



Fall Trivia: What Causes Leaves to Change Colour in the Fall? (see page 4)

Anthea & Douglas Present:

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From: Anthea Mumby, Tuesday 8:12am, Mumby Insurance

Fall 2018 VIP Clients Edition

How Does “VUCA” Affect Your Business?

With each passing day, Canadians find their world disrupted by more and more volatility, uncertainty, complexity, and ambiguity, sometimes referred to as the “VUCA” effect.

And this disruption does not discriminate. Its global frequency and severity manifests in the political, economic, social and technological areas of our lives. Just think of a few recent examples:

We see political disputes abounding in Iran, China, the US, North Korea and Europe. There is economic turmoil due to Brexit, NAFTA negotiations, protectionism vs. free trade and the like. We experience social hot buttons including health care, cannabis legalization, discrimination protection, Welfare and pensions. And then there are technological disruptions such as cyber risks, the rise of Block Chain (Continued on page 2)



Thanks to everyone who stopped by our booth at the RAIC conference this summer. We had a wonderful time catching up with long-term clients and meeting so many talented Architects. We're proud to support the work you do!



Are You Prepared for the New Workplace Regulations That Come Into Effect Under Bill 148???

(See article on p.3)

How Does “VUCA” Affect Your Business? (continued)

and artificial intelligence. The VUCA effect is all around us.

The insurance industry is part antidote to the risks posed by disruption, ensuring the efficient and effective transfer of such risks to markets better equipped to offer financial protection in the event that losses are incurred.

The insurance industry deploys sophisticated risk management practices to identify, measure and control risks. This includes the analysis of “big data,” extremely large data sets that may be analyzed to reveal patterns, trends, and associations. This “big data” analysis can lead to simplified risk reduction solutions for customers, despite the fact that their needs are often more complex than ever before, but it doesn’t always happen this way.

Unfortunately, many people, whether they are business owners, homeowners or tenants, find insurance far too complex. They can’t do the analysis on their own, often not knowing where to start, and as a result, they end up with protection that doesn’t really suit their unique needs.

In addition, the current disruptive environment is causing insurance markets to “harden.” This means premium rates are increasing, while the underwriter’s risk assessment and rating “due diligence” is more detailed than ever before. Underwriters are more selective, accepting only the risks that meet their stringent underwriting guideline criteria. Some returning applicants are forced to seek coverage elsewhere, a trend particularly evident in the Ontario personal auto and home insurance lines.

What does this mean for you? What can you do to gain or retain confidence for your business or personal financial security?

At Mumby, we believe that working with our clients to obtain the RIGHT insurance protection at reasonable cost is the only way to restore or develop this confidence. Educating our clients on proactive risk management procedures is part of a long-term strategic help process that will reduce risk and premium costs.

VUCA - volatility, uncertainty, complexity and ambiguity, aren’t going away anytime soon. Let’s schedule a call to discuss your strategic protection plan. **Call us: 1-88-446-5745.**



Kerry Eaton, COO at Mumby Insurance Brokers, authored this article. You can learn more about Kerry at mumby.com/kerry-eaton or email him at kerry@mumby.com

Thank YOU For This Award!

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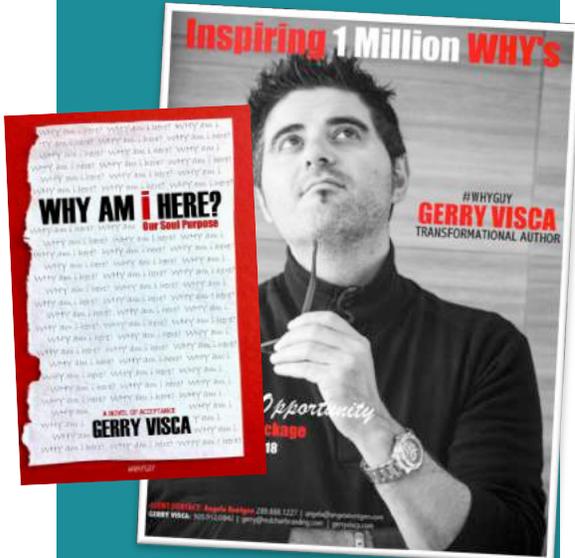
We are proud to have won the "Platinum" award because it's a symbol of our commitment to serving you, our valued clients, with the attention and care you deserve. We look forward to serving you for many years to come!



