

AT RISK

Volume 19, Issue 1

Spring/Summer 2011

*A Risk Management Newsletter for the British Columbia
Provincial Government, its Ministries and Organizations*

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Executive Director's Message

I'm pleased to share this edition of *At Risk* with our colleagues and clients. This issue summarizes several big announcements from our branch that will facilitate the management of our risk management programs from several perspectives.

First is the announcement of the enhanced Government Security Office. Whereas the Government Security Office has long resided in the Risk Management Branch, the appointment of Shaun Fynes as Chief Security Officer for government and the expanded responsibilities of the office will go a long way to coordinating security efforts across government.

We've made enhancements to our loss reporting system to enable web-based reporting of incidents and losses. We've also moved to an online enrolment system for the Master Insurance Program. BC has adopted a new risk management standard, and we have published a guideline for implementing the standard in the BC public sector.

And last but not least, our intranet pages have undergone a facelift and been moved to a new URL. Be sure to visit us at our new location <http://gwww.fin.gov.bc.ca/gws/pt/rmb/index.stm> for more information. <

Phil Grewar, Executive Director

Government Security Office

Security is one of the fundamental areas addressed within the discipline of risk management. Appropriately the Government Security Office, which resides within Risk Management Branch, is aligned to those best practices.

Recently Allan Seckel, former Deputy to the Premier, endorsed an enhanced Government Security Program. It recognizes and builds upon the positive protocols already in place by the Chief Information Officer, BC Public Service Agency, Shared Services BC and the Ministries. Emphasized now is the coordination and collaboration of security to enhance the protection of personnel, assets and the operations of government. The Government Security Office has been tasked with that role.

Awareness of security issues had increased among the BC Public Service employees and central government. That awareness amplified a need for a 'corporate' response to the increasing number of threats against

staff, theft of assets, threats to process and social engineering. The Work Environment Survey had also indicated that some employees wanted improvements to the physical security of their work environments.

The enhanced government security program is aligned with the third culture statement in last year's edition of *Being the Best*: "The BC Public Service recognizes that employees' safety, health and work-life balance have an important influence on their professional success and productivity."

Security is often viewed as four distinct focus areas: information, IM/IT, physical and personal. The office of the Government Chief Information Officer is responsible for the first two areas related to information and information technology/information management. Shared Services BC is responsible for physical security, and the BC Public Service Agency is

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Government Security Office (continued)

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responsible for personal security. Each ministry has primary responsibility for overall security within its area of responsibility and each individual employee shares responsibility for their own security as well. The role of the Government Security Office is to coordinate security for all of these areas and to watch for synergies or conflicts in terms of risks and vulnerabilities to government.

The Government Security Office chairs the Government Security Advisory Committee which is made up of the Ministry Security Officers. Part of the 'big picture' available to the Government Security Office comes from that kind of liaison and input. Another important source of information comes from receiving and reviewing all General Incident or Loss Reports (GILRs) for government. Learn more about GILRs at http://www.fin.gov.bc.ca/ocg/fmb/manuals/FAP/FAP_L.htm#m1, and read about the new web-based GILR in this edition of *At Risk*.

Collectively, Government Security Office personnel hold Canadian Risk Management designations and Board Certifications in

Security Management, Investigations, and Physical Security, and are also appointed as Special Provincial Constables. They have previous law enforcement or military service, and have experience and training in security, loss prevention, threat assessment, intelligence analysis, investigations, counter terrorism and close protection.

Contact the Government Security Office at RMB@gov.bc.ca or (250) 356-1794 with general concerns or questions. For immediate or local issues be sure to follow your own ministry direction or protocol, such as contacting your Ministry Security Office or your Ministry Information Security Officer.

Attention and response to security matters is an essential piece of government's ability to manage risk. The Government Security Office is working to ensure we achieve the best results using best practices. <

Immediate threats:

Call **911** for life and safety emergencies; respond to threats per the building or ministry emergency response plan.

General or non-emergency threats:

Call the Government Security Office **250-356-1794** so they can marshal the appropriate security personnel to advise and consult.

Ask Risk

Pollution Liability - when is this type of insurance necessary?

