



July 2015

Tips and Strategies to Help Your Firm Succeed

At Mumby, we are focused on helping you identify and mitigate risks you might encounter personally

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and professionally. That's why Douglas presents at various conferences across the country such as **RAIC** and **OAA** about risk management and planning for your future security.

That's also why we've included several resources in this newsletter that will help you be proactive when it comes to managing your risks.

We hope you find this helpful!

Anthea Mumby & Douglas Pinell



We Can Help You With:

- Professional Liability
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- Professional Offices
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- Disability
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- Mortgage Protection
- Cyber Liability
- Executor Liability
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- Special Event Liability
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- Commercial Auto
- Antique Vehicles
- Snowmobile, ATV, Watercraft
- Apartment Buildings
- Condominium Buildings
- Townhouses

Employee Policies: Help or Hindrance?

While most organizations have policies and recognize the need for them, some believe that they are better off without them.

For these small employers, the concern is that if they implement policies, they will lose flexibility in dealing with the various people issues that invariably come up during the course of business. They are afraid they will get tied down to the policies and that once introduced, they will be a challenge to monitor and enforce.

As with everything in life, balance is the key. While having policies in place and strictly adhering to them without regard to the particular circumstances represents one extreme; having little to none of the most basic policies represents the other end of the spectrum.

The main advantages of having a detailed set of policies are:

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1. Meeting legislative compliance.

Being found in non-compliance can be a very expensive proposition for employers, particularly those in regulated professions.

This is not just monetarily with hefty fines and/or legal costs attached, but also expensive in terms of damage to the relationships with employees, the potential for professional sanction, and the loss of trust and confidence leading to a tarnished reputation in the marketplace. These factors are all strongly co-related to the bottom line.

2. Providing guidance to the organization and the management team in addressing people issues.

Often managers do not know how to handle team performance or behaviour problems. Having policies is a good place to start.

Policies provide guidance to employees, allowing many of them to self-manage and quickly get answers to the most common questions, and guidance to managers, providing them with a baseline from which to start the decision making process.

Having policies also demonstrates a level of fairness, which ties to a primary driver of employee engagement, namely, trust & integrity. Without policies, the practices are bound to vary from one team or department to another.

Because people constantly evaluate what they have in light of what others have, in terms of things like flexibility, time off, work/life balance, remuneration, perks, and more, without policies, you will likely end up with

frustrated employees.

You may also be open to complaints of discrimination and unfair work practices. Without policies in place, it can be difficult for an organization to defend itself against such claims.

3. Assisting in developing and sustaining the desired culture.

Having policies can help the organization reach its strategic goals and objectives, monetary and otherwise.

Problems arise when the existing culture is at odds with, or does not support the organization's goals and objectives. Policies help organizations achieve and maintain the desired culture by helping clarify it for management and all employees.

For those afraid of losing flexibility, it should be noted that a policy manual should be used as a guideline. Circumstances vary, times change, and so do organizations. Their policies need to keep up!

When managed properly, policies will further an organization's ability to reach its goals and objectives, and in today's challenging business environment, we all need any help we can get!

For help establishing the right policies for your business, please contact Engage HR, www.engagehr.com.

"Circumstances vary, times change, and so do organizations. Their policies need to keep up!"

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Disaster Recovery

The Right Plan Could Save Your Business

Does your company have a disaster recovery plan? If not, a serious incident could put you out of business. Here's how you can begin to develop one for your company.

1. Assess the real risks. When people use the term “disaster” they usually think of events like fire, flood, sabotage or terrorism. In fact, statistically, the greatest risk to a company is loss of data or downtime due to a computer crash. Analyze what potential disasters could do to your daily workflows and design a recovery plan that meets your specific needs.

2. Set objectives. The purpose of a disaster recovery plan is simple: staying open for business. Developing a plan could identify simple preventative measures such as installing a back-up power supply or changing the way your company's information is stored. Use your plan to set specific objectives.

3. Secure your critical data. Decide what data is important to your business, back it up frequently and keep copies of it in a separate location from your office. Ensure backup routines are automated to eliminate human error, and test your backup and recovery strategy regularly.

4. Determine how you will communicate with your customers. External communication is extremely important if disaster strikes. Your plan should include ways to let customers know what has happened and how long the interruption will last.

5. Review your plan. Review your plan at regular intervals and update it as necessary. Make sure everyone in the company knows what to do if disaster strikes.

6. Don't do too much...or too little. Your business may not need an elaborate disaster recovery plan. Start now by planning to protect the most critical aspects of your business. Assess what you could lose in the event of a disaster; you will soon realize that creating a plan is worth the investment. - Richard Mash, Network Partners, www.networkpartners.ca



As Douglas presented at the recent RAIC conference, Architects face a set of risks that differ from other business owners.

Call Douglas to Discuss Your Risks: 1.800.446.4745



HR Summertime Checklist



Employers and HR departments that take time to prepare for the summer months may be able to enjoy them a bit more. As we move through this current summer season, consider the employee management areas outlined below.

Do you have policies in place to handle these considerations? Should new action be taken in the future?

PTO/Vacation requests – Do managers and supervisors know how to administer employee requests to make sure appropriate staffing levels are maintained and employees are treated fairly?

Summer hours – Does your company use a summer hours policy? Is it company-wide?

Dress code – Does your company allow for a more relaxed dress code during the summer? How long does this last?

Staffing – Are you a seasonal employer that has different employee needs during the summer? Are there layoffs to be administered prior to summer? Will you be hiring interns?

Of course, the above is not an all-inclusive list and each organization is unique.

Think about what the summer season means for your organization and consider formalizing policies to make it a seamless transition.

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June 2015 Ford Mustang
August 2015 MINI Cooper
October 2015 Toyota RAV4
December 2015 Jeep Cherokee
February 2016 Chevrolet Equinox
April 2016 BMW 4 Series

Kiva: Loans That Change Lives

Anthea recently discovered Kiva, a non-profit organization that arranges microloans for business owners in developing countries. **Give a loan and help another entrepreneur succeed! Visit kiva.org**



Call Us For Your Chance To WIN!
1.800.446.4745

We've already given away some amazing prizes, but there are lots more to be won!
Learn all the details: mumby.com/sweepstakes

For Design Professionals Only:

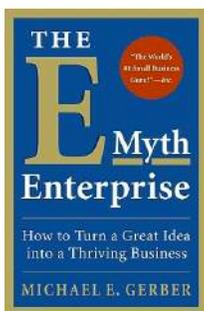
- Is an employee policies manual actually worth creating?
- Insurance Exposed!* Get your copy of our brand new book!
- Do you have a business recovery plan in place in case disaster strikes your company?
- Review: The E-Myth Enterprise

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Anthea's Book of the Month



Despite its title, *The E-Myth Enterprise* is not exclusively for budding entrepreneurs. In fact, the book is equally as useful to existing small-business owners who are stuck in a rut and are wondering how to get out.

Michael Gerber's book is about planning to be successful. As he says, **"What worked yesterday will most likely not work today, and the fact that something works today is insufficient justification for planning to do it the same way tomorrow."**

According to him, an inability to adjust is why so

many businesses experience failure. His book is all about demonstrating how small businesses can set themselves apart and master four ingredients to building a company that will be successful in the long term.

I really loved the short list of takeaway points that conclude each chapter. Having a "Cole's Notes" guide that gives me something specific to work on in my own business made this book more practical than just hypothetical.

I'd strongly recommend this book to any business owner who is looking to stay current, and is willing to make the necessary changes to maintain a profitable business in the future.

