



TERMS OF REFERENCE FOR THE OPERATIONS AND PLANNING COMMITTEE

I. PURPOSE

The Operations and Planning Committee (the “Committee”) is a Committee of Board of Directors (the “Board”) established to assist Directors in providing strategic and policy level advice and direction to Management on matters that drive claims costs and insurance rates, impact customer service, guide long term planning, or support corporate operations.

These may include, but are not limited to:

- key operational activities;
- planning;
- the use and functionality developed within ICBC’s insurance and claims system platforms; and
- claims cost mitigation efforts.

II. COMPOSITION AND OPERATIONS

- A. The Committee will be composed of not fewer than three directors and no more than five directors of the Board.
- B. The Committee will meet at least four times each year and will operate until the Board, by resolution, determines that this Committee is no longer required.
- C. The secretary to the Committee will be either the Corporate Secretary or his/her delegate.

III. DUTIES AND RESPONSIBILITIES

In delivering on its purpose, the Committee will from time to time engage in the following activities or perform the following duties. The frequency of the Committee’s engagement with these activities and duties will be determined based on project timelines, government expectations, evolving circumstances and emerging issues. In some cases these are predetermined and specified in the Committee Timetable. Other functions related to the Committee’s purpose shall be performed as they are deemed necessary:

A. Strategic Direction

- i. Provide advice and direction with respect to strategies, plans and objectives on matters falling within the purpose of the Committee;
- ii. Review initiatives and expenditures related to the Committee’s mandate and provide the Board with a recommended course of action where applicable; and
- iii. Review and monitor the status and performance of key strategies and plans implemented by Management.



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B. Risk Management

- i. Ensure that principal risks associated with its mandate are appropriately identified and managed.
- ii. Review and update the Board on the principal risks managed by the Committee and the activities undertaken to address these risks.

C. Transformation Program Benefits and Impacts

- i. Periodically receive reports from Management and update the Board on the strategic implementation of system functionality associated with the Transformation Program; and
- ii. Review and update the Board on the financial and non-financial benefits and impacts associated with the Transformation Program.

IV. ACCOUNTABILITY

The Committee shall report its discussions to the Board by oral or written report at the next Board meeting.

V. COMMITTEE TIMETABLE

The timetable on the following page outlines the Committee's schedule of activities, and will be set by the Committee following its appointment.

Committee formed: October 26, 2015
Last reviewed by the Committee: January 23, 2018



OPERATIONS AND PLANNING COMMITTEE CALENDAR

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
A. STRATEGIC DIRECTION												
Service Plan Approval	X											
Corporate Strategy Approval	X											
Review and Monitor the status and performance of key strategies and plans	X					X	X			X		
Review and Provide Recommendations to the Board for Initiatives within the Committee's mandate	AS REQUIRED											
B. RISK MANAGEMENT												
Management reporting on risks aligned to the Operations and Planning Committee.	X					X	X			X		
C. TRANSFORMATION PROGRAM BENEFITS AND IMPACTS												
Periodically receive reports from Management and update the Board on the strategic implementation of system functionality associated with the Transformation Program	X					X	X			X		
Review and update the Board on the financial and non-financial benefits and impacts associated with the Transformation Program	X					X	X			X		
D. OTHER												
Review Terms of Reference										X		