

**ALBERTA
LAWYERS
INDEMNITY
ASSOCIATION**

**STRATEGIC
PLAN
2025–2028**



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INDEMNITY ASSOCIATION**

CORE IDEOLOGY

Core ideology describes an organization's consistent identity that transcends all changes related to its relevant environment. Core ideology consists of three concepts: core purpose, mission, and core values.

Core purpose describes the organization's reason for being.

Mission describes who the organization is, what it does, and how it does it.

Core values are the enduring principles that guide the behaviour of the organization.

CORE PURPOSE



To provide protection to Subscribers and compensation to members of the public who have experienced losses resulting from the acts or omissions of Subscribers.

MISSION



A Subscriber-funded organization delivering a trusted indemnity program through integrity, professionalism and high-quality service.

CORE VALUES



EXCELLENCE

We deliver services that meet or exceed expectations.



INTEGRITY

We do what we say, ethically, with fairness, and respect.



RELIABILITY

We believe dependability and consistency are key to building trust and managing the relationships we develop.



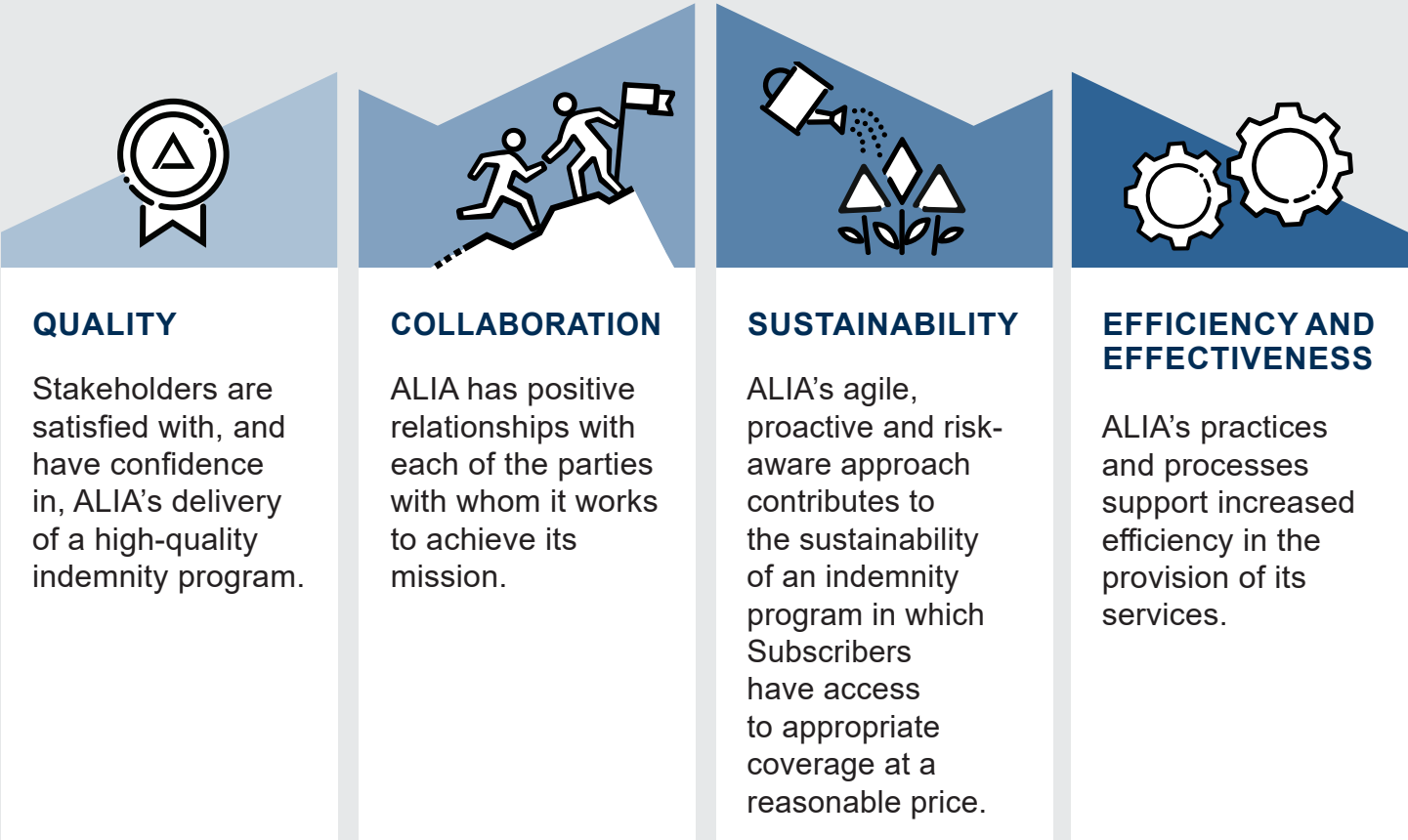
AGILITY

We address needs in a changing environment.

Goals will serve ALIA for the next three years. They are outcome-orientated statements that represent what will constitute ALIA’s future success. The achievement of each goal will move ALIA towards the realization of its mission.

Objectives describe what ALIA will focus on to achieve its goals. Objectives indicate a direction – increase, expand, decrease, reduce, consolidate, abandon, all, distribute, etc. Objectives have a three-year timeframe and are operationalized through annual initiatives that bring focus to priorities and allocation of resources. Some Objectives and strategies/initiatives developed pursuant to them may not be achievable as they may rely on third parties or external events beyond ALIA’s control.

OVERVIEW OF GOALS



General Notes:

“Indemnity Program” has the meaning set out in Part 5 of the *Legal Profession Act* and currently includes coverage for professional liability, misappropriation, and cyber coverage.

To keep the Strategies cleaner in this document, although not explicitly stated herein, each Strategy assumes a report back to the Board on progress/completion.

The effective date of this strategic plan is July 1, 2025, after the end of the current Business Plan 2024-2025 and the start of the new fiscal and policy year.



GOAL A: QUALITY

Stakeholders are satisfied with, and have confidence in, ALIA's delivery of a high-quality indemnity program.

Objectives:

1. Optimize coverages for Subscribers
2. Develop an annual plan to enhance communications with Subscribers and the public



GOAL B: COLLABORATION

ALIA has positive relationships with each of the parties with whom it works to achieve its mission.

Objectives:

1. Maintain and improve relationships with current insurers and potential insurers
2. Maintain and improve relationships with current stakeholders including Subscribers
3. Increase collaboration opportunities with entities/people with whom ALIA could benefit from a relationship

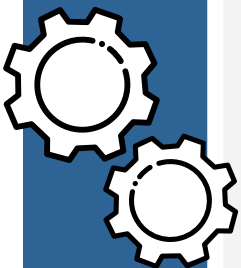


GOAL C: SUSTAINABILITY

ALIA's agile, proactive and risk-aware approach contributes to the sustainability of an indemnity program in which Subscribers have access to appropriate coverage at a reasonable price.

Objectives:

1. Increase Civil Litigation Filing Levy revenue
2. Support sustainability of cyber coverage
3. Optimize ALIA's insurance
4. Develop an annual loss prevention plan, with structure and measurement, with a view to enhancing loss prevention activities



GOAL D: EFFICIENCY AND EFFECTIVENESS

ALIA's practices and processes support increased efficiency in the provision of its services.

Objectives:

1. Develop a plan for the responsible and successful use of technology, including artificial intelligence (AI), in ALIA's operations
2. Continue working with Law Society on efficiency-enhancing projects (including Transforming-Us) to enhance ALIA's efficiency and effectiveness
3. Continue to improve the quality and utility of ALIA's data and its use in decision making