Pollution Liability is an environmental insurance product that covers pollution risk associated with owning, leasing, financing or other operations taking place at a facility or site. Pollution insurance may be considered for the following reasons:

- ❖ For compliance to Laws and Regulations in British Columbia (*Environmental Management Act*)
- ❖ Financial implications to the Province or an operator not having insurance

If operations are being conducted on Crown lands that include the potential for significant pollution damage, then a dedicated insurance product should be requested. For example, a tenure agreement where the operations include the use of fuel storage tanks.

Pollution Liability policies can cover the cost of cleaning up spills on-site (first party claims) and on nearby sites (third party claims). Coverage can be structured to insure past, current and future environmental losses. There are many different types of Pollution Liability policies depending on the nature and scope of the insured's operations. The insured can tailor a program to meet their specific needs. The severity of the risk, quality of underwriting information, retention level and policy period can significantly impact pricing. Therefore, requesting such policies should be limited to situations where there is material pollution risks. For more information, please contact Risk Management Branch. <



Enrolment Process for the Master Insurance Program

Some ministries and government corporations engage contractors delivering social services to third parties on behalf of the Province. Many of these contracts are eligible for enrolment in the Master Insurance Program (MIP). Specific insurance language is included in those contracts which will trigger the two million dollar Commercial General Liability coverage that MIP provides for these contractors. The contract language is the first part of the process.

The second part of this process involves enrolling both the contractor and the contract into the program to ensure coverage for the services the contractor is providing. Pertinent contract information such as the contract number, contract term, contract value, and contractor's name and address are reported to the MIP insurance broker.

Failure to complete the enrolment process negatively affects the program itself and also has consequences for the contractor. Enrolment is relied upon to determine the distribution of premium payments among ministries. Enrolment of the contract ensures that the contractor receives documentation related to their insurance coverage, including proof of coverage. Ministries must have a system in place to ensure the enrolment process has been completed for every contract that has provided the contractor with coverage under MIP.



Effective autumn 2010, the enrolment process underwent some changes. MIP enrolment is now completed through a website and enrolment fields now include the contractor's email address. Ministry staff can access more information about the Master Insurance Program on the RMB intranet: <http://www.fin.gov.bc.ca/PT/rmb/mip.stm>. <

General Incident and Loss Reports just got easier

There is a new way to submit General Incident and Loss Reports (GILRs). For over a decade the GILR has been the method government has used to track losses and incidents. Risk Management Branch and the Government Security Office has developed a web page that will make submission much easier from now on.

Simply go to <http://GILR.gov.bc.ca> and follow the instructions.

Although each ministry has its own reporting procedures it is always a requirement to report any incident to your supervisor immediately and to the Ministry Security Officer (MSO) within 24 hours via the GILR. The new web based form will automatically be sent to the MSO and the Risk Management Branch and Government Security Office when it is submitted streamlining the process for those submitting and the MSO as well.

Risk Management Branch and Government Security Office will still accept GILRs that are completed using the paper form and faxed to our office. Any GILR's submitted via fax will be entered into the web form manually.

This is also a good time to review when a GILR is required to be submitted. In accordance with the Core Policy and Procedure Manual (CPPM) a GILR must be submitted within 24 hours of one of these types of events:

Confidential and/or personal information incidents

These include any actual or suspected loss of confidential and/or personal information. Confidential and personal information is described as :

- ❖ **Personal Information** means recorded information about an identifiable individual other than business contact information; it includes such things as age, gender and marital status.
- ❖ **Confidential information** includes Cabinet confidences, government economic or financial information, information harmful to intergovernmental relations, and third-party business information, where the disclosure of the information would harm the third party.

It is important to remember that these

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GILRs just got easier (continued)

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incidents must be immediately reported to the Office of the Chief Information Officer using [the Information Incident Management Process](#).

Information and information technology security incidents

This type of incident includes loss of computers, PDAs, cell phones, and memory media such as flash drives and portable hard drives. It could also include loss of paper files that contain information.

Illegal Activities

This category is fairly self explanatory. It includes losses due to actual, suspected or attempted illegal activities. Additionally, the CPPM requires that where it is suspected that an employee is involved in a loss incident resulting from an illegal activity, the executive financial officer or delegate must immediately advise and seek guidance from the Comptroller General and the human resources consultant assigned to the ministry. The executive financial officer will contact police, if warranted.

General Incidents

This includes any general incidents where the value of loss, singularly or cumulatively, is greater than \$1,000, or where there appears to be a pattern of losses or the losses are suspicious regardless of the value. All suspected illegal activities must be reported as above.

