

MANITOBA PUBLIC INSURANCE

2024 GENERAL RATE APPLICATION

Round 1 Confidential Information Requests

- Public Responses

August 2, 2023

Consumers' Association of Canada (Manitoba)



MANITOBA
PUBLIC INSURANCE

CAC (MPI) CI 1-6 Confidential

Part and Chapter:	Part II COM Appendix 2 Confidential	Page No.:	12-13 of 23
PUB Approved Issue No:	18. Project Nova		
Topic:	Savings		
Sub Topic:			

Preamble to IR:

Recurring Annual Benefits and Cost Avoidance Benefits are addressed throughout the NOVA materials.

Question:

Please provide a narrative description (accompanied by copies of relevant documents, if any) of MPI’s policies requiring re-approval of projects when variances in costs or benefits exceed expectations articulated in original approvals. Please include descriptions of the relevant threshold levels and required approvals for each.

Rationale for Question:

To inform an understanding of project governance processes.

RESPONSE:

The Nova Program is governed by the following Financial Terms of Reference, and Corporate Directive:

- *Appendix 1 - Nova Program Financial Terms of Reference Nov-2022*, in alignment with the *Appendix 2 - MPI Corporate S.3.1 Signing and Approval Authorities*.

The Nova Change Request Process is followed to support adherence to the financial governance shared above. Please see the following appendices:

- *Appendix 3 - Nova Program Governance Placemat*
- *Appendix 4 - Nova CR Process Placemat*
- *Appendix 5 - Change Request Template*



Nova Spending Authorities

November 2022



This report has been prepared as advice, opinions, proposals, recommendations, analyses or policy options developed by or for the public body or a minister, as per Section 23(1) of the Freedom of Information and Protection of Privacy Act.

1

Spending Authority Matrix

- Based on previous Board approvals and S3 Directive for corporate signing authority
 - Program has authority to approve spend within approved base budget and this includes shifting of funds across streams without further approvals.
 - CEO has authority to approve contingency spend above base budget
 - Approval above contingency goes to the Board

Nova Leader	New Agreements	Technology, Product and Services	OCM, and Consultant Resources	Contingent Workforce	Consumption of Approved Spend	Program Contingency	Spend Above Contingency
Product Manager					Manage approved spend in a stream~ no change to scope, contract deliverables or schedules		
Business Owners							
Program Director	Up to \$100k 2nd Signature for CTO or CITO	Within Board Approved Budget	Within Board Approved Budget	Within Board Approved Budget	Manage approved spend for the Program, includes changes to scope, contract deliverables, resources or schedules		
VP, and Chief Transformation Officer (CTO)	\$100k-\$500K 2nd Signature or CEO		\$100k-\$500K 2nd Signature or CEO				
VP, and Chief Information & Technology Officer (CITO)	\$100k-\$500K 2nd Signature or CEO	\$100k-\$500K 2nd Signature or CEO					
President and Chief Executive Officer (CEO)	Over \$500k	Over \$500k	Over \$500k	Over \$500k		Approval of up to \$49.4M	
Board of Directors							Approval to increase budget above contingency



Approvals

Project NOVA Legacy Modernization Assessment

Workflow Status: Nova Approval Workflow - Parallel

Workflow Information

Initiator: Kernested, Shanne
Started: 11/29/2022 7:29 AM
Last run: 12/7/2022 11:51 AM

Document: [Nova Program Financial Terms of Reference-Nov 2022](#)
Status: Approved

Tasks

This workflow created the following tasks. You can also view them in [Tasks](#).

<input type="checkbox"/> Assigned To	Title	Due Date	Status	Link	Outcome
Ramirez, Alex	Please approve Nova Program Financial Terms of Reference-Nov 2022	12/2/2022	Completed	Nova Program Financial Terms of Reference-Nov 2022	Approved
Gandhi, Michael	Please approve Nova Program Financial Terms of Reference-Nov 2022	12/2/2022	Completed	Nova Program Financial Terms of Reference-Nov 2022	Approved

Workflow History

The workflow recorded these events.

<input type="checkbox"/> Date Occurred	Event Type	<input type="checkbox"/> User ID	Description	Outcome
11/29/2022 7:30 AM	Workflow Initiated	Kernested, Shanne	NOVA Parallel Approval Task was started. Participants: Ramirez, Alex;Gandhi, Michael	
11/29/2022 7:30 AM	Task Created	Kernested, Shanne	Task created for Ramirez, Alex. Due by: 12/2/2022 12:00:00 AM	
11/29/2022 7:30 AM	Task Created	Kernested, Shanne	Task created for Gandhi, Michael. Due by: 12/2/2022 12:00:00 AM	
12/2/2022 2:40 PM	Task Completed	Ramirez, Alex	Task assigned to Ramirez, Alex was approved by Ramirez, Alex. Comments:	Approved by Ramirez, Alex
12/7/2022 11:51 AM	Task Completed	Gandhi, Michael	Task assigned to Gandhi, Michael was approved by Gandhi, Michael. Comments:	Approved by Gandhi, Michael
12/7/2022 11:51 AM	Workflow Completed	Kernested, Shanne	NOVA Parallel Approval Task was completed.	NOVA Parallel Approval Task on Nova Program Financial Terms of Reference-Nov 2022 has successfully completed. All participants have completed their tasks.

DIRECTIVE NO..... S.3.1
Effective Date August 30, 2022
Review Date August 30, 2022
Replaces Directive No S.3.1
Dated.....March 22, 2022

CORPORATE DIRECTIVES

SIGNING AND APPROVAL AUTHORITIES

PURPOSE:

To exercise financial control through the authorization of current signing and approval authorities.

RESPONSIBILITY OF:

Corporate Controller

POLICY:

This policy sets out:

- 1. Who may award and waive tendering;
- 2. Who may contractually bind the Corporation;
- 3. Who is responsible for determining if payment is due pursuant to a contract;
- 4. Who may authorize payments of contractual obligations; and
- 5. Who is authorized to carry out various functions on behalf of the Corporation.

These authorities supersede any previous authorities. It will be the responsibility of the Department Managers/Directors to communicate to staff the authorities applicable to them which are necessary to perform their duties.

Under Corporate Directive S.3, the Board of Directors has delegated the authority to approve changes to Corporate Directive S.3.1 to the Executive Committee.

PROCEDURE:

Not applicable.



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HOW TO USE THIS DIRECTIVE

This Directive addresses two fundamental concepts necessary for the operation of the Corporation's business. The first concept relates to the various steps of acquiring goods or services - tendering, signing a contract, determining if payment should be made, and authorizing payment for those goods and services. The second concept is the authority granted to staff to carry out the administration of the Corporation's functions. The practical application of these two concepts can overlap or be separate. In order to use this Directive both concepts must be understood.

Acquiring Goods and Services

The Corporation is to follow *Corporate Directive [G.12 – Purchasing](#)* when purchasing goods and services. *Corporate Directive G.12 – Purchasing* sets out how the Corporation is to acquire goods and services. Once it is determined how goods and services will be acquired the Corporation must enter into a contract for the purchase of the goods and services.

The contract is the agreement the Corporation has made giving rise to obligations that are enforced or recognized by law. The nature of the contract is dependent upon the nature of the goods or services acquired. Direction is provided on the type of contract required for the particular type of acquisition and who is authorized to bind the Corporation to the contractual obligations. Once a contract is made and goods and services have been acquired, the Corporation is obligated to pay for those goods and services. Under the section of this Directive entitled "[PAYMENT APPROVAL](#)", the document sets out who is responsible for determining if goods and services should be paid for and establishes the separate function of who is permitted to authorize payment for the goods and services.

Authority and Authorization Levels

The President and Chief Executive Officer exercises general control of and supervision over the affairs of the Corporation and, unless expressly stated otherwise, has unlimited authority within their legislated mandate. The Corporation is divided into various divisions and departments for the purpose of orderly administration of the Corporation's business. Accountability and responsibility flows through the corporate structure. Authority to act in certain areas is given to certain parts of the corporate structure, and within the divisional and departmental structure, various persons will have differing levels of responsibility. This Directive sets out which positions are responsible for functions and the authority levels for those functions.

The [Corporate Directive S.3](#) outlines the Board, President and Chief Executive Officer and Vice-Presidential authority. The Corporate Directive S.3.1 outlines the Vice-Presidential authority delegated to operations.

The following keys and defined terms are used in the Directive charts:

- “B” means authorized to make decisions in the particular area up to the approved budgeted amount
- “✓” means that the person has the authority in that particular area
- “-“ means that the person does not have authority in that particular area
- “Policy Limit” means unlimited discretions within the policy or legislative jurisdiction

“Up to \$100,000” is an example of a person’s authority level. In this situation, the person has authority to make decisions in a particular area that have a financial impact upon the Corporation up to \$100,000.