WHY AM I HERE?

Gerry Visca is a former Architect turned into the self-proclaimed #WhyGuy, whose mission is to help 1 million people ask the question, “Why?”

So, what is this Why?



“I define it as the World Helped by You. I'm not talking about the 'surface-based' Why that changes with the seasons or the pursuit of some shiny new object. Your deeper Why is not some goal, financial metric or even your kids for that matter. Your Why is your soul's way of realizing its deeper impact on the world.

It's your true reason for being and it's time that you remember who you are and why you're here.

Gerry offers many inspiring and challenging ideas across all 17 of his books. You can learn more and grab your own copy of his most recent book, *Why Am I Here?*, at www.gerryvisca.com

What Bill 148: What the “Fair Workplaces, Better Jobs Act” Means for Your Business

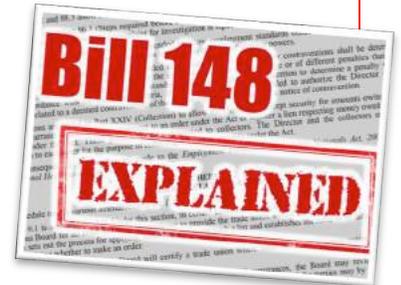
Last year the Ontario government passed the “Fair Workplaces, Better Jobs Act” (Bill 148) as a major overhaul to the rules governing your workplace. Here are some of the major changes that might impact your business:

Minimum Wages – In Effect Now

The general minimum wage will rise from \$14 per hour to \$15. The student minimum wage will also increase, from \$13.15 to \$14.10.

After January 1, 2019, the minimum wage will be indexed to inflation.

The first inflationary increase will be announced in spring 2019, and will take effect on October 1, 2019.



Personal Emergency Leave - In Effect Now

All businesses are required to allow all employees up to 10 days of personal emergency leave (PEL) per calendar year. The entitlement kicks in after seven days of employment. The first two days taken must be paid at the employee's regular rate. PEL may be taken for:

- A personal illness or medical emergency
- The death, illness, injury or medical emergency of a family member or person the employee considers a family member
- An urgent matter concerning a family member or person an employee considers a family member

As an employer, you are not allowed to request a doctor's note as proof for the leave.

Scheduling – January 1, 2019

Shift cancellations must be made at least 48 hours in advance. If a cancellation is made within 48 hours of the scheduled shift, you must pay the employee for at least three hours of work at their regular rate.

This provision may not apply if “the nature of the employee's work is weather-dependent and the employer is unable to provide work for the employee for weather-related reasons.”

“On-call” employees must be paid for at least three hours of work at their regular rate, even if they don't get called in.

Employees must be given 96 hours' notice of any new shift. If a new shift is created within 96 hours of its start time, the employee has the right to refuse the shift with no repercussions.

Digital Privacy Act: Preparing For Canada's Upcoming Breach Notification Rules



With each passing year, malicious cyber events increase in size and severity, impacting companies and customers alike. Small and medium-sized businesses are common victims of hackers, as their security measures tend to be easier to crack.

With no clear end to an ever-shifting, dangerous cyber landscape and with confidential information on the line, the federal government recently re-evaluated organizational requirements and oversight related to data breaches. This re-evaluation came through the enactment of the Digital Privacy Act (DPA), which amends the Personal Information Protection and Electronic Documents Act (PIPEDA).

While most of the amendments contained in the DPA came into force in 2015, the mandatory data breach notification, reporting and record-keeping provisions weren't initially enforced. Instead, these requirements will come into force Nov. 1, 2018. *

We've prepared a free report that outlines the responsibilities of business owners under this new legislation. Would you like a copy? Just email reception@mumby.com or call 1-800-446-5745. 

Fall Trivia

During summer, leaves serve as "factories" where most of the foods necessary for the tree's growth are manufactured. This process takes place in cells containing chlorophyll, which gives the leaf its green color.

But in the fall, because of changes in the length of daylight and in temperature, leaves stop making food, chlorophyll breaks down, and the green disappears, leaving red and yellow leaves.



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