



General Insurance Statistical Agency

Agence statistique d'assurance générale

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Strategic Plan

2018-2021

Approved October 2018

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General Insurance Statistical Agency

STRATEGIC PLAN

2018-2021

I. CHAIR'S MESSAGE

On behalf of the Board of Directors, I am pleased to present the General Insurance Statistical Agency (GISA)'s Strategic Plan for the period April 1, 2018 to March 31, 2021.

The 2018-2021 strategic plan remains focused on the delivery of GISA's core business, the collection and reporting of statistical information. Our plan will be executed with an emphasis on building our capacity to respond to emerging developments in the property and casualty industry, particularly those affecting data collection, management and reporting, such as the implementation of IFRS 17.

GISA will engage with regulators, rate boards and the industry as it undertakes initiatives associated with its new strategic priorities. We remain committed to working collaboratively to enhance the collection and reporting of accurate, timely and relevant statistical data. This includes reviewing the alignment of and continued investment in GISA's service delivery infrastructure.

Brian Mills
Chair

II. MANDATE

GISA's mandate, or purpose, is:

To collect, and make available timely statistical information to support a healthy, accessible and responsive marketplace for property and casualty insurance.

We are guided by our mandate and rely on it for direction.

III. MISSION STATEMENT

The following mission statement describes how we fulfill our mandate:

We provide effective oversight of the statistical plans and related insurance data, ensuring that timely, reliable and accurate information is efficiently produced to meet the needs of an evolving marketplace.

GISA acts as the statistical agent for participating insurance regulators across Canada. GISA fulfills its mandate and mission by providing a forum for discussion, harmonization and prioritization of insurance data, ensuring that the required data is made available in a timely and efficient manner. In addition, we provide the necessary governance of insurance data collection, analysis and reporting, ensuring accuracy and reliability.

IV. VISION

GISA's vision is:

To be an efficient, effective and respected statistical agency.

Our vision guides the overall direction of our work and provides a forward-looking statement as to what the organization aspires to be. Our goal is to efficiently produce high quality, reliable data.

V. CORE VALUES

Organizations are driven by a set of core values. These values define the way in which business is conducted and how the organization relates to its members, stakeholders and service providers.

GISA is committed to the following values:

- **Accuracy**
- **Collaboration**
- **Efficiency**
- **Transparency**
- **Responsiveness**

VI. STRATEGIC PRIORITIES

In order to achieve its goals, GISA will focus on the following three strategic priorities over the next three years:

- 1) Enhance the harmonized collection and reporting of accurate, timely and relevant statistical plan data, through effective operational oversight and engagement with key stakeholders.
- 2) In collaboration with regulators and rate boards, monitor emerging developments in the automobile insurance sector to inform adaptation of data collection, management and reporting activities.
- 3) Optimize alignment of and continued investment in GISA's service delivery infrastructure, including utilization of external service delivery partners.

VII. STRATEGIC INITIATIVES

In pursuing our strategic priorities, GISA will complete the following strategic initiatives over the next three years:

1. Enhance the harmonized collection and reporting of accurate, timely and relevant statistical plan data, through effective oversight and engagement with key stakeholders.
 - a. *Enhance engagement with key stakeholders to review the Automobile Statistical Plan to improve data collection relevancy, data accuracy and timeliness of exhibits.*
 - b. *Review exhibit relevancy and explore opportunities to enhance reporting flexibility to support regulators, rate boards and inform government policy analysis.*

2. In collaboration with regulators and rate boards, monitor emerging developments in the automobile insurance sector to inform adaptation of data collection, management and reporting activities.
 - a. *Engage with key stakeholders to monitor emerging developments in the auto insurance sector, including government policy and regulatory changes.*
 - b. *Effectively respond to developments affecting data collection, management and reporting activities (e.g. implementation of IFRS 17).*

3. Optimize alignment of and continued investment in GISA's service delivery infrastructure, including utilization of external service delivery partners.
 - a. *Review GISA's service delivery infrastructure, including external service delivery partners, to assess capacity to meet existing and prospective requirements.*
 - b. *Explore opportunities to modernize GISA's service delivery infrastructure to enhance data collection, analysis and reporting systems, ensuring system sustainability and scalability.*