“Vice-Presidential Authority” means:

- General Counsel and Corporate Secretary
- Vice-President, and Chief Operations Officer (COO)
- Vice-President, and Chief Financial Officer (CFO)
- Vice-President, and Chief Information & Technology Officer (CITO)
- Vice-President, and Chief Customer Office (CCO)
- Vice President, and Chief People Officer (CPO)
- Vice President, and Chief Actuary & Chief Risk Officer (CRO)
- Vice President, and Chief Transformation Officer (CTO)



PURCHASING APPROVALS

The Corporation is to follow *Corporate Directive G.12 – Purchasing* when purchasing goods and services. *Corporate Directive G.12 – Purchasing* refers to this Corporate Directive S.3.1 for the purposes of specifying:

- Who can waive the use of a tender; and
- Who can authorize the award of a tender/contract

The spirit and intent of this Directive is that tenders are not to be developed or structured in such a manner that the approval authorities are artificially avoided. For example, if the Corporation requires 250 laptop computers at an estimated value of \$1,000 each it would not be appropriate to construct the purchase as 250 separate purchases for \$1,000 each instead of one purchase for \$250,000.

A contract with an association who negotiates on behalf of service providers to establish their fees, must be approved in accordance with the table below, based upon the total estimated cost to Manitoba Public Insurance for all the covered service providers for the duration of the contract with the association.

If, subsequent to the awarding of a tender, change orders and add-ons result in the total value of the tender increasing above the authority of the person who originally awarded the tender, this person must obtain approval, in writing, from the next level of authority.

The following persons have the authority to waive the requirement of using a tender and to award tenders within specified limitations:

Position	Authority to Waive Requirement to Tender	Authority to award Tender/Contract to a Bidder
Board of Directors	Over \$500,000	Over \$3,000,000
President and Chief Executive Officer	Up to \$500,000	Up to \$3,000,000
Vice-President(s) responsible for Information Technology or Strategic Sourcing & Vendor Management or Premises & Administrative Service Departments or responsible for the administration of the contract	Up to \$100,000	Up to \$500,000
Director, Corporate Services	Up to \$50,000	Up to \$100,000
Manager, Strategic Sourcing & Vendor Management	Up to \$50,000	Up to \$100,000
Director, Strategic Sourcing & Vendor Management	Up to \$50,000	Up to \$100,000
Manager, Premises & Administrative Services	Up to \$50,000	Up to \$100,000

<u>Position</u>	Authority to Waive Requirement to Tender	Authority to award Tender/Contract to a Bidder
Supervisor, Premises	-	Up to \$50,000

The above limits are on the value of the tender (including optional years) without taxes added.

Whenever a person exercises their discretion in waiving the requirement to tender, they must report in writing to the next authority level.

SIGNING CONTRACTS

Contracts can take many forms, both oral and written. Contracts are not limited to documents referred to as a “contract”. A contract is an agreement the Corporation has made giving rise to obligations that are enforced or recognized by law.

Contracts in excess of \$5,000 require the signature of two authorized persons. The value of the contract and the nature of the goods or services to be purchased will determine who is authorized to sign the contract on behalf of the Corporation. The value of the contract includes all optional years.

Unless specifically excluded in this Directive all contracts must be signed in accordance with this chart:

<u>Position</u>	<u>Contracts greater than \$500,000</u>	<u>Contracts up to \$500,000</u>
President and Chief Executive Officer or designate	✓	✓
Vice-Presidential Authority	✓	✓
Vice-President responsible for administration of contract	✓	✓
Director responsible for administration of contract	-	✓
Director of department responsible for acquiring goods and services under G.12	-	✓

No one person shall both sign and countersign a document.

The delegate of a particular position having authority to sign a contract may sign on behalf of that position, as and when required.

A contract amending the terms and conditions of an original contract must be signed by the same authority level(s) that signed the original contract.

A completed [Contract Approval Form](#) is to be reviewed by those persons signing the contract prior to the signing of the document. The form is located on the Corporate Intranet under Resources, Forms, and then under either Legal Forms or Finance Forms.

One copy of the original signed contract along with the completed Contract Approval Form must be sent to the Corporate Controller’s Department for safekeeping. For expediency, one Contract Approval Form can be completed for a series of contracts that are all identical

or nearly identical in their terms and conditions due to having been negotiated and finalized with a common representative body or association or set by the Corporation (e.g., industry accreditation agreements, driving instructor agreements, etc.).

PURCHASE/WORK ORDERS

A Purchase/Work Order is a commercial document issued by the Corporation to a vendor, indicating types, quantities, and specified prices for products or services the vendor will provide to the Corporation. The Purchase/Work Order may be issued pursuant to the terms of an existing contract. A Purchase/Work Order may also be issued directly from a Request for Tender (RFT), Request for Proposal (RFP), or Request for Standing Offer (RFSO). Finally, a Purchase/Work Order may be an individual contract in its own right. Sending a Purchase/Work Order to a supplier constitutes a legal offer to buy products or services. Acceptance of a Purchase/Work Order by a vendor usually forms a one-off contract between the Corporation and the vendor, so no contract exists until the Purchase/Work Order is accepted. Purchase/Work Orders require the signature and counter-signature of two authorized persons as shown in the table below.

In accordance with *Corporate Directive [G.12 – Purchasing](#)* only the following persons can purchase goods or services on behalf of the Corporation by way of a Purchase/Work Order and only up to the amount specified below and if the expense has been budgeted for.

Position	Purchase/Work Orders under Existing Contracts	Purchase/Work Orders with no Pre-existing Contract
Board of Directors	Over \$3,000,000	Over \$3,000,000
President & Chief Executive Officer	Up to \$3,000,000	Up to \$3,000,000
Vice-President(s) responsible for Information Technology or Strategic Sourcing & Vendor Management or Premises & Administrative Services Departments	Up to \$500,000	Up to \$500,000
Director, Corporate Services	Up to \$100,000	Up to \$50,000
Manager, Strategic Sourcing & Vendor Management	Up to \$100,000	Up to \$50,000
Director, Strategic Sourcing & Vendor Management	Up to \$100,000	Up to \$50,000
Manager, Premises & Administrative Services	Up to \$100,000	Up to \$50,000
Workplace Safety Advisor	Up to \$15,000	Up to \$15,000
Supervisor, Premises	Up to \$50,000	Up to \$5,000
Purchasing Agents	Up to \$15,000	Up to \$5,000
Buyers	Up to \$10,000	Up to \$5,000
Premises Coordinators	Up to \$15,000	Up to \$5,000
Premises Assistant	Up to \$10,000	Up to \$5,000



INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENTS

The Corporation has entered into a number of Information Technology Master Services Agreements (IT MSA), which have specified provisions for acquiring IT related goods and services. The Vice-President, and Chief Information & Technology Officer (CITO), Director, Strategy & Portfolio Management (including Manager, Agile Program Management Office), Director, Enterprise Application Management and the Director, Data Management & Analytics (including Manager, Strategic Sourcing & Vendor Management) have the authority within their respective areas of responsibility to acquire goods and services pursuant to an IT MSA up to the Board of Director approved budgets established for respective IT MSA Statements of Work. For clarity, only one signature on an IT MSA Statement of Work is required from the appropriate authorized director or manager.

CONTRACTS REQUIRING ONE AUTHORIZED SIGNATURE - SMALL PURCHASES

Small Purchases (under \$5,000)

The Corporation purchases certain goods and services that individually are not a significant cost but on a corporate wide basis may total a significant amount. The Executive Assistant to the President and Chief Executive Officer, assistant managers, project managers, managers and directors may authorize the purchase of goods and services valued less than \$5,000 **if there is an appropriate approved budget for the item**. Responsibility for determining whether an expense is within budget and appropriate to pay belongs to the management of the department/division responsible for incurring the expense.

Examples of these types of **budgeted** purchases/operating expenses include staff appreciation events, business promotion, meetings, membership and professional fees subject to the section of this document titled “MEMBERSHIP AND PROFESSIONAL FEES”, miscellaneous operating expenses, periodicals subject to Corporate Directive G.7, “Subscriptions to Magazines, Newspapers, Periodicals, Etc.”, and travel subject to the section of this document titled “TRAVEL AUTHORIZATIONS AND EXPENSES”.

Other purchases, such as for non-stock office supplies, furniture and equipment and printed material, are to be handled in accordance with *Corporate Directive [G.12 – Purchasing](#)*.



CONTRACTS AND MEMORANDUMS OF UNDERSTANDING WITH GOVERNMENT

The Corporation will, from time to time, enter into contracts or Memorandums of Understanding (MOUs) with governments, governmental agencies or other public bodies.

These contracts and MOUs will be signed by:

- President and Chief Executive Officer or designate; and
- countersigned by a Vice-Presidential Authority

However, Memorandums of Understanding developed pursuant to the Collective Agreement with the Manitoba Government Employees Union will be signed by the Vice-President, and Chief People Officer (CPO).



PAYMENT APPROVAL

The Corporation will pay for the goods and services it purchases and will reimburse staff for appropriate expenses incurred on behalf of the Corporation. All authorized payment requisitions must be reviewed independently by someone other than the preparer. Delegations of authority, such as during vacation or extended leaves, must be communicated/forwarded to Accounting Services ([*AP Help](#)) by the delegator and a signature card must be on file. This is to ensure authorized timely payment can be made. Any exceptional delegation circumstances must be VP-approved with business rationale for the change.

