

# OMERS Administration Corporation

## MEMBER SERVICES COMMITTEE MANDATE

### Purpose

The purpose of the Member Services Committee (the Committee) is to assist the OMERS Administration Corporation (AC) Board of Directors (AC Board) in meeting its fiduciary oversight and related obligations in relation to plan administration and operations (including communications and technology) matters and reviewing plan design and contribution rate proposals and decisions made by SC regarding their impact on the current membership.

### Composition

The Committee is to be comprised of up to seven Directors. Committee members will be recommended for AC Board approval by the AC Board Chair after consultation with the Governance & Risk Committee.

Members will serve for one-year terms. The Board may reappoint any or all members of the Committee for additional one-year terms.

### Meeting Schedule and Frequency

The Committee will meet four times per year and additional times as needed to carry out its duties effectively as determined by the Committee Chair.

### Responsibilities

The Committee fulfills its purpose by:

1. Reviewing plan design and contribution rate proposals and decisions made by SC regarding their impact on the current membership.
2. Overseeing plan administration issues, including:
  - i) pension administration systems and development programs;
  - ii) pension communications with plan members, employers, sponsors and stakeholders, including in relation to pension administration, plan education and defined benefit pension advocacy; and
  - iii) pension administration performance.
3. Overseeing operations issues, including:
  - i) the enterprise data & technology plan;
  - ii) technology projects that have strategic significance, including governance and implementation; and

- iii) OMERS approach to cybersecurity.
4. Reviewing, periodically, the AC communications objectives and strategy, including the timely, effective and appropriate disclosure of the plan's financial results and the communication of other significant events, issues or opportunities, to key stakeholders.
  5. Overseeing risks assigned to the Member Services Committee, including risks relating to member and employer services, stakeholder relations and communications, and information and technology, in each case as described in the AC Risk Framework.
  6. Reviewing and recommending the Committee's mandate to the AC Board via the Governance & Risk Committee and approving a work plan for the Committee.
  7. Retaining independent advisors to provide any expertise the Committee deems appropriate or necessary.
  8. Ensuring members are provided with the appropriate resources and education to fulfil the Committee's responsibilities.
  9. Conducting *in camera* sessions at the end of its meetings with the CEO and the Executive Vice President, Head of Pensions, the Committee alone and any other party the Committee determines.

### **Committee Leadership**

The role of the Committee Chair is to:

- foster a constructive tone so that the Committee works as a cohesive team;
- assist the Board Chair in developing and fostering a healthy Board culture;
- ensure that the informational needs of Committee members are met;
- promote the independent thinking and decision-making of the Committee;
- build consensus among Committee members;
- ensure meeting time is used effectively;
- monitor Committee activities to ensure the work undertaken is consistent with its mandate;
- work in conjunction with Management to ensure that the Committee fulfills its mandate and completes its work plan efficiently and effectively;
- move the Committee's discussion towards a constructive and timely resolution; and
- promote a culture of integrity, compliance, ethical decision-making and conduct, and inclusion.

### **Reporting and Accountability to the AC Board**

The Committee will report to the AC Board on its activities, findings, recommendations and approvals. This will be accomplished by:

- the distribution of meeting materials and minutes of all Committee meetings to all Directors;

- an oral report from the Committee Chair at the next regularly scheduled quarterly AC Board meeting; and
- annually evaluating the Committee’s performance in fulfilling its mandate and reporting its findings to the AC Board.

### **Applicable Policies**

The Committee is not responsible for approving any policies.

### **HISTORY**

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Effective Date: January 1, 2024

Approval Dates: May 17, 2023; December 7, 2023