



**LAWPRO  
Position Profile  
President and Chief Executive Officer**

Position Title: President and CEO  
Reports To: Chair of the Board & the Board of Directors  
Location: Toronto, Ontario, Canada



**COMPANY BACKGROUND**

Lawyers' Professional Indemnity Company (LAWPRO®) is a wholly Canadian owned insurance company that provides professional liability insurance to lawyers in Ontario and TitlePLUS® title insurance coast-to-coast. LAWPRO is headquartered in Toronto, Ontario, Canada and has a staff complement of 140.

LAWPRO provides errors and omissions insurance to more than 26,000 members of the Law Society of Upper Canada. Through its TitlePLUS Program (being the only all-Canadian, bar-related title insurance product), LAWPRO also provides comprehensive title insurance and legal services coverage for residential purchase and mortgage-only/refinance transactions handled by lawyers or Quebec notaries.

Incorporated in 1990 by the Law Society of Upper Canada, LAWPRO has operated independently of the Law Society of Upper Canada since 1995, with its own management and Board of Directors. For more than 20 years, the LAWPRO team has provided the Ontario bar with cost-effective liability insurance, expert claims administration, and proactive risk and practice management initiatives to help prevent claims.

LAWPRO operates in a commercially viable and responsible manner in accordance with the regulations of the Ontario *Insurance Act*, the Ontario *Corporations Act*, and other applicable legislation. LAWPRO's strong underwriting and claims management underlies its financial strength. LAWPRO has consistently been awarded an "A (Excellent)" rating for its financial strength by A.M. Best Co, a leading rating agency.

**VISION, MISSION AND VALUES**

*VISION*

To be regarded as the preferred insurer in all markets and product lines in which we do business.

*MISSION*

To be an innovative provider of insurance products and services that enhance the viability and competitive position of the legal profession.



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## VALUES

### **Professionalism**

- Individually and as a team, we hold ourselves to the highest professional standards.
- We deliver programs and services known for quality and cost-effectiveness, and for being practical, helpful and relevant.
- We demand the best of ourselves every day and in everything we do.

### **Innovation**

- We foster a climate in which creativity, innovation and change can flourish.
- We share ideas, skills and knowledge and encourage continual learning.
- We value teamwork and collaboration, and the diverse strengths and perspectives of others.

### **Integrity**

- We act with the highest levels of integrity in all of our interactions and decisions.
- We aim to always be consistent, fair, ethical and accountable.

### **Service**

- We strive for excellence in customer service.
- We share our knowledge, experience and expertise with our customers and with each other, so that together we can identify, prevent and solve problems.
- We take the time to listen and understand, so we can respond effectively and empathetically to our customers and to each other.
- We demonstrate courtesy and genuine respect for all.

### **Leadership**

We try to make the world a better place, and to that end lend our energies and expertise to many communities.

## **CORPORATE SOCIAL RESPONSIBILITY**

We are committed to being a responsible, involved and accountable citizen of the many communities in which we hold membership: the employer community, the insurance community, the legal community, and of course the larger community in which we all live.

The LAWPRO Corporate Social Responsibility Statement is informed by this spirit of community and accountability, while acknowledging that we are governed and profoundly shaped by our unique role as the provider of the primary professional liability insurance program for all lawyers in Ontario. Our social responsibility commitment as a corporate body is focused on four principal areas:

#### *Fostering the legal community*

- We view a committed, healthy and diverse bar as essential to the functioning of a democracy and to the protection of individual rights in society.
- We have over the years provided financial and in-kind support to organizations that promote and deliver lawyer wellness programs. As well, we make available wellness information and resources electronically at no cost.



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We support and sponsor a range of legal-related charitable and non-profit causes that advance the role and reputation of lawyers in our community, and by implication, foster access to justice in Canada. We also work to support charitable initiatives which have captured the interest and imagination of the bar and their clients. We promote the enrichment of the bar through our promotion of legal education, both internally and externally, and by fostering the building of relationships within the legal community.