Determining whether it is appropriate to pay for contracted goods and services belongs to the management of the department/division responsible for incurring the expense. Once it has been determined that it is appropriate to pay for the goods or services, the persons entitled to authorize the payment of the expense are determined by the authorization levels listed below. In all cases in which the expense exceeds the budgeted amount, the Vice-President responsible for the department must authorize the expense.

No person shall authorize the reimbursement to themselves of an expense they incurred on behalf of the Corporation. No person shall authorize the reimbursement of an expense to someone they report to, except the Vice President, and Chief Financial Officer (CFO) shall authorize the President and Chief Executive Officer’s Statement of Expenses, which are annually approved by the Board of Directors. Staff expenses are to be in accordance with Corporate Directive [P.6 - Travel and Expense Statements](#). An individual may only authorize an expense whereby they receive a direct benefit if the value of the benefit received is considered to be a nominal amount (except for Employee Recognition expenses, account 501932). A nominal amount will be considered to be \$15.00 or less on a per person basis. Employee Recognition expenses can be approved up to the budgeted amount by an authorized individual even if they have received direct benefit. Board of Director and President and Chief Executive Officer expenses are to be in accordance with the Corporate Governance Manual.

<u>Position</u>	<u>Payment Authorization levels for approved contracts</u>	<u>Progress Payment on Construction Projects (including contingency)</u>	<u>Regular Recurring Payments under Contract</u>	<u>Payment Authorization levels for IT MSA</u>
President and Chief Executive Officer	Over \$200,000	Up to the maximum amount specified in the construction contract	Up to the maximum amount specified in the contract	Up to the annual Statement of Work budget
Vice-Presidential Authority	Up to \$200,000	-	Up to the maximum amount specified in the contract	-

Corporate Directive S.3.1, Signing and Approval Authorities

Effective August 30, 2022

Position	Payment Authorization levels for approved contracts	Progress Payment on Construction Projects (including contingency)	Regular Recurring Payments under Contract	Payment Authorization levels for IT MSA
Vice-President responsible for Premises & Administrative Services Department	Up to \$200,000	Up to the maximum amount specified in the construction contract	-	-
Vice-President, and Chief Information & Technology Officer (CITO)	Up to \$200,000	-	-	Up to the annual Statement of Work budget
Managers / Directors / Corporate Controller / Corporate Systems Architect / / Legal Counsel 4 (1) / Senior Regulatory Affairs Specialist / Deputy Registrar / Senior Value Management Specialist / Safety, Security & Environment Specialist	Up to \$100,000	-	Up to the maximum amount specified in the contract	Up to the annual Statement of Work budget (as per IT MSA on page 8)
Director, Corporate Services	Up to \$100,000	Up to \$100,000	-	-
Manager, Premises & Administrative Services	Up to \$100,000	Up to \$100,000	-	-
Supervisor, Premises / Corporate Business Continuity Officer	Up to \$50,000	Up to \$50,000	-	-
Assistant Managers / Project Managers / Finance Risk & Compliance Management Specialist	Up to \$10,000		-	-

Position	Payment Authorization levels for approved contracts	Progress Payment on Construction Projects (including contingency)	Regular Recurring Payments under Contract	Payment Authorization levels for IT MSA
Executive Assistant to the President and Chief Executive Officer	Up to \$5,000	-	-	-

- (1) In this section, only the Corporate Controller position is authorized to approve regular recurring payments up to the maximum amount specified in the contract. It is the responsibility of the Corporate Controller to ensure they are familiar with the terms of the contract and limits of their signing authority.

If payment is to exceed the amount approved by the Board of Directors, no payment above the previously approved amount is to be made until a new Board of Directors approval is granted for paying the increased amount.

OPERATING EXPENSES

Corporate operating expenses are budgeted annually at the department level. Department managers are responsible for ensuring that all expenses charged to their department are appropriate and accurate. Payment requisitions charging department expense accounts are to be approved by the department manager, or their designated delegate(s), except for expenses which are allocated to various departments and approved by the Manager of Strategic Sourcing & Vendor Management. Managers (or their delegates) may approve payments for expenses up to their approved budget. Payments in excess must be approved by the next higher appropriate authority.

Position	Business Promotion, Corporate Relations, Membership & Conference Fees, Tuition Fees & Staff Training			Expense Statement	
	Incurring By	Incurring By	Compensation	Moving	Other
	Vice-Presidents	Subordinates		Expenses	Expenses
President and Chief Executive Officer	✓	✓	✓	✓	✓
Vice-Presidential Authority (1)	-	✓	✓	✓	✓
Corporate Controller	-	✓	B	-	B
Manager, Talent Acquisition & Candidate Experience				✓	B
Manager, HR Business Partnerships	-	-	-	-	B
Manager, Total Rewards	-	-	B	✓	B
Manager, Premises & Administrative Services	-	✓	-	-	B
Assistant Managers / Managers / Directors / Corporate Systems Architect // Legal Counsel 4 / Senior Regulatory Affairs Specialist / Deputy Registrar / Senior Value Management Specialist / Safety, Security & Environment Specialist / Finance Risk & Compliance Management Specialist	-	✓	-	-	B

(1) As applicable to their areas of responsibility.

Vice-President, and Chief Financial Officer (CFO) approves President and Chief Executive Officer's Statement of Expenses, which are annually approved by the Board of Directors.

MEMBERSHIP AND PROFESSIONAL FEES

The Corporation benefits from some of its staff being members of business and professional corporate organizations as well as maintaining their designations with their governing professional bodies. The following persons may authorize payment of the fees associated with these organizations:

Position	Business and Professional Corporate Memberships	Professional Memberships
President and Chief Executive Officer	✓	✓
Vice-Presidential Authority	✓	✓
Assistant Manager(s) / Manager(s) / Director(s) / Corporate Controller / Corporate Systems Architect / Legal Counsel 4 / Senior Regulatory Affairs Specialist / Deputy Registrar / Senior Value Management Specialist / Safety, Security & Environment Specialist / Finance Risk & Compliance Management Specialist	B	B

Some examples of Business and Professional Corporate Memberships are: Winnipeg Chamber of Commerce, Insurance Brokers Association of Manitoba, and the Insurance Institute of Manitoba.

Some examples of Professional Memberships are: Law Society of Manitoba, Chartered Professional Accountants of Manitoba, the Institute of Internal Auditors, and the Human Resource Management Association of Manitoba.

TRAVEL AUTHORIZATIONS AND EXPENSES

Corporate Directive [P.6 – Travel and Expense Statements](#) is to be applied to staff travel.

The President and Chief Executive Officer must approve all out-of-province travel except for employee travel to conduct claims adjudication, which can be approved by the employee’s manager/director.

The following persons can authorize payment of travel expenses; however, no person shall authorize the reimbursement to themselves of a travel expense they incurred. No person shall authorize the reimbursement of an expense to someone they report to, except for the Vice-President, and Chief Financial Officer (CFO) shall authorize the President and Chief Executive Officer’s Statement of Expenses, which is subsequently reviewed by the Chair of the Board and annually approved by the Board of Directors.

Position	Travel Expenses	Out-of-Province Travel Authorization	In-Province Flights
President and Chief Executive Officer	✓	✓	✓
Vice-Presidential Authority	✓	-	✓
Assistant Managers / Managers / Directors / Corporate Controller / Corporate Systems Architect / Legal Counsel 4 / Senior Regulatory Affairs Specialist / Deputy Registrar / Senior Value Management Specialist / Safety, Security & Environment Specialist / Finance Risk & Compliance Management Specialist	B	(1)	✓

Note: All management and staff are required to complete a [Travel Authorization Request form](#) for out-of-province travel and obtain the necessary approvals before making travel arrangements. This form applies **to all business** travel outside Manitoba, including training, conferences, claims adjudication, etc. and travel by air or automobile.

In-province flights also require the completion of a Travel Authorization Request and require approval of the departmental manager/director and Vice-Presidential Authority.

(1) Claims adjudication expenses can be approved by managers/directors.

CAPITAL DISPOSALS

Capital assets are non-financial assets that:

- are held for use by the Corporation for the supply of goods and services, for administrative purposes or for the development, construction, maintenance or repair of other tangible and intangible (deferred development) capital assets; and
- have useful lives extending beyond a year and are intended to be used on a continuing basis.

Capital assets include: land and improvements, buildings and components, vehicles, equipment, capital lease, leasehold improvements, deferred development costs, computer hardware and software.

The authority to dispose of a capital asset is:

<u>Position</u>	<u>Disposal of Capital Assets</u>
Board of Directors	Over \$500,000
President and Chief Executive Officer	Up to \$500,000
Vice-President(s) responsible for Information Technology, Corporate Services, Premises & Administrative Services	Up to \$200,000
Director, Corporate Services	Up to \$100,000
Manager, Premises & Administrative Services	Up to \$100,000
Director, Data Management & Analytics	Up to \$100,000
Manager, Premises & Administrative Services	Up to \$100,000

Authority to dispose only furniture, equipment and consumables by public auction, sealed tender or destruction is to be in accordance with *Corporate Directive [G.13 – Disposal of Surplus Assets](#)*.

