporate Risk & Recovery

- Located in City Manager's Office.
- Important to be accepted across the organization & involve constant review all operations
  - Department awareness of exposures
  - Review loss prevention with employees
  - Communicate with Individuals/Groups

# Mitigation of Risk

- Department Support
  - utilize a variety of resources for scenario planning to ensure can manage all risks identified
- Monitor Results and Revise

# Responsibilities

- Open Mind on risks including most feared
- Planning, Policies and Procedures
- Losses and Recoveries-repair, restore
- Risk Control Activities-minimize interruption, public relations management
- Contracts and Agreements

# Risk & Recovery Continued

- An integral part of operations
- Relies on expertise within the organization
- Assists with development of internal controls
- Risk Review/Committee

# Risk and Recovery

- Listen to front line staff issues
- Insure against the financial impact of the loss of key staff
- Ability to know processes, abilities and procedures
- Document procedures

# Risk & Recovery Continued

- Review any issues brought to attention with management from each department
- Educate Departments on risk related matters often shared across organisation
- Communicate with Industry partners and vendors

# Responsible to Public Municipal Risk

- **Responsibility to general public for actions**
- **Ensure Availability of In House Expertise- to react to difficult situations**
- **Choose acceptable outside expertise**



# Motivations/Challenges

- Expedite solutions, reduce risk
- Liability-avoid negligence
- Personnel-avoid injury
- Protect Net Income

# Motivations/Challenges

- Be Prepared
  - Know each City facility, the people, the process. Pay attention to detail
  - Develop and maintain trusted relationships

# Motivations/Challenges

- ☺ Identify weaknesses
- ☺ Performance Measurement
- ☺ Quality Control
- ☺ Any unknown exposures identified?
- ☺ Any new techniques required? Review and Enhance as needed

# Interaction with Insurance Industry

- **Claims**
- **Broker**
- **Other Expertise**



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