*Supporting the broader Canadian community*

- We acknowledge that as highly skilled and employed individuals, we are among the fortunate in our community. LAWPRO employees give back by selecting five registered charities annually and partner with the company to fundraise for their benefit. In addition, each LAWPRO employee may request one "charity day" per year to undertake work for the registered charity of the employee's choice.
- We actively contribute to the advancement of the Canadian insurance industry, and engage in a dialogue with government in the interests of the bar and the Canadian consumer.
- We promote inclusion by working to expand the range of our materials available in both official languages and by providing materials in other languages based on level of demand.

*Providing a healthy and rewarding workplace*

- We respect and value our employees and the vital role they play in enabling the company to fulfill its mandate. To that end we adopt policies and practices that not only comply with applicable law and fair labor practices, but also respect diversity, promote inclusion and fellowship, cultivate professional growth through education and service, and promote health, safety and wellness, in the workplace and in personal life.

*Respecting the environment*

- We believe that individually and as a company we have a role to play as stewards of our environment and its resources. To that end we support and promote initiatives in our company that help advance the goal of a sustainable environment.
- The company supports the work of its employee-led Green & Wellness Committee, which aims to educate LAWPRO employees about the role individuals and organizations can play in protecting and improving the environment. LAWPRO also has spearheaded a company-wide campaign to reduce reliance on paper and related products, and facilitate use of technology in all aspects of the company's operations. The company actively encourages initiatives such as these that meet a dual mandate of being stewards of the environment and the bar's resources.

**THE OPPORTUNITY**

The President & Chief Executive Officer provides the strategic leadership for all facets of LAWPRO 's enterprise, including support to the 15 member Board of Directors (the "Board") and its Committees, and the relationship with the shareholder, the Law Society of Upper Canada. The President & CEO is responsible for overall management of LAWPRO on a day-to-day basis, in compliance with applicable laws, regulations and corporate policies and in accordance with the company's vision, mission and values. Working closely with the Chair, the Board and the senior management team, the President & CEO ensures that LAWPRO develops long-term strategies, establishes appropriate goals, manages its resources to meet those goals and executes the plans necessary to deliver a high standard of business performance and corporate governance.



## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

### Strategic Leadership and Planning

- Provide visionary and strategic thinking to anticipate and analyze trends in LawPRO's areas of focus;
- Work with the Board to identify strategic issues and develop long term strategic plans that will best serve the insurance and risk management needs of lawyers in Ontario;
- Establish the long term direction of the organization and ensure the necessary financial and human resources are in place to achieve the desired outcomes/results;
- Ensure the appropriate metrics are monitored and acted upon in a timely manner;
- Cultivate collaborative relationships with the Law Society of Upper Canada, leaders in the legal community, and the practising bar.

### Governance

- Develop and maintain strong and effective corporate governance structures and practices within LawPRO to ensure that all matters related to risk management and compliance are adhered to;
- Serve as a Director of LawPRO, in consultation with the Chair/Vice Chair develop the agenda for Board and Board Committee meetings, and provide Board orientation to new Directors and continuing Board education;
- Ensure open, transparent and collaborative communications are in place with the Board, and between the Board and senior management and external stakeholders;
- Act as spokesperson related to operational issues and support the Board relationship with the Law Society of Upper Canada and other Board stakeholder relationship responsibilities;
- Provide strategic advice to the Board to ensure the highest standards of corporate governance respecting LawPRO's vision, mission and values, regulatory compliance and financial monitoring.

### Financial and Risk Management and Regulatory Compliance

- Ensure strong, effective financial controls and risk management processes are in place;
- Lead efforts to ensure LawPRO's financial goals are met;
- Provide leadership to the process of ensuring the availability of appropriate risk management tools and feedback for the practicing bar to limit future claims under the insurance program;
- Ensure LawPRO continues to satisfy the requirements of insurance regulators, tax authorities, and rating agencies among others;
- Function as de facto Chief Risk Officer and Chief Compliance Officer.

### Operational Management

- Establish operational principles that deliver optimal financial performance and an integrated risk management approach, and leverage operational excellence, productivity and efficiencies across LawPRO;
- Develop and maintain appropriate and sound organizational structure and systems, including mentoring and coaching, leading by example, ongoing development of staff, and succession planning;
- Provide oversight of the Internal Auditor;
- Monitor performance (financial, operational, human resources) against established and agreed upon goals and objectives;
- Ensure achievement of goals for LawPRO's invested and managed assets;



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- Ensure LawPRO's information technology strategy and shared business services are performing optimally aligned to key business priorities and deliverables.
- Monitor enterprise-wide customer satisfaction, ensuring proactive/innovative solutions.