All values are pre-tax values.



CLAIMS

The *Manitoba Public Insurance Corporation Act* provides that claims will be paid in relation to damage to physical property and for personal injuries caused by motor vehicle accidents. Claims will be in the nature of benefits paid directly to claimants, settlement of tort actions or invoices from third parties who have provided goods or services in relation to those claims.

Contracts are established with various vendors to supply specific goods or services relating to physical damage and bodily injury claims. This includes expenses such as: towing, recycled parts, consulting, etc. Payment amounts and timing are made based on terms of the agreement. The approver(s) for claims incurred expenses are listed below.

Persons having the authority to make claims and claims expense payments and the limitations on the amount of payments (individual claim or per transaction) they can authorize are:

Position	Claims Approval Limit	Approval of Ex-Gratia Payments	Deny Claims	Salvage Abandonment	Claims Incurred Expenses
President & Chief Executive Officer	Policy Limit	\$250,000	✓	✓	B
Vice-President(s)					
- Chief Operations Officer (COO)	Policy Limit	\$100,000	✓	✓	B
- Chief Financial Officer (CFO)	Policy Limit	-	✓	✓	B
- Chief Actuary and Chief Risk Officer (CRO)	Policy Limit	-	✓	✓	B
- General Counsel and Corporate Secretary	Policy Limit	-	✓	✓	B
- Chief Customer Officer (CCO)	Policy Limit	-	✓	✓	B
Bodily Injury Claims					
- Director, Physical Damage	\$1,000,000	-	-	-	-
- Director, Injury Claims Management	\$1,000,000	-	✓	-	B (2)
- Legal Counsel 4	\$1,000,000	-	✓	-	-
- Manager, Bodily Injury Centre	\$750,000	\$20,000	✓	-	-
- Manager, Serious and Long Term Case Management	\$500,000	-	✓	-	-
- Manager, Rehabilitation Management	\$500,000	-	✓	-	-
- Assistant Manager, Rehabilitation Management	\$250,000	-	✓	-	-
- Manager, PIPP Financial & Operational Support	\$250,000	-	✓	-	-
- Manager, PIPP Support Services	\$250,000	-	✓	-	-



Corporate Directive S.3.1, Signing and Approval Authorities

Effective August 30, 2022

Position	Claims Approval Limit	Approval of Ex-Gratia Payments	Deny Claims	Salvage Abandonment	Claims Incurred Expenses
- Supervisor, Bodily Injury - Out of Province	\$350,000	-	✓	-	-
- Supervisor, Injury Claims Management, Serious and Long Term Case Management	\$150,000	-	✓	-	-
- Supervisor, Injury Claims Management, Rehabilitation Management	\$150,000	-	✓	-	-
- Senior Case Manager	\$75,000	-	-	-	-
- Senior Injury Claims Adjuster BI Out of Province	\$100,000	-	-	-	-
- Injury Claims Adjuster BI Out of Province	\$50,000	-	-	-	-
- Case Manager	\$15,000	-	-	-	-
- Associate Case Manager	\$10,000	-	-	-	-
- Supervisor, IRI	\$75,000	-	-	-	-
- IRI Analyst	\$5,000	-	-	-	-
- IRI Calculator	\$5,000	-	-	-	-
BI Payment Unit					
- PIPP Payment & Records Clerk	\$2,500	-	-	-	B (13)
- Supervisor, PIPP Administrative Services	\$25,000	-	-	-	-
- Datasteward	\$2,500	-	-	-	B (13)
Benefit Administration Unit					
- PIPP Benefit Administrator	\$5,000	-	-	-	-
Physical Damage					
- Director, PDC Claims & Analytics	\$750,000	\$75,000	✓	✓	B (4)
- Director, Physical Damage	\$1,000,000	\$75,000	✓	✓	B (4)
- Director, Service Centre Operations	\$750,000	\$50,000	✓	✓	B (4)
- Legal Counsel 4	\$1,000,000	-	✓	-	-
- Manager, Specialized Risk Claims	\$300,000	\$35,000	✓	✓	-
- Manager, Service Centre	\$100,000	\$20,000	✓	✓	-



Corporate Directive S.3.1, Signing and Approval Authorities

Effective August 30, 2022

Position	Claims Approval Limit	Approval of Ex-Gratia Payments	Deny Claims	Salvage Abandonment	Claims Incurred Expenses
- Manager, Service Centre (Brandon)	\$300,000	\$20,000	✓	✓	-
- Manager, Total Loss and Evaluation	\$100,000	\$20,000	✓	✓	-
- Manager, Estimating Operations	\$50,000	-	-	-	-
- Manager, Salvage and Compound Operations	\$50,000	-	-	-	-
- Supervisor, Commercial Claims	\$100,000	-	✓	✓	-
- Supervisor, Out-of-Province Claims	\$75,000	-	✓	✓	-
- Supervisor, Rural Service Centre	\$50,000	-	✓	✓	-
- Commercial Specialist	\$50,000	-	✓	✓	-
- Assistant Manager, Service Centre	\$75,000	\$10,000	✓	✓	-
- Supervisor, Claims	\$50,000	-	✓	✓	-
- Senior Adjuster	\$35,000	-	-	-	-
- Commercial Adjuster	\$35,000	-	-	-	-
- Adjuster	\$20,000	-	-	-	-
- Estimate Reviewer	\$10,000	-	-	-	-
- Associate Commercial Adjuster	\$25,000	-	-	-	-
- Supervisor, Claims Audit	\$3,000	-	-	-	-
- Claims Processor	\$2,000	-	-	-	-
- Estimator	\$20,000	-	-	-	-
- Supervisor, Estimating	\$40,000	-	-	-	-
Subrogation					
- Manager, Subrogation	\$15,000	-	-	-	B (3)
- Assistant Manager, Subrogation Claims	\$10,000	-	-	-	-
- Subrogation Specialist	\$5,000	-	-	-	-
- Supervisor, Subrogation Claims	\$5,000	-	-	-	-
- Senior Subrogation Adjuster	\$1,000	-	-	-	-
- Subrogation Adjuster	\$1,000	-	-	-	-
- Senior Legal Processor	\$5,000	-	-	-	-
- Legal Processor	\$1,000	-	-	-	-

General Insurance

Corporate Directive S.3.1, Signing and Approval Authorities

Effective August 30, 2022

Position	Claims Approval Limit	Approval of Ex-Gratia Payments	Deny Claims	Salvage Abandonment	Claims Incurred Expenses
- President and Chief Executive Officer	Policy Limit	\$250,000	✓	✓	B
- General Counsel and Corporate Secretary	Policy Limit	-	-	-	B
- Legal Counsel 4	\$500,000	-	✓	✓	-
Other					
- Corporate Controller	-	-	-	-	B (1)
- Manager, Financial Reporting & Investment Accounting	-	-	-	-	B (1)
- Manager, Accounting Services	-	-	-	-	B (5)
- Director, Service Centre Operations	-	-	-	-	B (6)
- Manager, Accredited Repair	-	-	-	-	B (7)
- Manager, Special Investigation Unit	-	-	-	-	B (8)
- Manager, Premises & Administrative Services	-	-	-	-	B (9)
- Manager, Salvage and Compound Operations	-	-	-	✓	B (10)
- Manager, Strategic Sourcing & Vendor Management	-	-	-	-	B (11)
- Director, DVA Policy and Registrar of Motor Vehicles	-	-	-	-	B (12)

Claims incurred expenses can only be authorized by certain individuals as detailed above. The approval limits identified within this section only apply to either Canadian or U.S. currency. The payments are subject to the budgeted amounts as determined in the annual claims forecasting process.

- (1) Manitoba Health payments relating to Health Care Payment Agreement
- (2) Chiropractic Consultants, Dental Consultants, Health Care Services Team Directors, Medical Consultants, Occupational Therapy Consultant, Physiotherapy Consultant, Psychiatrist Consultant and TBI Specialist
- (3) Subrogation fees/expenses and Collection Agency Fees
- (4) Claims Arbitration
- (5) Claims Review Fees
- (6) Personal Property Registry and Police Reports

- (7) Apprenticeship Grant Level IV, Apprenticeship Grant Level II, Tool Allowance Level IV and Tool Allowance Level II
- (8) Investigations
- (9) Security Services
- (10) Recycled Parts
- (11) Freon Removal
- (12) Crown Attorney
- (13) Personal Care Assistance payments up to the maximum monthly indexed legislated entitlement in alignment with section 131 of the MPIC act

SUBROGATION ABANDONMENT

In certain circumstances, the Corporation will have the legal right to recover damages from a first or third party who is in part responsible for an accident that required the Corporation to pay monies to a claimant. This legal right is known as subrogation. There will be circumstances in which pursuing the right of subrogation is not in the best interest of the Corporation. The following persons have the authority to abandon a right of subrogation up to the following limits.