A general incident could also include someone acting suspiciously outside a building or the receipt of a suspicious phone call (someone seeking information about office security, etc). It also includes near misses (when a loss or incident was narrowly avoided). This has the potential to warn us of future losses and, if appropriate steps are taken, to reduce the likelihood of the “missed event” from occurring again.

Intentional Harm or Threat of Harm to Employees and Others

This category includes any planned act or expression of intent to plan to inflict physical or other harm against a person or a workplace. A threat can be spoken, written or

symbolic. The person making the threat or acting violently could be any person (employee, client, contractor, public). This category does not include workplace-based accidents resulting in employee injuries—those are reported to Work Safe BC through the injured employee’s supervisor.

BC Public Service Agency’s Occupational Safety Specialists are available throughout the province to provide advice and guidance in both sets of circumstances. Questions regarding targeted threats can also be addressed to the [Government Security Office](#). For further information see the PSA intranet:

- ❖ [Incident Reporting and Investigations - Checklist](#)
- ❖ [Violence in the Workplace - Checklist](#)
- ❖ [Incident Reporting and Investigations - What to do if an Injury Occurs](#)
- ❖ [Managers/ Supervisors Guide on How to Recognise the Potential of a Targeted Threat of Violence in the Workplace](#)

Bodily Injury to Persons Outside Government

Incidents where there is bodily injury to persons who do not work for the Province. These types of incidents might include slip and falls on government property or an injury resulting from a government program.

In the end, the requirement to report these events is not new. Core Policy still requires that these reports be made to the Risk Management Branch and Government Security Office. What is new is the web based form at <http://GILR.gov.bc.ca> designed to make the reporting process simpler and the provision of notice to the MSO of the responsible ministry smoother.

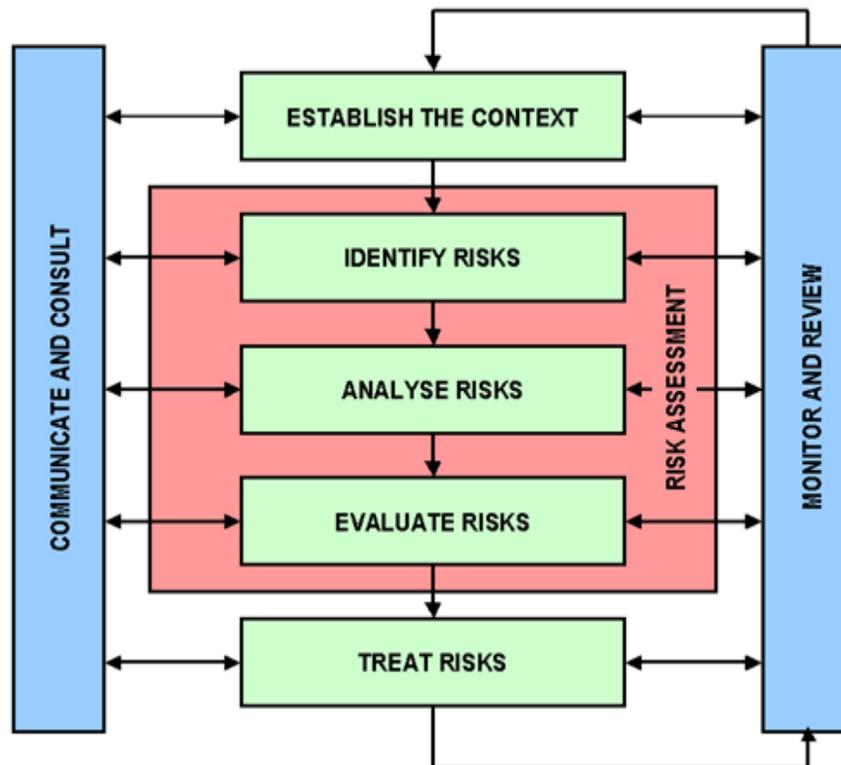
If you have any questions please contact the Government Security Office at governmentsecurityoffice@gov.bc.ca. ←



Out with the old, in with the New Risk Management Standard

By now you may have heard that the AUS/NS 4360:2004 risk management standard used by the government of BC has been replaced. It has been withdrawn by the publishing authority, which now acknowledges the *International Standards Organization (ISO) 31000 – Principles and Guidelines* as the global standard for the practice of risk management. Adopted without change and licensed for our use by the Canadian Standards Association (CSA), it is referred to in Canada as CSA/ISO 31000.

