



Board Evaluation

With a forward-looking view to continuous improvement and best-practices, the TICO Board annually reviews its performance relating to its governance role. All board members complete a Board Evaluation. The evaluation looks at many areas including:

- whether the board's statutory responsibilities have been efficiently discharged
- whether the board has been effective in risk oversight and in adding value to the organization
- whether the composition and competencies of the board are in keeping with the needs of the organization
- whether the board and committee structures are optimal
- whether the information being provided to the board enables members to effectively perform their governance oversight role
- whether there are issues or areas that need more attention in board meetings
- whether boardroom culture and overall dynamics between the board and management are conducive to achieving positive results for the organization
- whether any board development is needed

Based on the results of the evaluation, the Board develops an Action Plan with any areas that it wishes to focus on over the next year.

In addition to the evaluation of the Board as a whole, there are evaluations of the Board and Committee Chairs to provide them with feedback to assist them in performing their important stewardship roles.

All board members are also given the option to have individual meetings with the Board Chair and CEO to discuss their observations on how the Board and its members can effectively oversee and assist the organization to meet its important consumer protection mandate.