<u>Position</u>	<u>Approval Limit</u>	<u>Non-MPI Insured Third Party</u>	<u>First Party or MPI Insured Third Party</u>
President and Chief Executive Officer	Policy Limit	✓	✓
Vice-President, and Chief Operations Officer (COO)	Policy Limit	✓	✓
Vice-President, and Chief Financial Officer (CFO)	Policy Limit	✓	✓
General Counsel and Corporate Secretary	Policy Limit	✓	✓
Manager, Subrogation	\$50,000	✓	✓
Assistant Manager, Subrogation Claims	\$30,000	✓	✓
Subrogation Specialist	\$20,000	✓	✓
Supervisor, Subrogation Claims	\$25,000	✓	✓
Director, Physical Damage	\$75,000	✓	✓
Manager, Specialized Risk Claims	\$20,000	✓	✓
Director, Service Centre Operations	\$50,000		✓
Manager, Service Centre Operations	\$20,000		✓
Assistant Manager, Service Centre Operations	\$10,000		✓

CERTIFICATES UNDER SECTION 193 OF THE MANITOBA PUBLIC INSURANCE CORPORATION ACT:

Section 193 of *The Manitoba Public Insurance Corporation Act* permits the Corporation to file with the registrar of the court a certificate setting out the amount a person owes the Corporation, which is then deemed to be an order of the court.

The following persons are authorized to issue section 193 Certificates:

- President and Chief Executive Officer

Corporate Directive S.3.1, Signing and Approval Authorities

Effective August 30, 2022

- Vice-President, and Chief Financial Officer (CFO) (1)
- General Counsel and Corporate Secretary (1)

(1) Pursuant to section 193 of the *Act* this requires a Board Motion authorizing this authority.

RETENTION OF EXTERNAL LEGAL COUNSEL AND LITIGATION MANAGEMENT

The only persons entitled to retain external legal counsel are:

- President and Chief Executive Officer
- General Counsel and Corporate Secretary
- Legal Counsel 4

External legal counsel can be retained without the necessity of tender.

- The Legal Counsel 4 can retain external legal counsel if they reasonably believe the fees and disbursements excluding taxes will be less than \$100,000.
- The General Counsel and Corporate Secretary can retain external legal counsel if it is reasonably believed the fees and disbursements excluding taxes will be less than \$500,000.
- The President and Chief Executive Officer can retain external legal counsel if it is reasonably believed the fees and disbursements excluding taxes will be more than \$500,000.

In situations in which it subsequently becomes apparent that the fees and disbursements will likely exceed the authorization level, the person responsible for retaining the legal counsel must seek instructions from the next higher level of authority on how to proceed with the matter.

The following may, pursuant to the Litigation Management Protocol, retain external legal counsel from a list of lawyers prepared by the Legal Counsel 4:

- For the purposes of Out-of-Province Bodily Injury claims:
 - the Director, Physical Damage
 - the Manager, Bodily Injury Centre
- For the purposes of Out of Province and Commercial claims:
 - the Director, Physical Damage
 - the Manager, Specialized Risk Claims
- For the purposes of subrogation:
 - the Manager, Subrogation



LITIGATION SETTLEMENT AUTHORITY

Litigation may be concluded by other means than proceeding to trial. The following authorizes who may conclude a litigation matter (by way of agreeing to pay or be paid a specified amount) and the financial limitations on the authority to do so:

<u>Position</u>	<u>Settlement Authority</u>
President and Chief Executive Officer	Policy Limit
General Counsel and Corporate Secretary	Policy Limit
Legal Counsel 4	\$1,000,000
Legal Counsel 3	\$100,000
Legal Counsel 2	\$100,000
Legal Counsel 1	\$50,000

The lawyers, with the exception of the General Counsel and Corporate Secretary, must receive the appropriate written instructions prior to exercising this authority.

For the purposes of Out-of-Province Bodily Injury Claims and Physical Damage Claims, the settlement authority is set out in the section of this Directive entitled "[CLAIMS](#)" under the column – "Claims Approval Limit".

REFUNDS AND WAIVER OF PAYMENTS RELATED TO MOTOR VEHICLE AND DRIVERS LICENCE PREMIUMS

The Corporation collects payments in relation to insurance for motor vehicle coverage. In the normal course of business there will be situations (such as errors or omissions on behalf of the Corporation) in which it is appropriate to waive requirement of a payment or provide a refund cheque. The authority levels for authorizing such a transaction are:

Position	SRE Premium Refunds by Cheque	Waiver of Payments Associated with Motor Vehicle and Driver Licence Premiums			
		Surcharges Per Transaction(1)	Premiums Per Transaction(2)	Transaction Fees Per Transaction(3)	Financing Fees Per Transaction(4)
Manager, Special Risk Extension	Policy Premium up to \$1,000,000				
Assistant Manager, Special Risk Extension	Policy Premium up to \$1,000,000				
Supervisor, Underwriting	Up to \$10,000	-	-	-	-
Senior Underwriter	Up to \$5,000	-	-	-	-
Vice-Presidents:					
- Chief Financial Officer (CFO)	-	Policy Amount	Policy Amount	Policy Amount	Policy Amount
- Chief Actuary & Chief Risk Officer (CRO)	Policy Amount	-	-	-	-
- Chief Operations Officer (COO)	-	Policy Amount	Policy Amount	Policy Amount	Policy Amount
Manager, Contact Centre Operations	-	-	Up to \$500	Up to \$15	Up to \$100
Assistant Manager, Contact Centre Operations	-	-	Up to \$100	Up to \$15	Up to \$20
Director, DVA Policy & Registrar of Motor	-	Up to \$2,500	Up to \$500	Up to \$15	Up to \$100

Position	Waiver of Payments Associated with Motor Vehicle and Driver Licence Premiums				
	SRE Premium Refunds by Cheque	Surcharges Per Transaction(1)	Premiums Per Transaction(2)	Transaction Fees Per Transaction(3)	Financing Fees Per Transaction(4)
Vehicles					
Director, Service Centre Operations	-	Up to \$2,500	Up to \$500	Up to \$15	Up to \$100
Manager, Service Centre	-	Up to \$1,500	Up to \$500	Up to \$15	Up to \$100
Assistant Manager, Service Centre	-	-	Up to \$100	Up to \$15	Up to \$20
Director, Enterprise Application Management	-	Up to \$2,500	Up to \$500	Up to \$15	Up to \$100
Corporate Controller	-	-	Up to \$500	Up to \$15	Up to \$100
Director, Commercial Lines	Policy Limit	-	-	-	-
Manager, Product Ownership	-	Up to \$2,500	Up to \$500	Up to \$15	Up to \$100
Manager, Subrogation	-	-	Up to \$250	Up to \$15	Up to \$100
Deputy Registrar	-	Up to \$1,500	Up to \$500	Up to \$15	Up to \$100
Manager, Broker Support & Autopac Services	-	-	Up to \$500	Up to \$15	Up to \$100
Supervisor, Customer Service Centre	-	-	-	Up to \$15	Up to \$20
Customer Care Agent 2, Contact Centre Operations	-	-	-	Up to \$15	Up to \$20
Customer Account Representative, Basic Autopac Special Services	-	-	-	Up to \$15	Up to \$20
Accounts Receivable Representative, Basic Autopac Special Services	-	-	-	Up to \$15	Up to \$20

(1) Surcharges Per Transaction

- a. charges on Comprehensive Motorcycle or Off Road Vehicle where there has been two or more Comprehensive claims in the past three years.
- b. charges on Off Road Vehicle Collision and Accident Benefits where there has been one or more accidents in three years.
- c. these surcharges are based on a percentage of the premiums and are on the policy only.

(2) Premiums per Transactions

- a. this is the amount charged for insurance and does not include any registration fees, transaction fees or surcharges.

(3) Transactions Fees Per Transaction

- a. flat fees related to transaction such as searches, replacements of documents or licence plates, transfers and mid-term changes.

(4) Financing Fees Per Transaction

- a. finance fees include charges for setting up finance agreements, dishonoured cheques/payments and late payment fees.

SRE UNDERWRITING AUTHORIZATION

Special Risk Extension (SRE) is one of the Corporation’s competitive lines of business. The authority limits for staff who bind the Corporation to SRE policies are as follows:

Position	SRE Policy Premium Limit
President & Chief Executive Officer	\$10,000,000
Vice President & Chief Actuary & Chief Risk Officer (CRO) & Vice President & Chief Operations Officer	\$5,000,000 to \$10,000,000
Director, Commercial Lines	\$5,000,000
Manager, Special Risk Extension	\$2,000,000
Assistant Manager, Special Risk Extension	\$1,000,000
Supervisor, Underwriting	\$500,000
Senior Underwriter	\$350,000
Underwriter	\$75,000
Assistant Underwriter	\$10,000

STAFFING

APPROVAL LEVELS – FTE USE & ALLOCATION AND RECRUITMENT & SELECTION

The following outlines the approval levels required for FTE use and allocation and selection recommendations. It is expected that management will keep their respective Vice-President informed of recruitment and selection initiatives.

