



Better serve our citizens, communities, and customers

- Implement a performance management system including:
 - performance measurement
 - zero-based review and improvement
 - service based business planning and budgeting
 - **integrated risk management**
 - individual performance evaluation
- Provide a comprehensive strategy for citizen engagement and customer service delivery, including:
 - a philosophy of trust, communication, and participation
 - an overall 'Citizen First' orientation for municipal public services to meet citizen needs
- Establish a 'One City' senior management mind set



IRM has an Established Framework and Process



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1. Avoid the risk
2. Mitigate the risk
- Managing Risk Beyond Avoidance and Mitigation**
3. Share the risk
4. Accept the risk
5. Embrace the opportunity

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Principal Corporate Risks
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Risk Appetite and Tolerance Can Enhance Decision Making

Risk
Capacity

The risk you can
AFFORD to take
(financial)

Risk
Tolerance

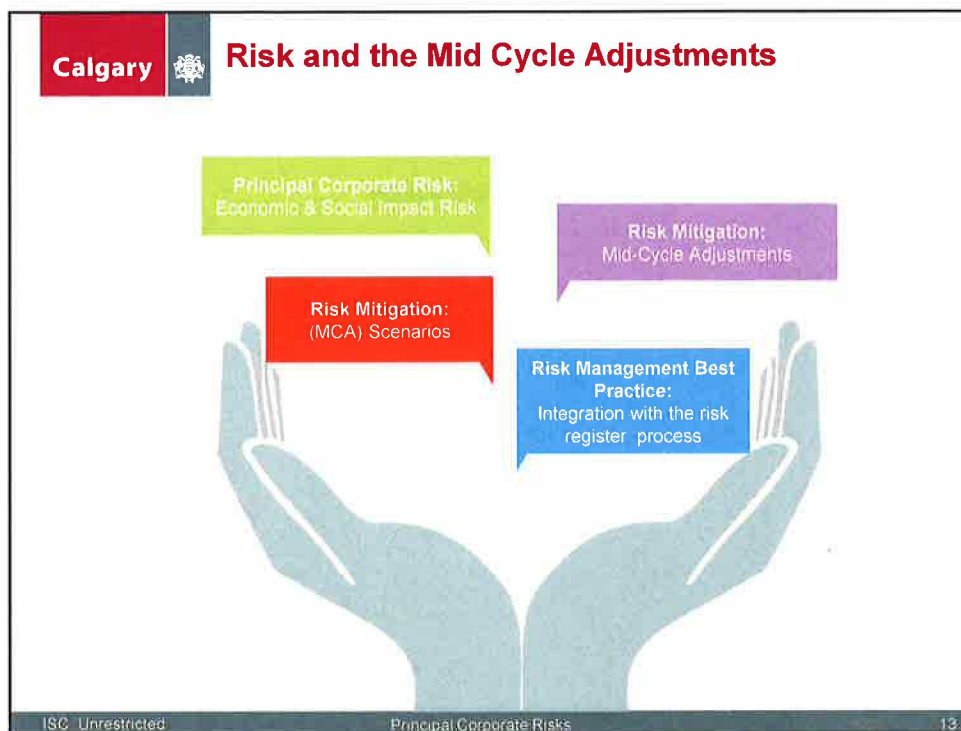
The risk you
PREFER to take
(physiological)


Risk
Appetite

The risk you
NEED to take
(strategic)

Source: Aon Hewitt

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Upcoming Integrated Risk Management Reports to Council

Integrated Risk Management Model Update
 Audit Committee: 2016 July 21
 Council: 2016 September

Annual Principal Corporate Risk Report
 Audit Committee: 2017 January
 Council: 2017 February

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