For the most part CSA/ISO 31000 is a continuation of the good work achieved by the previous standard. The risk management process itself remains unchanged, illustrated, as it was before, by the following diagram:



There are some subtle but important differences. Previously, risk was defined as the “*chance of something happening that will have an impact on objectives*”. This definition includes reference to objectives, but almost as an afterthought. CSA/ISO 31000 instead defines risk as “*the effect of uncertainty on objectives*”. The shift in emphasis away from risk as something that happens, towards risk as an effect or impact is critical because it leads naturally to the incorporation of objectives into the risk identification statement.

Another improvement is more guidance on creating, maintaining and improving an Enterprise Risk Management (ERM) framework within a large organization. Where the previous standard catered well to project-level risk assessment, Annex A of CSA/ISO 31000 will effectively guide a more cross-government, holistic approach to risk management, and full integration into existing governance structures.

CSA/ISO 31000 is now available for use by BC government and the wider public sector. Government staff can access the new standard on the RMB intranet site at <http://www.fin.gov.bc.ca/gws/pt/rmb/er.stm>. BC public sector staff without access can contact RMB@gov.bc.ca directly to obtain a copy. Supporting documentation is available on the RMB internet at <http://www.fin.gov.bc.ca/PT/rmb/erm.shtml> <

Ongoing Risk Management Education

- ❖ **British Columbia Risk & Insurance Management Association (BCRIMA)**
BCRIMA provides education primarily through monthly luncheon speakers and a spring Professional Development Day session. Educational opportunities are posted on the BCRIMA website as they become available:
<http://britishcolumbia.rims.org>
- ❖ **Canadian Risk Management (CRM) Program**
Simon Fraser University offers evening courses toward the CRM designation in downtown Vancouver and downtown Victoria. For more information call them at 778-782-5095, see http://www.sfu.ca/cstudies/mpprog/pd_details.php?dID=11 or send an email to mpp-info@sfu.ca

University of Northern British Columbia offers weekend courses toward the CRM designation in Prince George. For more information call them at 1-866-843-8061, see <http://www.unbc.ca/continuingstudies/certificates/riskmanagement.html> or send an email to cstudies@unbc.ca

Risk Management Conferences

- ❖ **RIMS 2011 Annual Conference** May 1-5, Vancouver, British Columbia
<http://www.rims.org/RIMS2011>
- ❖ **2011 RIMS Canada Conference** September 18-21, Ottawa, Ontario
<http://rimscanadaconference.ca>
- ❖ **2011 Western Regional RIMS Conference** Las Vegas, Nevada
<http://2011rimswrc.webs.com>



Risk Management Resources

- ❖ **Risk Management Magazine** <http://www.rmmagazine.com>

About Our Organization . . .



Our Intranet has moved! Government staff may visit us at our new site: <http://gww.fin.gov.bc.ca/gws/pt/rmb/index.stm>

Don't forget to update your bookmarks and check back often for updates. Find risk management forms and guidelines, insurance and certificate of insurance guidance, more on the Government Security Office, information about the General Incident and Loss Report, Enterprise Risk Management tools, and more.

- ❖ Visit our Internet site: <http://www.fin.gov.bc.ca/PT/rmb/index.shtml>
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<http://gww.fin.gov.bc.ca/gws/pt/rmb/index.stm>

It should be clearly understood that this document and the information contained within is not legal advice and is provided for guidance from a risk management perspective only. It is not intended as a comprehensive or exhaustive review of the law and readers are advised to seek independent legal advice where appropriate.

At Risk

is published twice yearly by the Risk Management Branch & Government Security Office Ministry of Finance Province of British Columbia

MAILING ADDRESS:

PO Box 3586
Victoria BC V8W 1N5

PHONE:

(250) 356-1794

FAX:

(250) 356-6222

CLAIMS FAX:

(250) 356-0661

E-MAIL:

RMB@gov.bc.ca

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<http://www.fin.gov.bc.ca/PT/rmb/AtRisk.shtml>

Comments, questions, requests for further information about the contents of this newsletter, or questions for possible inclusion in our ASK RISK column, can be directed to "At Risk Editor" via email at RMB@gov.bc.ca or faxed to (250) 356-6222.