APPROVAL LEVELS FOR FTE USE & ALLOCATION

Managed through the HR Business Partner

<u>Type of Request</u>	<u>Approval Level</u>	<u>Details</u>
Budgeted FTE	Hiring Leader	Approval to be noted in the ‘Approvals’ section of the Staffing Request Form
Unbudgeted FTE	Vice-President, and Chief People Officer	
Over-fill FTE	Vice Presidential Authority	

APPROVAL LEVELS ON SELECTION RECOMMENDATIONS

Managed through the Talent Acquisition Consultant

<u>Selection Type</u>	<u>Approval Level Required</u>
In-scope (<i>leadership & non-leadership</i>)	Department Manager
Out-of-scope (<i>non-management</i>)	Department Manager

Out-of-scope (*management*)

Director and Vice President

Out-of-scope (*director*)

Vice President and President

Position	Staffing Requisition		Selection		Salary Structure		Economic Increases		Overtime Authorization
	Budgeted	Unbudgeted	In-Scope	Out-of-Scope	In-Scope	Out-of-Scope	In-Scope	Out-of-Scope	
Board of Directors	-	-	-	✓(1)	-	-	-	✓(1)	-
President and Chief Executive Officer	✓	✓	✓	✓(2)	✓	✓	✓	✓	✓
Vice-Presidential Authority	✓	✓	✓	✓	✓	-	-	-	✓
Vice-President & Chief People Officer	-	-	-	-	✓(3)	-	✓(3)	-	-
Assistant Managers / Managers / Directors / Corporate Controller / Corporate Systems Architect / Legal Counsel 4 / Senior Regulatory Affairs Specialist / Deputy Registrar / Senior Value Management Specialist / Safety, Security & Environment Specialist / Finance Risk & Compliance Management Specialist	-	-	-	-	-	-	-	-	B

Notes:

1. President and Chief Executive Officer
2. Executive positions
3. Responsible for negotiating salary structure, including increments/steps, and economic increases with the Manitoba Government Employees Union

CORPORATE BANK ACCOUNTS

The following individuals have authority to conduct banking functions for the Corporation and require at least two of the following individual's signatures:

- President and Chief Executive Officer
- Vice-President, and Chief Financial Officer (CFO)
- General Counsel and Corporate Secretary (in the absence of either the President and CEO or the Vice-President, and Chief Financial Officer (CFO))
- Corporate Controller
- Directors/Managers in Finance (1)
- Assistant Managers in Finance (1)
- Finance Risk & Compliance Management Specialist

(1) Of which one signature falls under the reporting structure and guidance of the Corporate Controller's office.

ELECTRONIC CHEQUES

Corporate cheques produced electronically for the payment of claims, refunds, salaries, expenses, and most items paid for by the Corporation are to contain the signatures of the President and CEO and Vice-President, and Financial Officer (CFO), and alternatively, the General Counsel and Corporate Secretary if either of the above positions are not filled.



MANUAL CHEQUES

From time to time the Corporation will be required to issue manual cheques, which require two signatures. These manual cheques can be signed by two of the following individuals and in accordance with the dollar value limits in the following table:

- President and Chief Executive Officer
- Vice-Presidential Authority
- Corporate Controller
- Managers in Finance
- Assistant Managers in Finance
- Finance Risk & Compliance Management Specialist

<u>Dollar value of manual cheque</u>	<u>Requires the signature of</u>
Over \$1,000,000	President and CEO or Vice-Presidential Authority and any other signature authorized above
\$500,000 - \$999,999	President and CEO or Vice-Presidential Authority or director and any other signature authorized above
\$250,000 - \$499,999	President and CEO or Vice-Presidential Authority or director or manager and any other signature authorized above
Up to \$250,000	Any two signatures authorized above

SAFETY DEPOSIT BOX

Access to the safety deposit box requires signatures from at least two different people. The following persons are entitled to access to the Corporation's safety deposit box:

- President and Chief Executive Officer
- Vice-President, and Chief Financial Officer (CFO)
- General Counsel and Corporate Secretary
- Corporate Controller

The Corporation should deposit land title deeds and electronic copies of Board materials and minutes, amongst other valuable documents, in the safety deposit box.

CORPORATE CREDIT CARDS

Payment by credit cards can be required for certain items (for instance, on-line transactions or by authorization by telephone for payments). Credit cards should be used very infrequently and can only be held and used by the following:

<u>Department</u>	<u>Position</u>	<u>Limit</u>	<u>Use of Card</u>
Out of Province Claims	Manager, Financial Reporting & Investment Accounting	\$200,000	Assist customers involved in out of province accidents (specifically US dollar amounts) to assist in expenditures for claims related costs (repair/rental vehicle, hotel accommodation, transportation expenses, etc.)
Out of Province Claims	Corporate Controller	\$15,000	Assist customers involved in out of province accidents (specifically CDN dollar amounts) to assist in expenditures for claims related costs (repair/rental vehicle, hotel accommodation, transportation expenses, etc.)
Corporate Controller	Vice President, and Chief Financial Officer (CFO)	\$100,000	Air travel services
Procurement & Strategic Sourcing	Manager, Strategic Sourcing & Vendor Management	\$40,000	IT non-purchase order, rush, or on-line purchase requests.
Subrogation	Legal Processor(s)	\$20,000	Filing of court documents for subrogation and legal files.
Subrogation	Legal Processor(s)	\$10,000	Filing of court documents for subrogation and legal files.
Human Resources	Vice President, and Chief People Officer	\$2,000	Corporate Office Expenses
Legal	Legal Counsel 4	\$1,000	Court Filings



SIGNING AUTHORITY FOR POWERS OF ATTORNEY AND FINANCIAL RESPONSIBILITY CERTIFICATES UNDER SAFETY AND FINANCIAL RESPONSIBILITY LAWS IN OTHER STATES AND PROVINCES

From time to time the Corporation will be required to complete forms (such as Powers of Attorney and Financial Responsibility Certificates) required by other jurisdictions to ensure that insurance provided through this Corporation meets the requirements of those jurisdictions.

Such forms may only be signed by the following persons:

Position	Filing of SRE Certificates and Financial Responsibility Certificates under Safety and Financial Responsibility Laws in Other Provinces and States	For Powers of Attorney and Financial Responsibility Certificates in Other Provinces and States
President and Chief Executive Officer	✓	✓
Vice-Presidential Authority	✓	✓
Manager, Special Risk Extension	✓	✓
Assistant Manager, Special Risk Extension	✓	✓
Supervisor, Underwriting, Special Risk Extension	✓	✓
Director, DVA & Registrar of Motor Vehicles	-	✓
Manager, Broker Support & Autopac Services	-	✓
Director, Commercial Lines	✓	-
Deputy Registrar	-	✓



AGENTS

The following persons are entitled to appoint, suspend or revoke the appointment of a person or business as an insurance agent of the Corporation:

<u>Position</u>	<u>Agency Appointment</u>	<u>Suspend/Revoke Agency Appointment</u>
President and Chief Executive Officer	✓	✓
Vice-President, and Chief Operations Officer (COO)	✓	✓

SALVAGE DIRECT SALES

Salvaged vehicles are normally sold at public auction. There may be occasion when it is appropriate to sell salvaged vehicles directly to a person or company. Such direct sales shall only be made in accordance with *Corporate Directive [C.11 – Disposal or Loan of Manitoba Public Insurance Salvage](#)*. All salvage direct sales must be approved by either the President and Chief Executive Officer or the Vice-President responsible for the Salvage and Holding Compound department.

VEHICLE USE

The [Vehicle Use Policy and Procedure Manual](#) sets out policies and procedures applying to the use of all corporate fleet vehicles, as well as privately owned and/or rental vehicles used for Corporation business. The President and Chief Executive Officer, Vice-President responsible for Administrative Services, Director, Corporate Services and Manager, Premises & Administrative Services are authorized to make decisions related to the personal use of corporate fleet vehicles, the use of personal vehicles for corporate business, and parking.

The authorized user of a corporate fleet vehicle may, in accordance with the *Vehicle Use Policy and Procedure Manual*, use the vehicle's assigned fleet credit card for fuel purchases, car washes, automobile fluids, and minor maintenance such as to replace a windshield wiper, repair a tire, replace a headlight or taillight, etc.

The Director, Corporate Services, or the Manager, Premises & Administrative Services or the Fleet Vehicle Administrator are authorized to pay for repairs of a corporate fleet vehicle up to \$10,000. Repairs to corporate vehicles above \$10,000 require the approval of the Vice-President responsible for Administrative Services.

The Director, Corporate Services, or the Manager, Premises & Administrative Services are authorized to approve up to \$100,000 for fleet insurance charges or renewals charged to the various accounting units.

SPONSORSHIPS, MONETARY OR IN-KIND DONATIONS AND GRANTS

The Corporation's contributions to the community through sponsorships, monetary or in-kind donations and grants are to be in accordance with the [Community Contributions Policy and Procedures](#). Board of Director approval will be required for any exceptions to this policy.