#### Stakeholder Relations

- Develop collaborative relationships with the Law Society of Upper Canada (Benchers and senior management), the legal profession, reinsurers, rating agencies, insurance industry associations, lenders, and other relevant and important clients and/or stakeholders;
- Develop and implement appropriate communications and government relations strategies and plans;
- Act as a key spokesperson to the media;
- Represent LawPRO at associations or entities of relevance and importance.

#### Human Resources and Culture

- Build an organization and culture that is consistent with LawPRO's vision, mission and values;
- Set the standard for leadership and management, and build an engaged, high performance culture while continuing to focus on results and accountability and identify future strategic business opportunities.

#### Community and Social Responsibility

- Demonstrate a sense of community and social responsibility through sponsorship and participation in the community and charitable organizations;
- Foster a commitment to community and charitable activities within LawPRO employees.

### **THE CANDIDATE**

The ideal candidate will possess the following knowledge, experience, skills and attributes:

- A senior executive leader with demonstrated strategic leadership and operational management experience within the insurance industry and the regulatory framework within which it operates.
- Considerable knowledge of the legal profession and practice of law, and ideally familiarity with real estate conveyancing and the business of title insurance.
- Experience working with collegial and committed Boards, either as a board member or needing to work with such boards in order to move various agendas forward. Is seen as a trusted advisor.
- Demonstrates the highest levels of authentic and ethical leadership, acting as a role model for others, holding self and others accountable for actions and results; builds current and future leadership capacity and capability.
- A skilled communicator and with exemplary interpersonal skills; capable of establishing a high level of credibility, respect and trust.
- Strong business and financial acumen coupled with a results orientation to optimize resources and with a continuous improvement lens.
- Experience creating a collaborative culture and environment of cross-functional engagement, high performance and measurable results.



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- Experience building mutually beneficial relationships with diverse stakeholders (internal and external) within a dynamic and changing environment; seen as highly proficient and effective respecting diverse stakeholder engagement and relationship management.
- Experience developing and implementing optimal customer products and services, including articulating and leveraging an organization’s promise to deliver on best-in-class customer service outcomes and results.
- Well-developed appreciation of technology to achieve efficiencies within the organization’s operations and to leverage communication strategies with multiple stakeholders and constituents.
- Ability to think strategically and develop creative solutions to a variety of current and emerging challenges within the legal profession and the insurance industry.
- Ability to maneuver through complex situations effectively with patience, diplomacy and sensitivity; demonstrates strong negotiating and influencing skills.
- Leads by example in facilitating dialogue and healthy discourse, innovative thinking, building consensus, driving results, celebrating successes.
- A licensed lawyer in good standing in Ontario (or more broadly Canada) and with a good understanding of LawPRO’s key constituents and relationships.
- Exposure to an organization with a public policy purpose or role.

**AMROP KNIGHTSBRIDGE CONTACT INFORMATION**

Please forward a confidential expression of interest (cover letter and current resume) to: Ed Perkovic, Director of Research – [eperkovic@amropknightsbridge.com](mailto:eperkovic@amropknightsbridge.com).

Should you have any questions regarding this exciting and challenging opportunity, please contact:

Janice Kussner, Partner	<a href="mailto:jkussner@amropknightsbridge.com">jkussner@amropknightsbridge.com</a>	416 640-4313
Lisa Knight, Managing Partner	<a href="mailto:lknight@amropknightsbridge.com">lknight@amropknightsbridge.com</a>	416 928-4565
Ed Perkovic, Director of Research	<a href="mailto:eperkovic@amropknightsbridge.com">eperkovic@amropknightsbridge.com</a>	416 640-4311
Glenda Goodman, Manager, Operations	<a href="mailto:ggoodman@amropknightsbridge.com">ggoodman@amropknightsbridge.com</a>	416 640-4308

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