



AGREEMENT HIGHLIGHTS

Insurance Broker Services

OECM #2024-450

Item	Description
Agreement Term	<p>Effective Date: October 1, 2024.</p> <p>Final Expiry Date: March 31, 2030.</p> <p>Optional Extension(s): OECM has the option to extend the Master Agreement for one (1) additional period of three (3) years.</p>
Services Available Through This Agreement	<p>Account Management and Day-to-Day Administration Resources:</p> <ul style="list-style-type: none">• Providing an experienced dedicated and responsive team led by an experienced professional and knowledgeable account executive• Providing requested information and documentation on a timely basis while keeping the Customer apprised of all new developments and changes in the insurance industry which may impact their insurance risk management needs• Participating and providing appropriate resources to attend agreed upon regular meetings, to effectively prepare for and manage the annual insurance renewal process for all its policies of insurance• Acknowledging/responding to inquiries within one (1) Business Day <p>Insurance Program (Life Cycle) Resources:</p> <ul style="list-style-type: none">• Comprehensive Insurance Program Life Cycle Resources (e.g., renewal strategy, planning, renewal, program administration, performance review)• Conducting a complete and comprehensive policy review and interpretation of the Customers business strategy, risk profile, financial, and operational objectives• Providing analytics and recommended solutions that integrate claims and risk control solutions which cover a twelve (12) to twenty-four (24) month planning cycle• Conducting a cost-benefit analysis and identify new or emerging risk issues (including policy placement recommendations, changes/updates) within the Customer’s acceptable time limits• Preparing proposals and provide copies for review and acceptance by the Customer• Reviewing of insurance market conditions in terms of insurer capacity, pricing, and the opportunities for enhancement of existing coverage, as well as new coverage considerations

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<p>Services Available Through This Agreement</p>	<ul style="list-style-type: none"> • Identifying any gaps in insurance coverage on an ongoing basis and provide solutions to close those gaps • Benchmarking the Customer’s insurance program against peers, as appropriate • Providing firm Rates to the Customer, including confirmation of any enhanced or contingent profit commissions or overrides received from any insurer • Identifying reputable and suitable insurers with an interest in insuring the Customer’s portfolio in compliance with applicable Ministry requirements (i.e., Ministry of Colleges and Universities, Ministry of Labour, Immigration, Training and Skills Development requirement of having a rating of B+ or greater) • Providing deductible studies to determine the appropriate level of deductible for each class of insurance, in relation to the Customer’s appetite for risk, and the corresponding premium credits available • Reviewing and providing the financial ratings of all proposed insurers • Providing timely issuance and review of all insurance documents (e.g., policies, binders, cover notes, certificates of insurance and auto liability slips) and others while ensuring that the terms, conditions and other relevant information is accurate • Seeking approval from the Customer prior to binding renewal coverage • Providing prompt issuance of all necessary certificates of insurance in accordance with instructions from the Customer • Preparing annual stewardship report (e.g., the goals, objectives, activities and accomplishments achieved during the renewal process) • Providing an annual summary report of insurance outlining all relevant policy information <p>Claims Management and Claims Advocacy Resources:</p> <ul style="list-style-type: none"> • Monitoring and identifying claims trends, frequencies, link between claims and risk control and share with the Customer to introduce appropriate risk control measures to reduce the overall cost of risk • Tracking claims and adjusting costs, as each Customer, as applicable, will pay costs for claims below the deductible, including any adjusting expenses • Providing end to end claims management support (e.g., assistance with reporting new incidents/claims, resolving claims and the oversight and management of open claims) • Providing claims handling/reporting procedures (e.g., development and implementation of internal claims handling procedures) • Assisting with maintaining and updating the Construction Occupancy, Protection, and Exposure (“COPE”) information for the Customers locations • Providing incident and claims reporting and tracking system and associated training to inform Customers of the insights needed to manage risks effectively and gain the most from the tool (e.g., dashboards and reporting) <p>Risk Management Resources:</p> <ul style="list-style-type: none"> • Providing a systemic, comprehensive risk identification, assessment, prioritizing and mitigation process review of insurance needs to understand the Customer’s uncertainties and potential risks • Ensuring there is a process for on-going assessment and communication • Providing risk financing strategies (e.g., techniques) to assist the Customer in managing risk choosing the least costly risk and ensuring the Customers risks are reduced and are managed appropriately

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<p style="text-align: center;">Services Available Through This Agreement</p>	<ul style="list-style-type: none"> • Providing training and education (e.g., webinars, white papers) as appropriate, of new risks and exposures encountered by the Customer and assessing the current risk exposures facing the Customer • Providing risk control methods and expertise to assist the Customer in evaluating potential losses and take-action (e.g., avoidance, loss prevention, loss reduction) to reduce or eliminate risks • Providing liability and insurance reviews of Customer’s contracts as required • Providing support for ensuring property and liability risk control inspections (e.g., engineering) are carried out at Customer’s identified locations; tracking of recommendations to resolution, and ensure that the information remains with the Customer • Providing risk control Resources as required on a specific project basis (e.g., new initiative) <p>Monitoring of Current and Future Trends:</p> <ul style="list-style-type: none"> • Staying current and keeping the Customer up to date on issues such as insurer capacity, new insurance products, alternative risk financing and financial strength of insurers • Informing the Customer of potential or upcoming changes in the insurance market and impact on future premiums (e.g., hard vs soft market) • Monitoring and informing the Customer of trends in risks relevant to the Customer’s industry that may have an impact on the Customer’s risk exposure and insurance program <p>Reporting/Dashboard Resources:</p> <ul style="list-style-type: none"> • Provision of a comprehensive and innovative software system that is interactive and is a centralized location for Customers to have access to and retrieve real-time data (e.g., claims, trends; policies, vehicles, properties) • Provision training to Customers as appropriate to effectively utilize dashboard Resources (e.g., creating customizable reports) • Provision of regular reports customized and agreed upon to meet the needs of the Customer at no additional cost <p>Other Optional Resources:</p> <ul style="list-style-type: none"> • Cyber Advisory Resources • Privacy Advisory Resources 	
	<p style="text-align: center;">Awarded Supplier Partner</p> <p style="text-align: center;">Aon Reed Stenhouse Inc.</p>	<p style="text-align: center;">Awarded Zone</p> <p style="text-align: center;">All Zones</p>