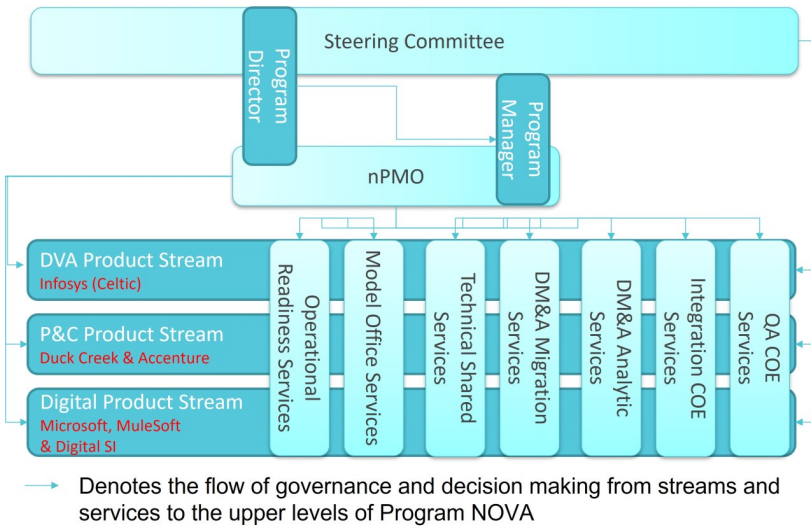
transforming customer experience

STREAM & SERVICES GOVERNANCE PLACEMAT

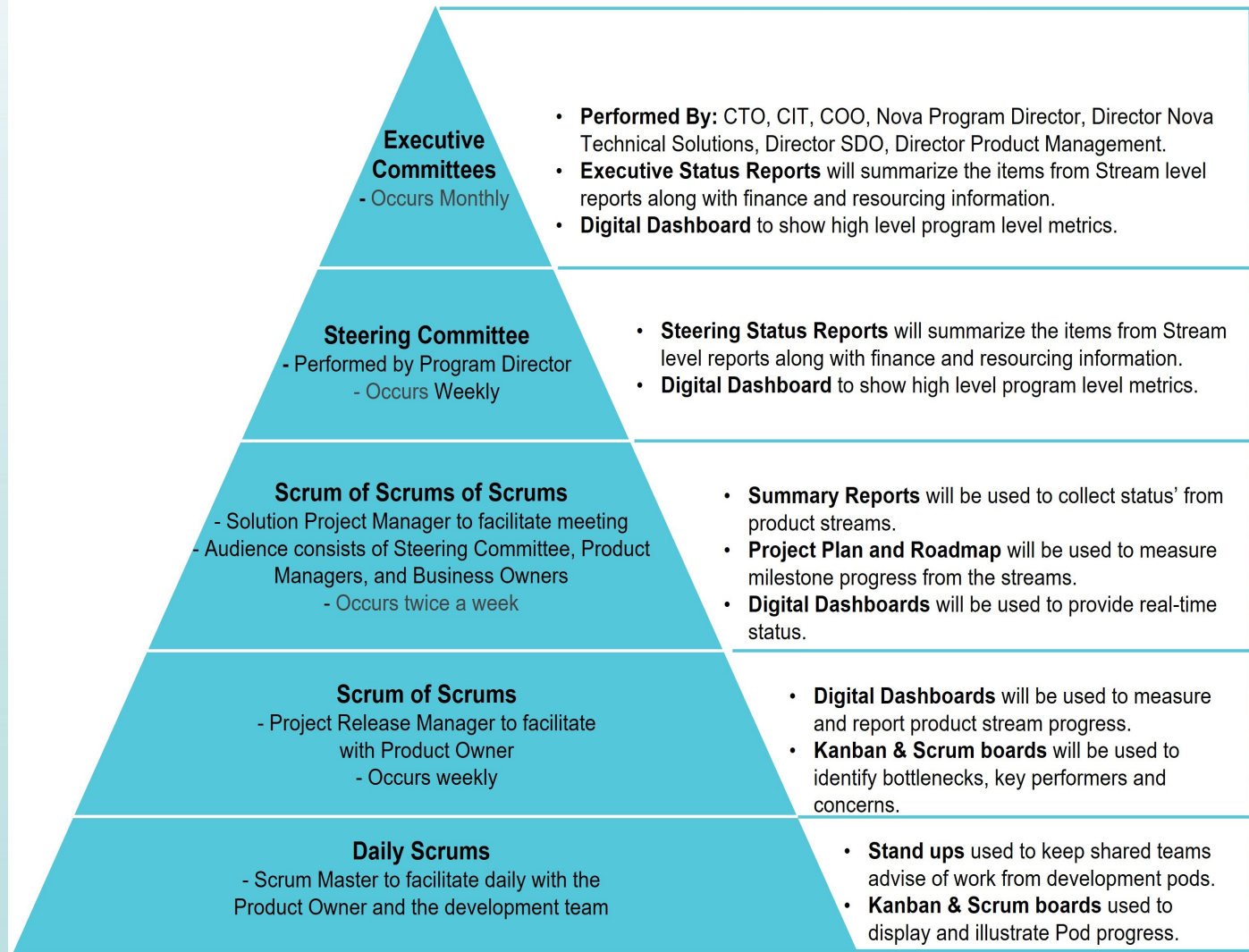


MANITOBA
PUBLIC INSURANCE

Governance Structure



Agile Delivery & Ceremonies



Decisions & Levels of Action

Key Impacts	Product Owner	Product Manager	PRM / PM	Partner PM	Program Manager	Business Owner	Program Director
Single pod with no roadmap/deliverable impacts	R	I	I				
Single pod with financial, roadmap or program impacts	E	R	I	I	I	I	
Multiple pods, within a stream, with no roadmap/deliverable impact	I	R	I	C	I	A	I
Multiple pods within a stream with financial, roadmap or program impacts	I	E	I	C	R	R	A
Multiple streams with financial, roadmap or program impacts	I	R	I	C	R	R	A
Shared service with no deviation to roadmap/deliverables	I	I	R-PM I-PRM	I	I	A	I
Shared service with financial, roadmap or program impacts	I	I	I	C	R	R	A
Roadmap or program deliverables	I	I	I	C	R	R	A

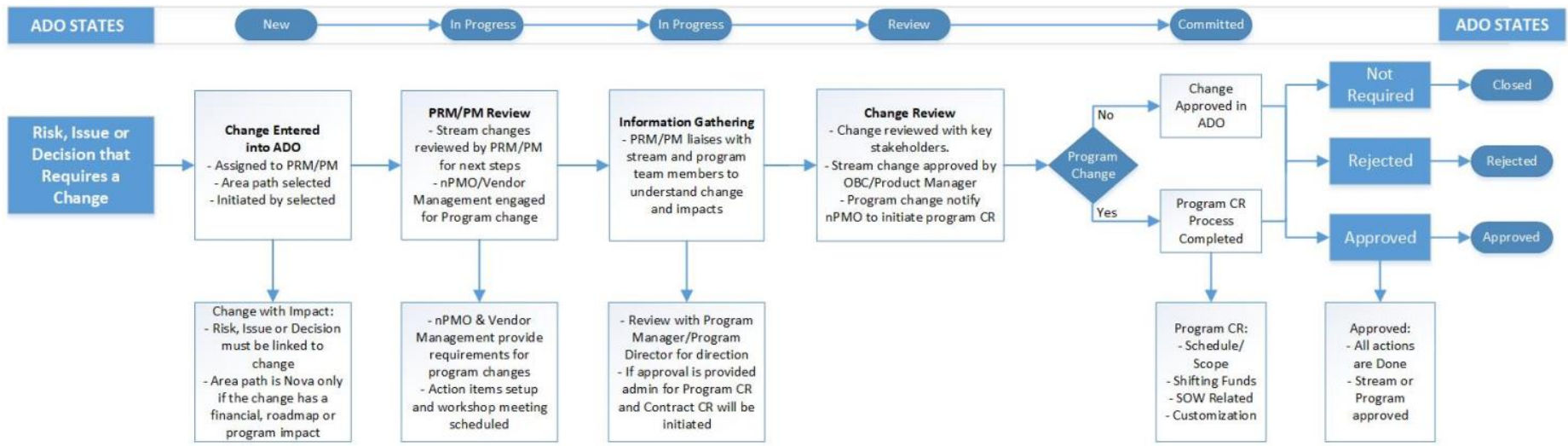
Legend: R: Responsible; E: Escalates; C: Consulted; I: Informed; A: Accountable



