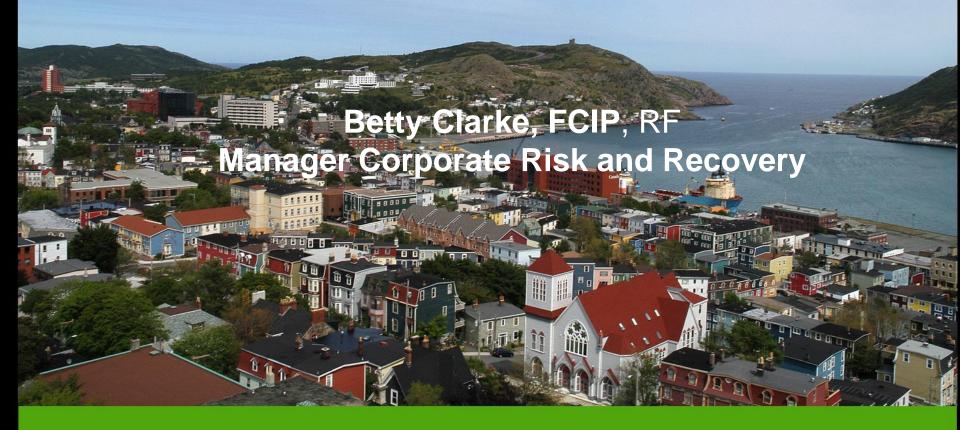
Risk Management & Business Continuity Main Involvement Points



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