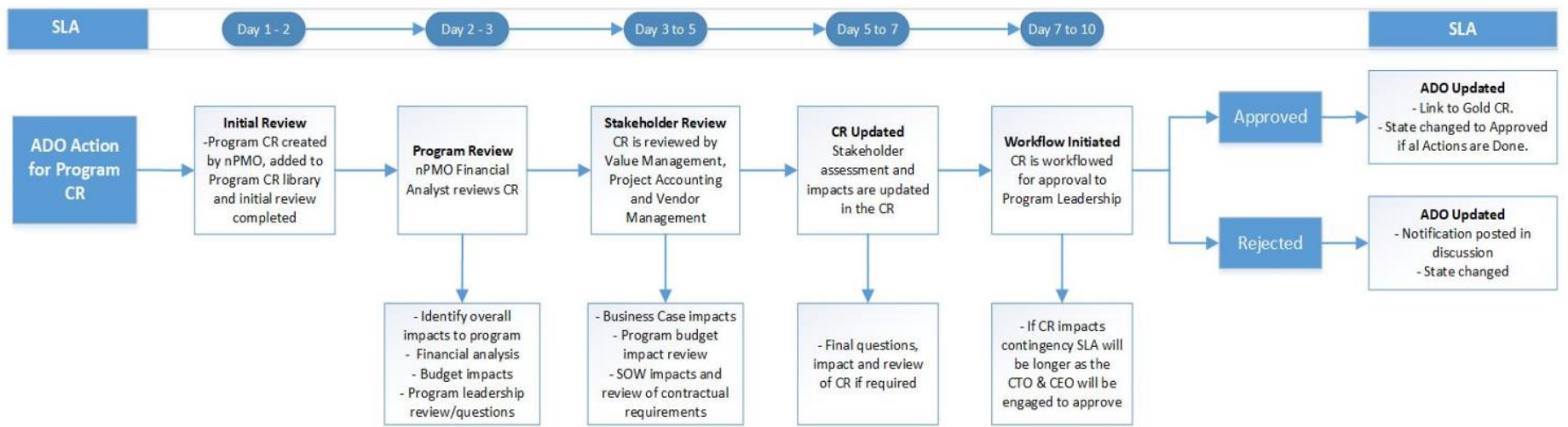
CHANGE REQUEST PROCESS PLACEMAT



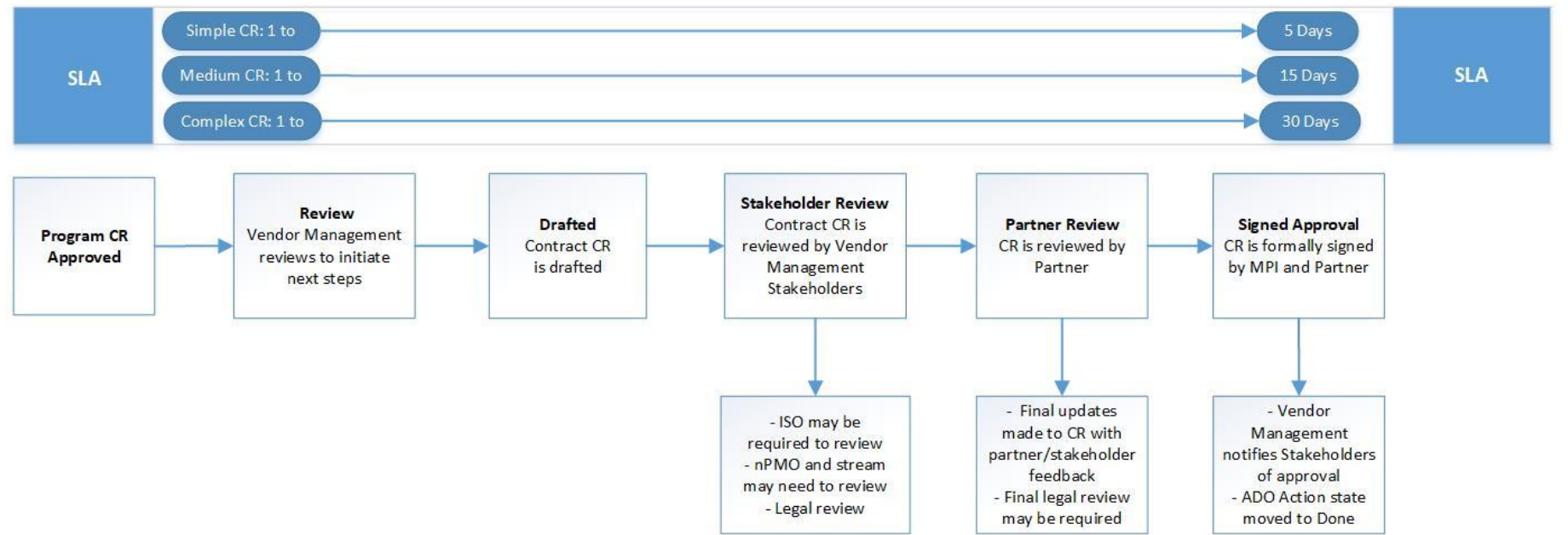
CR High Level Process Flow



nPMO High Level Process Flow



Vendor Management High Level Process Flow



Stream & Program Change Request RACI

Key Activities	Program Roles					Program Leadership				
	PM Team	PPM	Product Owner / Manager	nPMO	Vendor Management	OBC	Program Manager	Program Director	CTO	CEO
Identify Change Related to Risk, Issue or Decision	R, A	C								
Change Work Item Created	R, A	C								
Area Path Identified: Program or Stream	R, A									
Review Identified Change	R, A									
nPMO & Vendor Management Engaged (Action Items Created)	R, A			C	C					
Gather Details of Change and Assess Impacts	R, A	C		C	C					
Review Program Change with Program Director/Manager	R, A						C	C		
Team and Stream Change Reviewed by Product Owner/Manager/OBC	R, A	I		C	C	C				
Change Approved in ADO	A		R			R				
nPMO Notified for Program Change Request	R, A			I						
Program Change Request Drafted and Initial Review Initiated				R, A						
Program Financial Review				R, A						
Vendor Management Review				R, A	C					
Value Management and Project Accounting Review				R, A						
CR Updated with Review Feedback				R, A						
CR Workflowed for Approval				R, A						
CR Approved				R		I	A	A	I	I
CR Approved (Contingency)				R			I	I	A	R
Gold CR Created (Program & Team Version)				R, A						
Gold CR Link Added to ADO				R, A						
ADO Change State Changed to Approved (If All Actions Completed)				R, A						
Next Steps Identified in CR Initiated	R, A	R, A		R	R					
Next Steps Completed Communication	R, A	I		I	I	I	I	I	I	I

R: Responsible A: Accountable C: Contributor I: Informed

PRM/PM: Product Release Manager/Project Manager (Coordinator); PPM: Partner Project Manager



Change Request

CR #: Syntax: CR-<Project Acronym>-<Sequence Number> (e.g., CR-SCT-01)

Project Name: Click here to enter text.		Project Number: Click here to enter text.		Business Case Number: Click here to enter text.		
Project Manager: Click here to enter text.		Operational Business Champion: Click here to enter text.		CR Initiator: Click here to enter text.		
Urgency	<input type="checkbox"/> Critical – currently in the Critical path <input type="checkbox"/> High – will be in the critical path by <date> <input type="checkbox"/> Normal – may be in the critical path in the near future <input type="checkbox"/> Low – no impact on ability to move forward			Severity	<input type="checkbox"/> Critical – threatens project success <input type="checkbox"/> High – significant disruption to the schedule, cost, or scope <input type="checkbox"/> Normal – progress disrupted with manageable extensions to cost, schedule, and scope <input type="checkbox"/> Low – exposure is slight	
	CR Name: Click here to enter text.		Requested Date: Click here to enter a date.		Response Date: Click here to enter a date.	
Justification	Description of Change					
	Click here to enter text.					
Impact	Reason for Change (Trigger)					
Impact	<input type="checkbox"/> Scope/Objective					
	<input type="checkbox"/> Benefits					
	<input type="checkbox"/> Resources					
	<input type="checkbox"/> Schedule					
	<input type="checkbox"/> Budget					
	<input type="checkbox"/> IBM/Vendor					

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Change Request

CR #: Syntax: CR-<Project Acronym>-<Sequence Number> (e.g., CR-SCT-01)

	<input type="checkbox"/> Information Security	
Reviews	Impact requires change to...	Before submitting for approvals...
	<input type="checkbox"/> Business Cases	CR and revised Business Case must be reviewed by *Value Management
	<input type="checkbox"/> Budget	CR and revised Financials must be a reviewed by Assistant Manager, Project Accounting; and *Value Management
	<input type="checkbox"/> IBM/Vendor Agreement	CR must be reviewed by *Vendor Management
	<input type="checkbox"/> Information Security	CR must be reviewed by *Information Security Office
Approval	Description of Change	
	<input type="checkbox"/> No further approvals are required beyond Corporate Business Architect. <input type="checkbox"/> VP Business Sponsor(s) approval is required.	

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Change Request

CR #: Syntax: CR-<Project Acronym>-<Sequence Number> (e.g., CR-SCT-01)

AUTHORIZATION

Name:		Signature:	<i>See SharePoint Workflow</i>
Role:	Director, Enterprise Program Management Office (EPMO)	Date:	
Name:		Signature:	<i>See SharePoint Workflow</i>
Role:	Manager, Project Accounting	Date:	
Name:		Signature:	<i>See SharePoint Workflow</i>
Role:	Director, Value Management <i>(Required, if the CR impacts the budget/business case – only copied, not an approver)</i>	Date:	
Name:		Signature:	<i>See SharePoint Workflow</i>
Role:	Business Owner, responsible for the initiative	Date:	
Name:		Signature:	<i>See SharePoint Workflow</i>
Role:	Product Manager, responsible for the initiative	Date:	

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